Revised Tasmanian Distribution Regulatory Proposal

Regulatory Control Period
1 July 2017 – 30 June 2019

Overview

We communicate with, and listen to, our customers.

We are committed to ensuring the safety of our customers, employees, contractors and the community.

We will keep the power on, maintaining service reliability.

We will innovate in a changing world.

We will deliver our services for the lowest sustainable cost.

It's all part of our vision to be trusted by our customers to deliver today and create a better tomorrow.

Table of contents

Tasmanian distribution revised Regulatory Proposal

Tasmanian households and businesses depend on the availability of a safe, reliable and affordable electricity supply.

TasNetworks provides transmission and distribution network services, delivering Australia's cleanest electricity to Tasmanian homes and businesses. Our vision is to be trusted by our customers to deliver today and create a better tomorrow.

We are putting this vision into action. In January 2016, we submitted our electricity distribution Regulatory Proposal for the two year regulatory period commencing on 1 July 2017 and ending on 30 June 2019. Our proposal factored in a range of efficiencies, and put downward pressure on customer prices. On 29 September 2016, the Australian Energy Regulator (**AER**) released its draft decision on how much revenue we will be allowed to recover from our customers to fund our operations.

The AER largely accepted our proposal, making timing adjustments to some elements that reduced overall revenue. The AER also updated the cost of capital to reflect updated financial market data, and will update this information again in its final decision.

We accept the majority of the AER's proposed adjustments to our revenue requirements.

As a result of updated information, we present a revised Regulatory Proposal which incorporates changes to our forecast operating expenditure. When preparing our Regulatory Proposal (in late 2015) we adopted very challenging targets for operating expenditure savings. We are working hard to deliver these efficiency improvements, and have significantly reduced operating costs from pre-merger levels.

Our 2015-16 cost information shows that our initial efficiency targets were too ambitious. Our revised operating expenditure forecast includes future efficiency gains: while the forecast is higher than our initial proposal, it is lower than the level considered efficient by the AER. Our proposal continues to place downward pressure on customer prices.

We are confident our revised Regulatory Proposal strikes an appropriate balance between the immediate pressures to reduce prices and the need to address our reliability, safety and compliance obligations.

This Overview Paper provides a plain English summary of our Regulatory Proposal, including key changes included in our revised proposal. We hope that summarising our proposal in this Overview Paper will make it easier for customers to engage with our proposal and the AER's consultation process.

Lance Balcombe
Chief Executive Officer

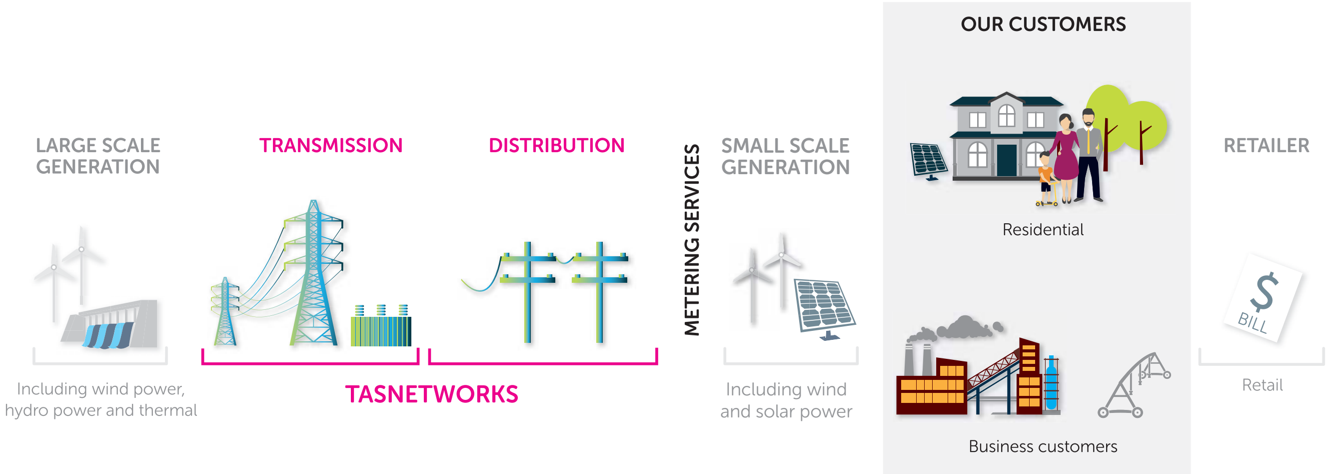
1. Who we are and what we do

1.1 Our role

Tasmanian Networks Pty Ltd (**TasNetworks**) is a State Owned Corporation that commenced operations on 1 July 2014 by merging Tasmania's electricity distribution and transmission networks into one network business.

We own, operate and maintain the network that delivers electricity to more than 280,000 households, businesses and organisations on mainland Tasmania. We also own, operate and maintain a telecommunication network to enable safe and efficient operation of the electricity system. Our role in the electricity supply chain and our customer service relationships are shown below.

Figure 1: TasNetworks' customer service relationships



1.2 What it takes to deliver your power

TasNetworks is responsible for the design, construction, maintenance and operation of the network that takes power from the point of generation and delivers it to Tasmanian homes and businesses.

Our distribution network is a largely rural overhead network, with the use of underground cables generally restricted to central business districts, newer subdivisions and commercial centres in urban and suburban areas.

The figure below provides an overview of what it takes to deliver power to our customers across our transmission and distribution network.

Figure 2: What it takes to deliver your power

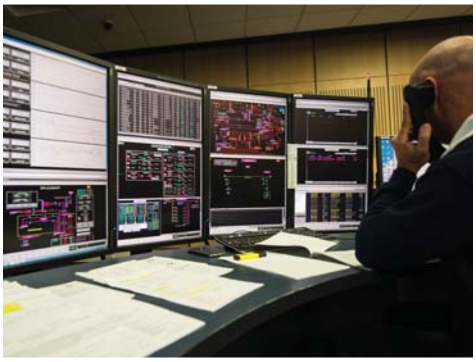
The network is made up of:

Transmission

3,500 circuit kilometres of transmission lines

8,500 transmission line support structures

11,000 hectares of easements



Distribution

15,000 kilometres of high voltage powerlines

5,000 kilometres of low voltage powerlines

2,000 kilometres of high and low voltage underground cables

222,000 poles

The electricity industry is currently undergoing significant change driven by new and increasingly affordable technologies that are giving customers greater choice about how they meet their electricity supply needs, and impacts on how they use the network.

In the past, our networks simply delivered electricity from large generation sources to end-use customers. It was a one-way energy services system, much like a one-way road. The widespread uptake of solar panels and emerging battery technology is turning our network into a dynamic, two-way platform for energy transportation, as more and more customers are able to generate and store electricity that can be exported back into the distribution network, to be used by other customers, large and small.

Changes in the Tasmanian economy are also affecting electricity demand. The services sector is currently experiencing high levels of growth relative to traditional, more energy intensive industries that have historically driven increases in demand.

> These changes remind us that we must innovate if our network is to continue to serve our customers' changing needs. Our expenditure plans explain how we intend to embrace technological change and innovate to support lower cost network solutions. Our customers expect us to innovate and we are responding to this challenge.

1.3 Our plans for the business

Our strategic goals are to:

- understand our customers by making them central to all we do;
- enable our people to deliver value and keep safe;
- care for our assets, delivering safe and reliable network services while transforming our business; and
- operate our business to deliver sustainable shareholder outcomes.

Our strategic goals are based on four pillars: Customers, People, One Business and Our Owners. The figure below outlines how we will deliver on our strategic goals under these four pillars.

Figure 3: Our 'strategy on a page'

Vision — **Trusted by our customers to deliver today and create a better tomorrow.**

Purpose — **We safely deliver electricity and telecommunications network services, creating value for our customers, our owners and our community.**

	Customers	People	One business	Our owners
Strategic goals What do we need to focus on to achieve our vision?	**We understand our customers and make them central to all we do.**	**We enable our people to deliver value and keep safe.**	**We care for our assets, delivering safe and reliable network services while transforming our business.**	**We operate our business to deliver sustainable shareholder outcomes.**
Strategic measures How do we know when we have achieved it?	• Customer net promoter score • Lowest sustainable prices	• Culture score • Engagement score	• Zero harm • Network service performance maintained • Sustainable cost reduction • Efficient program of work delivery	• Returns on assets and equity • Dividends • Corporate reputation • Resilient balance sheet

Initiatives
What are the enterprise wide initiatives we need to focus on now?

- Zero harm program
- 'Voice of the Customer' program
- Framework for predictable and sustainable pricing
- Ajilis business transformation program
- Culture and capability program
- 'Changing the role of the grid' program
- Enterprise agreement
- Business excellence program

HOW WE WORK

- The safety of our people and the community is our top priority
- We collaborate to deliver real value to customers
- We innovate and we are a fast follower
- We challenge the status quo
- We are one business
- We deliver commercial outcomes

We have adopted a phased approach to transforming the business and achieving our strategic goals, based on the following principles:

1. Build understanding and capability, while delivering safe and reliable network services.
2. Adapt by transforming how we work.
3. Achieve our strategic goals and increase stakeholder value.

Our plan will continue to evolve over time, as we complete activities and respond to our changing customer requirements and operating environment.

1.4 How we compare to other businesses

Networks can vary greatly in their scale and design. Our network supports a relatively small but highly dispersed population, and is characterised by comparatively low levels of customer and energy density, even in the State's major regional population centres. Over 75 per cent of our distribution network serves small towns and rural communities.

The characteristics of our customer base, and the nature of our network, mean that we have to employ more assets, relative to many of our peers, than a simple comparison of customer numbers would suggest. While these differences are unavoidable, we have been working hard to reduce costs wherever possible.

Comparing network companies is very difficult because performance is affected by factors such as the location of customers and the local terrain. For example:

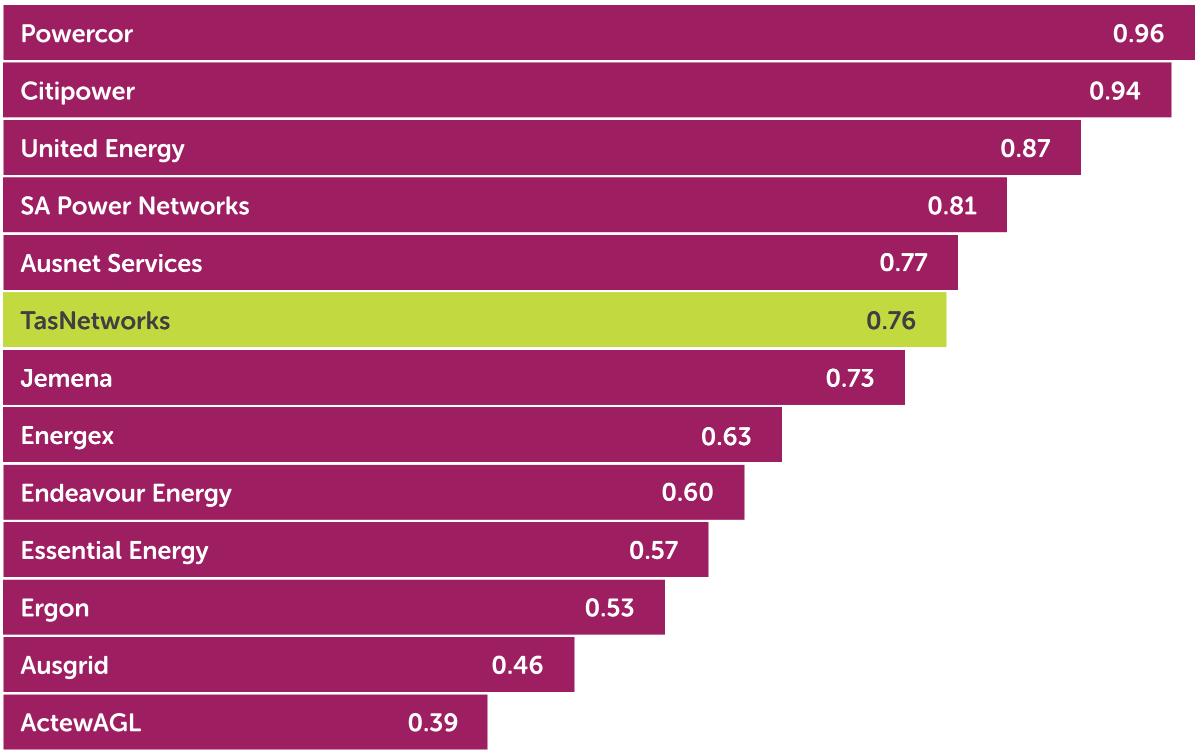
- TasNetworks services 280,000 customers spread out over an area of 67,800 square kilometres;
- Citipower, in Victoria, serves a similar number of customers (325,000 homes and businesses) but these are located across Melbourne's central business district and inner suburbs, packed into a service area of only 157 square kilometres.

Further, the boundary between the transmission and distribution system in Tasmania is different to most other states and we have a higher proportion of our distribution network that operates below 33 kV. The AER's 2015 annual electricity network benchmarking report acknowledged this, urging caution when interpreting TasNetworks' benchmarking score, given its "comparatively unusual system structure".

The particular Tasmanian conditions in which we operate have a negative impact in the way we compare on some benchmarks, even though we run an efficient business. We continue to work with the AER to ensure benchmarking properly considers our network and customer characteristics. More importantly, we continue to drive improvements and efficiencies in order to deliver good outcomes for our customers.

The AER uses benchmarking to measure and compare the operating efficiency of the distribution networks in Australia. The results of the AER's operating efficiency benchmarks related to the ten years up to and including the 2014-15 financial year are set out below.

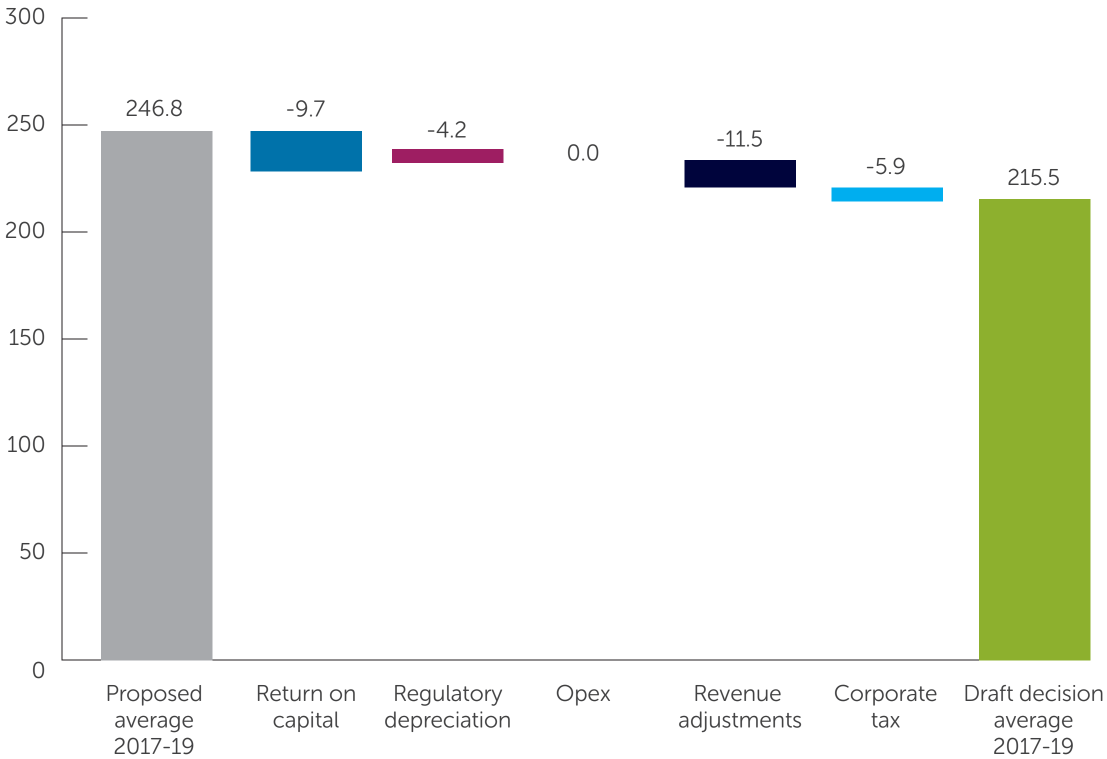
Figure 4: Efficiency benchmarking using the AER's Stochastic frontier analysis (SFA) data (the best performer has the highest score)



1.5 Overview of the Australian Energy Regulator's Draft Decision

Although the AER largely accepted our proposed distribution revenue requirements for the 2017 to 2019 period, the AER set an alternative revenue allowance comprising the adjustments set out below in Figure 5.

Figure 5: AER's draft decision adjustments to our proposed revenue requirements ($million, 2016–17)



We accept three of the four adjustments proposed by the AER, being:

- 'return on capital' – which largely reflects updated financial market data, subject to further update;
- 'regulatory depreciation' – which reflects timing changes applied by the AER; and
- 'revenue adjustments' – which reflect different timing assumptions for how the efficiency benefit sharing scheme operates with the operating expenditure forecast.

Together these adjustments comprise approximately 80 per cent of the total reductions proposed in the AER's draft decision.

We also note that the 'corporate tax' adjustment reflects changes in a number of inputs, as well as the value of imputation credits. Our proposal applies the prevailing approach to this calculation.

While we accept the majority of the AER's proposed adjustments to our revenue requirements, there are a number of matters raised by the draft decision that we address in our revised Regulatory Proposal. The key matters raised include a:

- revised operating expenditure forecast; and
- revised proposal on alternative control services – fee based services.

In addition to addressing these matters, we will submit a revised Tariff Structure Statement and a separate explanatory document in response to the tariff strategy issue raised in the AER's draft decision. We also accept the AER's draft decision in relation to our Connection Policy and will adopt the amended policy set out in the AER's draft decision.

Our revised Regulatory Proposal only focuses on the outstanding issues and does not repeat unchanged information included in our proposal submitted to the AER in January 2016. We hope that by minimising the scope of the revised Regulatory Proposal in this way, the document will be more accessible to customers and other stakeholders.

2. Snapshot – How our plans will affect you

Our Regulatory Proposal outlines our plans for improving, maintaining and operating our distribution network efficiently in order to meet the long-term interests of our customers.

For the two-year regulatory period from 1 July 2017 to 30 June 2019, our proposal puts further downward pressure on prices for all our customers. We have proposed cost reductions and performance targets, and will work hard to achieve them:

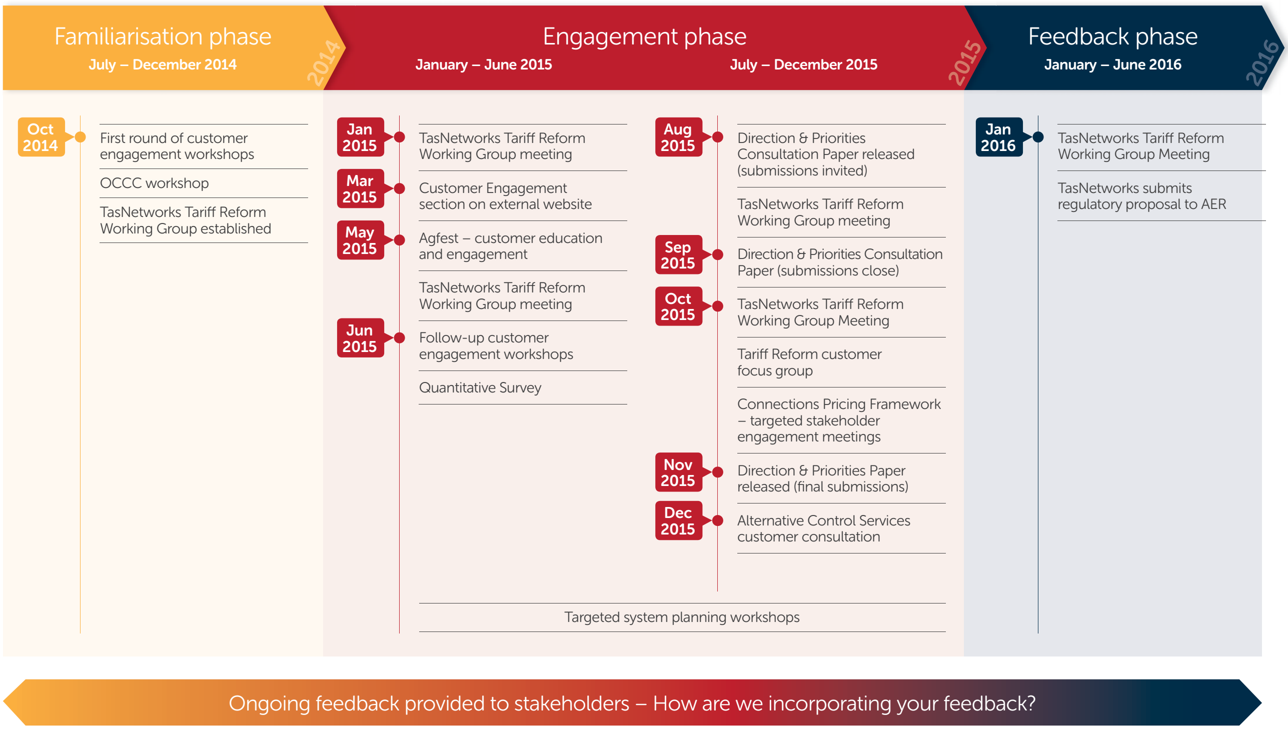
- we are proposing reductions to our operating expenditure;
- we will maintain our service levels;
- our annual revenue will drop by approximately $60 million from 1 July 2017, which is greater than 20 per cent in real terms;
- we will maintain this lower annual revenue in the following year, with no change in real terms, from 1 July 2018;
- we anticipate that average residential and small business customers will experience a network price decrease in 2017-18 followed by an expected smooth price path in 2018-19; and
- we will be rebalancing most of our existing network tariffs, by increasing the emphasis on service charges and reducing the variable consumption based component.

We are working hard to keep our costs and our prices as low as we sustainably can, while delivering safe and reliable services.

3. Customer views and our response

We have engaged extensively with our customers in developing our distribution expenditure and pricing plans. We started by implementing a customer engagement plan, summarised below.

Figure 6: TasNetworks' 2017 Distribution Determination Engagement Plan



Key engagement topics/requirements

- Forecast expenditure programs (operating and capital expenditure – including key strategies and projects)
- Proposed Connection Pricing Policy
- Tariff principles, strategy and tariff structure statement

Since then, consistent with our engagement strategy we have continued to embed how we engage with customers as a 'business as usual activity; our recently updated engagement plan is summarised below.

Figure 7: TasNetworks' Revenue Reset Engagement Plan

Key engagement topics/requirements

- TasNetworks Business Strategy 2025
- Forecast expenditure programs
- Connections and Metering
- Pricing Strategy and Methodology
- Tariff Reform
- Regulatory Framework including incentive schemes
- New technologies and the future network
- Customer's preferences on service, price and reliability

We gathered information and feedback from our customers and other stakeholders in a variety of different ways, as shown below.

Figure 8: Our engagement activities

The engagement process delivered some important messages for us to take on board. Most customers said that they were happy with the present level of reliability and wanted it to be maintained. Customers did not want us to spend more to improve reliability.

However, customers identified the following opportunities for improvement:

- providing services at lower cost (without compromising service quality);
- providing customers with better information about restoration times when there is an outage;
- addressing meter reading concerns;
- addressing localised quality of supply issues such as voltage fluctuations; and
- using more responsive and modern communication tools (for instance, SMS automatic messaging for outage updates) and improved online communication, especially for outages.

In considering the insights we have collected through our customer consultation, combined with our regulatory obligations and knowledge of the network, our investments for the 2017-19 regulatory period will be focused on five key areas:

1. Improving how we communicate with, and listen to, our customers.
2. Ensuring the safety of our customers, employees, contractors, and the community.
3. Keeping the power on, maintaining service reliability.
4. Innovating in a changing world.
5. Delivering services for the lowest sustainable cost.

We have continued our engagement activities following the submission of our regulatory proposal. We have informed key stakeholders of the outcomes of the AER's draft decision. In particular, we have engaged directly with our Customer Council, retailers, and our Pricing Reform Working Group. We also continue to engage with customers through our business as usual processes.

Our engagement approach should assist stakeholders to participate in the AER's consultation on its draft decision and in responding to our revised Regulatory Proposal.

4. Expenditure plans and service incentives

4.1 Capital expenditure plans

Our capital expenditure plans remain unchanged and are consistent with our Regulatory Proposal submitted in January 2016. We expect to spend approximately $38 million, or six per cent, less on capital during the current five year regulatory period, compared to the allowance set by the AER. As a result of this customers will pay for a lower regulated asset base. This translates into lower network prices for our customers as the capital value of our regulated asset base is an important input to determining the revenue the AER permits us to recover from our customers.

This outcome is particularly positive for our customers because in recent years the distribution business incurred significant additional costs associated with bushfire recovery and investment in the IT systems needed to facilitate the introduction of full retail competition in Tasmania. These additional costs were not included in the AER's capital expenditure allowances but were eligible for 'pass through' if approved by the regulator.

Aurora Energy, as the distributor, had commenced a pass-through application to the AER for the information system costs associated with full retail competition. However, TasNetworks decided against this approach and, instead, absorbed these increased costs and managed expenditure within the existing allowance. This supported lower network charges for our customers. Table 1 outlines our actual and forecast capital expenditure.

Table 1: Actual and forecast capital expenditure ($million, 2016-17)

Category	2012–13	2013–14	2014–15	2015–16	2016–17	2017–18	2018–19
Development	**35.7**	**36.9**	**35.6**	**38.5**	**37.0**	**31.9**	**31.5**
Customer initiated	28.5	26.3	30.9	31.4	28.9	25.4	25.2
Reinforcements	7.2	10.6	4.8	7.2	8.1	6.5	6.2
Renewal/enhancement	**47.3**	**49.9**	**55.2**	**52.7**	**58.2**	**57.7**	**60.9**
Operational Support Systems	**2.7**	**4.0**	**2.9**	**12.0**	**15.0**	**15.5**	**4.7**
SCADA and Network Control Systems	1.1	2.4	2.5	1.3	1.0	3.2	2.0
Asset Management Systems	1.5	1.6	0.4	10.7	14.0	12.3	2.8
Non-Network Other	6.1	7.0	5.8	6.1	3.8	3.7	3.7
IT and Communications	17.2	22.7	7.1	9.8	19.2	14.2	11.7
Total capital expenditure	**109.1**	**120.5**	**106.7**	**119.1**	**133.3**	**123.1**	**112.5**
Customer capital contributions	**(8.3)**	**(10.6)**	**(12.9)**	**(12.7)**	**(10.2)**	**(11.2)**	**(11.0)**
Total net capital expenditure	**100.8**	**109.9**	**93.8**	**106.4**	**123.1**	**112.0**	**101.4**

We will need to increase capital expenditure in some areas to manage emerging safety risks. We are also continuing to invest in our information systems as we innovate to find better ways of communicating with our customers, maintaining service performance and managing risk.

We have forecast additional costs over the two-years covered by our Regulatory Proposal as a result of changes being made by the Australian Energy Market Commission to the regulation of metering and metering-related services, and upgrades to market systems.

The Australian Energy Market Commission made its final rule relating to the regulation of private electricity networks that are within our distribution network, such as the wires and cables that service the shops within large shopping centres. These are known as 'embedded networks' and the regulations may change the way these embedded networks are metered. This depends on jurisdictional instruments that are yet to be finalised and will determine how or if this rule is applied in Tasmania. If these changes result in material increases in our costs we may update our forecasts through a pass through application process.

4.2 Operating expenditure plans

We have adopted the AER's 'base-step-trend' approach when developing our operating expenditure forecasts. This approach develops a forecast by building from actual expenditure in a previous year (base year) and making an allowance for expected changes over the forecast period.

We have accepted the AER's draft decision that the efficiency scheme for operating expenditure and the base year for operating expenditure should use the same expenditure assumptions. We have therefore updated our efficiency scheme calculations, and revisited our operating expenditure forecasts.

In our forecast we identified a number of new costs that are likely to arise in the next regulatory period. For example additional operating expenditure will be required to:

- increase the maintenance of access tracks and vegetation corridors to ensure the continuation of prudent vegetation management practices; and
- increase the number of inspections on our overhead assets, like the cross arms on power poles and insulators, to facilitate better planning of maintenance work and minimise unexpected asset failures.

We also expect to incur increased costs as a result of network growth to support new connections, which in turn means that we have more assets to maintain and therefore increased operating costs.

We are conscious that, while there is a range of upward cost pressures faced by our business, our customers expect us to continue to pursue and deliver efficiency savings, particularly as a result of the merger.

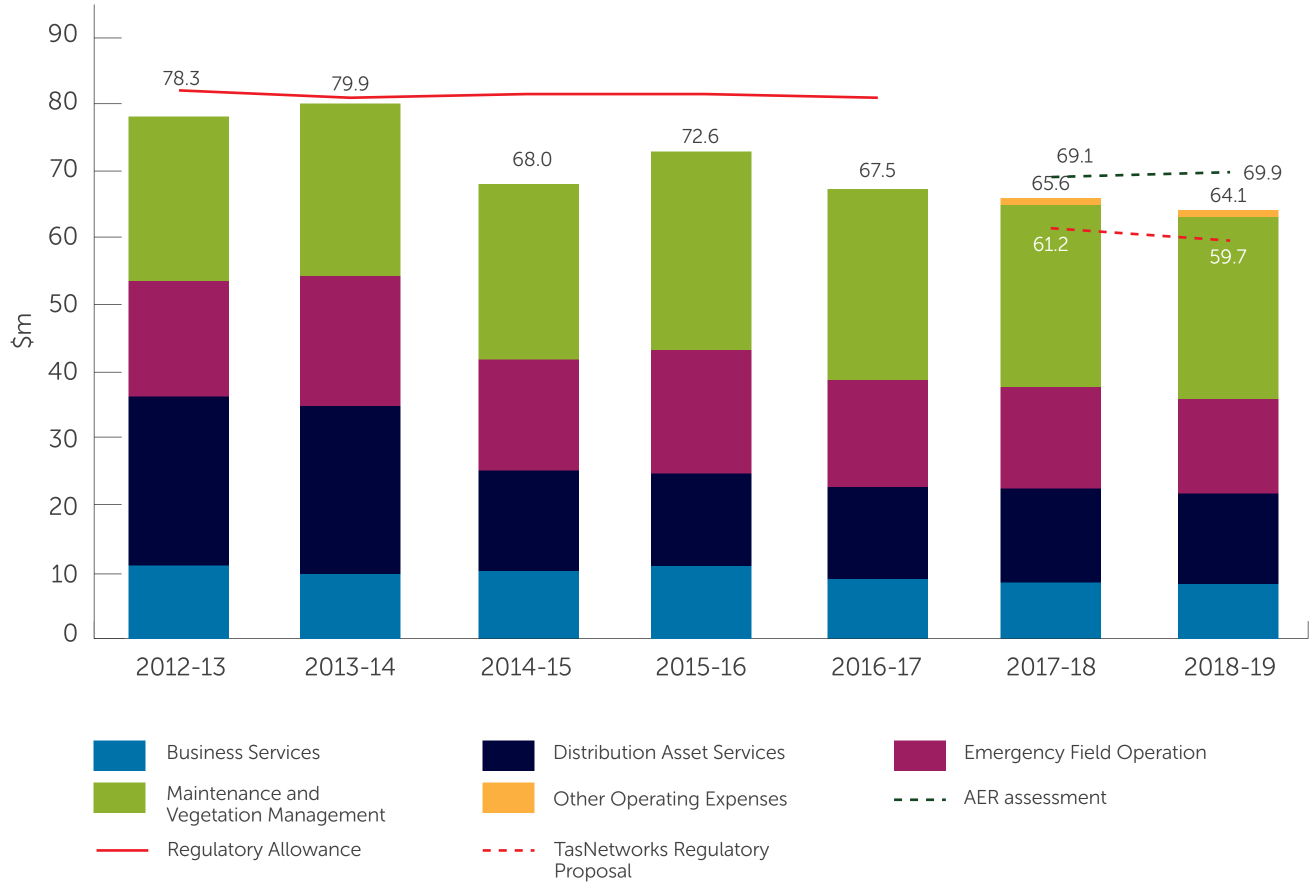
At the time of preparing our Regulatory Proposal (in late 2015) we adopted very challenging targets for operating cost savings. We have reassessed our forecasts in light of improved and updated information, including actual 2015-16 revealed costs and a number of changing external factors, including a continuation of higher storm-related costs.

We are working hard to deliver efficiency improvements. Our actual cost information for 2015-16 indicates that the timeframes for achieving the identified future savings are too ambitious, given the range of competing cost increase pressures. Whilst we will deliver efficiency savings, we must balance the pressures to reduce costs against our regulatory and performance obligations.

In light of the AER's draft decision and our assessment of new information, our revised Regulatory Proposal includes changes to our productivity savings targets and extends the period over which we expect to achieve these savings. Our forecast still includes productivity savings that see operating costs falling in real, constant dollar terms.

We also note the AER's assessment of an efficient operating expenditure level for our business. The figure (over page) shows our revised operating expenditure forecast alongside the AER's (higher) alternative forecast of efficient operating expenditure. Our actual expenditure and the regulatory allowance for the current period are also shown.

Figure 9: Revised operating expenditure forecast ($million, 2016-17)



Although our revised operating expenditure is higher than our initial proposal, it remains well below the AER's alternative estimate. The AER's estimate reflects the "benchmark operating expenditure that would be incurred by an efficient provider over the forecast period"[1]. On this basis, we regard our revised operating expenditure forecast as an appropriately challenging target for our business and one that continues to place downward pressure on customer network charges.

[1] AER, Draft Decision, TasNetworks distribution determination, 2017–18 to 2018–19, Attachment 7 – Operating expenditure, September 2016, page 7-23.

5. Revenue requirements

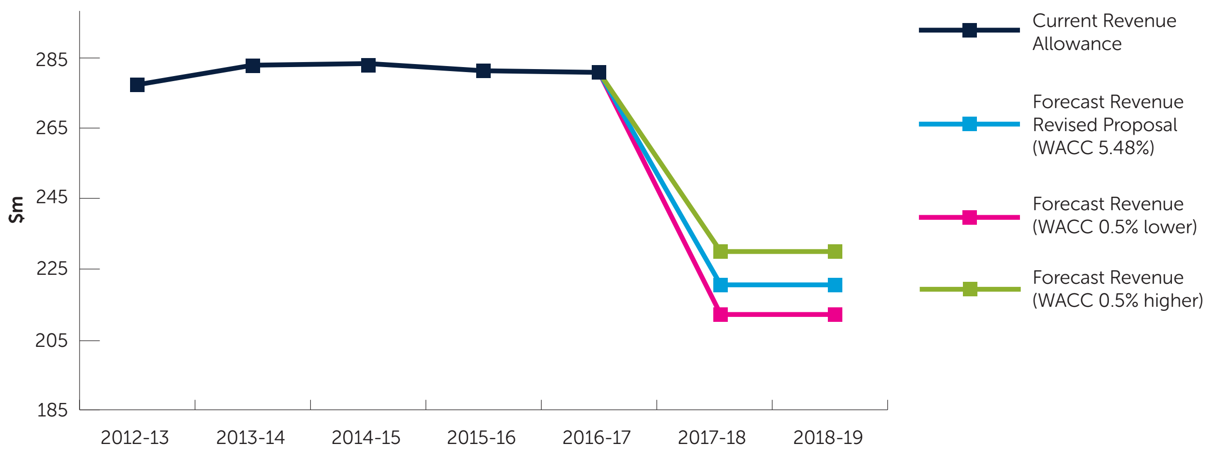
Our revenue must be sufficient to enable us to continue to deliver a safe and reliable network and manage our risks. We must also be able to pay corporate tax (based on a benchmarked organisation) and provide a reasonable rate of return to our owners, the State Government. The return on our investment is a large component of our total cost because our business is very capital intensive.

The Australian Energy Regulator ultimately sets an allowance for the rate of return and corporate tax. The appropriate allowance is estimated with reference to information from financial markets and through the application of various academic models.

Consistent with our proposal, our revised Regulatory Proposal is based on the Australian Energy Regulator's approach to setting the rate of return, as updated by the outcome of any appeal process. This approach will assist us to deliver on the promise we have made to our customers to deliver our services for the lowest sustainable cost.

The chart below shows our revenue allowance for the current regulatory period alongside our proposed revenue for the forthcoming regulatory period, using a range of possible Weighted Average Cost of Capital (**WACC**) scenarios.

Figure 10: Revenue allowance for distribution standard control services ($million, 2016-17)[2]

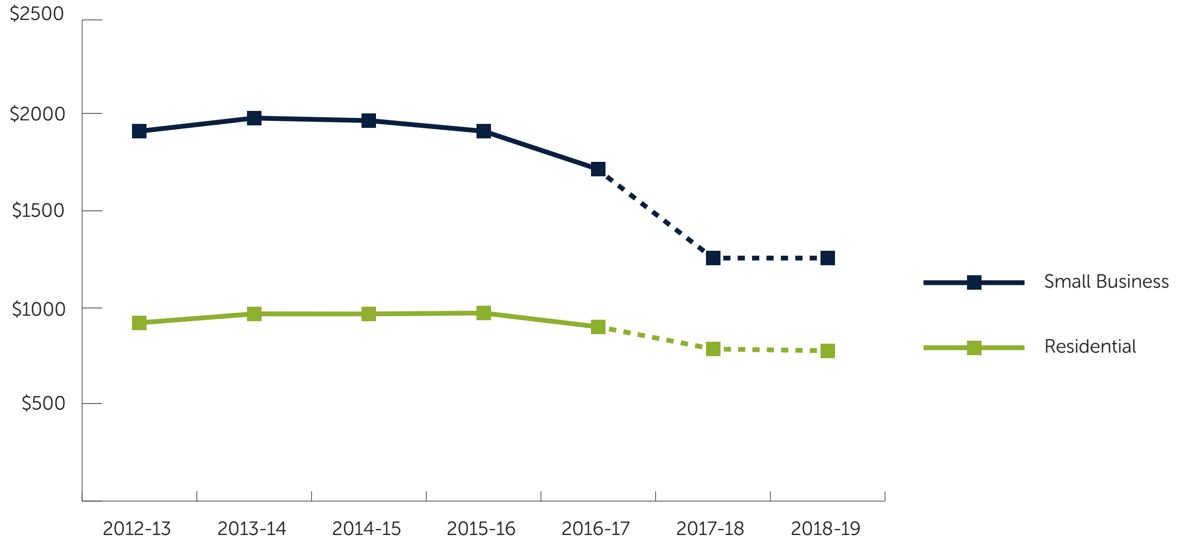


Transmission and distribution network costs presently make up over 50 per cent of the typical Tasmanian residential and small business customer's electricity bill and therefore, any decrease in network charges places downward pressure on retail electricity bills in Tasmania.

Our forecast distribution revenue allowance (based on a Weighted Average Cost of Capital of 5.48 per cent consistent with the AER's Draft Decision), together with our current forecast transmission revenue allowance, result in the average annual total network charges for residential and small business customers shown below.

[2] Distribution Standard Control Services includes the shared network (poles and wires).

Figure 11: Average annual total network charges ($2016-17)



6. New developments in network tariffs

We are committed to delivering the lowest sustainable network prices. In line with the provisions and intent of the National Electricity Rules, our overarching tariff strategy is to move towards more cost reflective network tariff structures. In developing our tariff strategy we have also taken into account the National Electricity Rules' requirement to consider customer impacts.

We are changing our tariff strategy to make greater use of demand charges in future network tariffs. We will retain our current consumption based network tariffs during the transition to time of use demand based network tariffs. However, we are adjusting the consumption based tariffs, so that they better reflect the underlying costs of supplying customers on those network tariffs.

In the longer term, our aim is to incentivise a customer led shift to time of use demand based network tariffs, with our customers understanding and recognising the value and benefits associated with the new network tariffs.

From 1 July 2017, we will begin a gradual process of adjustment to our existing network tariffs for residential and small business customers. The changes will involve rebalancing most of our existing network tariffs, by increasing the emphasis on service charges and reducing the variable consumption based component.

The prices of some network tariffs will also begin to be realigned, to start unwinding some long-standing cross subsidies between different tariffs and different customer groups.

With an eye to the future, we will also start offering new time of use demand based network tariffs to electricity retailers as a choice for their residential and low voltage business customers. We will offer these new demand based network tariffs for all residential customers, for business customers connected at low voltage and for business customers connected at low voltage with multi-phase supply.

In time, we expect that all small business and residential customers will move to time of use demand based network tariffs rather than the current consumption based network tariffs.

More information on our tariff strategy can be found in our revised Tariff Structure Statement, Tariff Structure Statement Background and Explanation and accompanying Customer Overview paper. The Customer Overview paper also describes how we have engaged with customers and retailers in developing our revised Tariff Structure Statement and how we have addressed their concerns.

7. Benefit and risks to customers

The regulatory rules require us to explain the benefits and risks to customers arising from our Regulatory Proposal and tariff proposals.

7.1 Benefits

The following points summarise the principal benefits to customers from our proposal:

- Stability and affordability – We are proposing an ongoing reduction in our revenue which will result in lower prices to our customers.
- Safety – Our capital and operating plans aim to deliver a safe and sustainable network for our customers and the communities we serve.
- Reliability – We propose to maintain reliability in accordance with our customers' preferences.
- Efficiency – As we transform our business, we will continue to improve our cost performance. The efficiency gains that we expect to achieve over the coming regulatory period are built into our expenditure forecasts.
- Fairer – Our new network tariffs will gradually improve fairness in our charging, with customers paying for the network services they receive.
- More informative – Our new network tariffs will make it clearer to customers how they can use our network more efficiently and will deliver savings to customers that do use the network more efficiently.
- Sustainability – We are working hard to ensure we only build, maintain and operate the network our customers want and are prepared to pay for.

7.2 Risks

We have identified the following risks that customers should consider in reviewing our proposal:

- Service performance risks – Our plans have been designed to maintain reliability and safety at a sustainable cost. This means some customers may be dissatisfied with service levels. There is always a risk that the expenditure proves to be inadequate to maintain reliability across all our communities. Increased expenditure plans would reduce this risk, but would also lead to higher prices.
- Price impact from performance – The regulator has decided that the maximum penalty or bonus under the incentive scheme should remain at five per cent of revenue. This could expose customers to unexpected price volatility.
- Incorrect price signals – Until our network tariff transition is complete, cross subsidisation between customers and investment based on incorrect price signals will persist.
- Bushfire risks – Tasmanians know that we live in a state that is prone to bushfire. We have committed expenditure to manage this risk. We balance the cost of additional investment and safety measures against the benefit of reduced risk. It is important to get the balance right and we recognise the risk of bushfire cannot be eliminated entirely.

8. Next steps – Have your say

The Australian Energy Regulator will now consider our revised proposal and is likely to make a final decision in April 2017, with the decision outcomes to apply from 1 July 2017. The Australian Energy Regulator will invite submissions on our revised regulatory proposal. You can find out more about the Australian Energy Regulator's review process and how to make a submission at the Australian Energy Regulator's web site at: http://www.aer.gov.au/networks-pipelines/determinations-access-arrangements/tasnetworks-formerly-aurora-energy-2017-2019.

We also welcome feedback on our proposal, including this Overview paper.

You can contact us in the following ways:

- revenue.reset@tasnetworks.com.au
- tasnetworks.com.au
- Customer Service Centre: 1300 361 811

TasNetworks
Delivering your power

Tasmanian Networks Pty Ltd