

# OTTER CUSTOMER CONSULTATIVE COMMITTEE

## MINUTES

MEETING NO. 4/2020 - 09.30 AM FRIDAY 11 DECEMBER 2020

By MS Teams / 21 MURRAY STREET, HOBART

09:30 am Meeting commenced

### 1. Welcome and apologies

#### Present

Mr Charles Scarafiotti (Property Council of Australia - Tasmania Division)  
Mr Sam Christensen (Ombudsman Tasmania) (Item 3)  
Ms Elizabeth Skirving (CEO, Rural Business Tasmania)  
Mr Jack Gilding (Tasmanian Renewable Energy Alliance)  
Mr Ray McKendrick (Energy Ombudsman, Ombudsman Tasmania) (Item 3)  
Mr Robert Mallett (Tasmanian Small Business Council)  
Mr Neils Stecher (Australian Competition and Consumer Commission)  
Mr Stephen Durney (TasCOSS)  
Mr John Pauley (Council on The Ageing, Tasmania)  
Ms Tracey Brown (Energy Ombudsman, Ombudsman Tasmania)  
Mr Ben Morris (TasWater) (Item 6)  
Mr Geoff Fader (Tasmanian Small Business Council)

#### In attendance

Mr Joe Dimasi (Tasmanian Economic Regulator)  
Mr Chris Lock (Director, OTTER)  
Mr Glenn Bounds (Assistant Director, OTTER)  
Ms Julia Ma (Research Officer, OTTER)  
Ms Estella Walker (Executive Officer, OTTER)  
Mr Alexander Hansson (Assistant Research Officer, OTTER)

#### Apologies

Mr Tommy Wong (Tasmanian Chamber of Commerce and Industry)  
Ms Georgia Palmer (Local Government Association of Tasmania)  
Mr Peter Skillern (Tasmanian Farmers and Graziers Association)

## 2. Ratify minutes from September 2020 meeting

The minutes from the meeting of 17 September 2020 were ratified.

## 3. Tasmanian Ombudsman Update

Mr Ray McKendrick and Ms Tracey Brown from Ombudsman Tasmania provided an update on complaints received by the Ombudsman in relation to energy and water and sewerage issues respectively.

## 4. 2019-20 Annual Security Review

Mr David Richardson (Principal Policy Analyst, OTTER) gave a presentation on the *Annual Energy Security Review*.

## 5. 2019-20 Energy in Tasmania Report

Ms Julia Ma (Research Officer, OTTER) gave a presentation on the *2019-20 Energy in Tasmania Report*.

## 6. PSP4 Customer Engagement

Mr. Ben Morris (Manager Regulation and Strategic Policy TasWater) delivered a presentation on TasWater's PSP4 Customer Engagement.

## 7. Projects on the Go

The committee members noted OTTER's *Projects on the Go* for December 2020. The paper covered the following issues:

1. Water and sewerage
  - a. Electricity, Water and Sewerage Pricing (Miscellaneous Amendments) Bill 2020
  - b. Next pricing investigation- status update
2. Motor Accidents Insurance Board (MAIB) 2021 Pricing Investigation
3. Competitive Neutrality - Update on current investigations
4. Energy
  - a. Electricity, Water and Sewerage Pricing (Miscellaneous Amendments) Bill 2020
  - b. Next Standing Offer prices and regulated FIT Rate investigations
  - c. New residential electricity offering
  - d. Energy Security Monitor and Assessor status update and overview of current energy security position
  - e. Wholesale Contract Regulatory Instrument (Instrument) - pricing investigation
  - f. Review of the Tasmanian Wholesale Electricity Market Regulatory Pricing Framework- Consultation on Preferred Option
5. Electricity – Quarterly Performance Reports (Q4, 2019-20)
  - a. Retail performance report
  - b. Distribution performance report - TasNetworks
6. Water and Sewerage, Electricity and Gas Licensing Update

## 8. Other Business

The Regulator undertook to ask Aurora to attend the March 2021 OCCC meeting to deliver a presentation on the new billing system, Aurora+ and Aurora Online.

### **Next meeting**

It was agreed that the next meeting will be scheduled for 18 March 2021.

The meeting closed at 11.43 am.