

WSC MEETING SUMMARY



COMMITTEE NAME	Murray Valley Water Services Committee (WSC)
MEETING DATE	17 August 2016
ATTENDEES	<p>WSC Members: Jason Andrew (Chair), Paul Mundy (Deputy Chair), Paulette McIntosh, Rodney McCracken, Alan Hendy, Patrick Connolly and Iwan Van Den Berg.</p> <p>GMW attendees: Brendan Brooks (Customer Service Manager Murray Valley), Martina Cusack (Regional Customer Service Manager East) and Denis Quinn (GMW Board Director).</p> <p>Via video-conference: Bethany Willsmore (General Manager Marketing and Communications), Mark Bailey (Manager Water Resources) and Andrew Shields (Manager River Operations Planning)</p>
APOLOGIES	Nil

Main Topics Discussed

GMW Board
<ul style="list-style-type: none"> The committee were very appreciative of the opportunity to have a GMW Board member at their meeting. Major improvement themes were around communication. Water Plan 4 – following the Essential Service Commission draft decision, the WSC recommended to the Board that they wanted the six districts to have separate water prices. GMW progressed with the uniform price model of 5 + 1. In future, WSCs are looking for follow up feedback on how final decisions were reached. Requested minutes from Chairs and Deputies meeting to assist with providing feedback to WSC members Believe the Customer Charter could have been discussed at the WSC workshop. Connections – GMW mindset of shrinking water and GMID. Need to change to the glass half full and work to increase the possibilities, not reduce them.
GMW web refresh
<ul style="list-style-type: none"> Provided the WSCs the rationale behind why GMW needs to update the website. Advised that new web features are driven by current use patterns (statistics). Improved customer centric design and reorganisation of the home page. WSC provided suggested improvements (eg – ensuring the 16/17 prices are easily accessible, WSC member contact details - phone and email - are made available on their page).
Water resource position and climate outlook
<ul style="list-style-type: none"> WSCs are pleased with the improved resource position of the Murray, Goulburn and Campaspe systems Concern that trading restrictions seem to impact Victorian zone 6 customers the most. Would like GMW to work with environment water holder, DELWP and the Water Minister to maximise water availability for irrigators.
WSC workshop feedback
<ul style="list-style-type: none"> Good discussion on WSC Communication and Engagement + Strategic Challenges. Less Powerpoint presentations and more information and discussion papers to be provided in advance and discussed at the meeting. Agree with WSC meeting plan to be developed for the year, but want some flexibility around topics related to their own area or region Better feedback to WSCs from the Board and GMW on decisions and in a timely manner.

- Suggested quarterly meetings with general updates (Water Resources, Finance, etc.) and strategic issues could be held in Tatura or Shepparton with 2-3 WSC's together.
- More videoconferencing – worked really well today
- Work together with the environmental water holders to deliver best water system and low prices. Invite all the parties involved in the process to discuss. WSC consider that a member of the Board, the Managing Director or General Manager should attend these meetings.

Other Items to Note

Nominations
<ul style="list-style-type: none"> • Nominations for Chair and Deputy Chair were sought with positions filled with the following; <ul style="list-style-type: none"> - Nominations for Chair – Jason Andrew - Nominated by Alan Hendy - Seconded by Paulette McIntosh - Accepted • Nominations for Deputy Chair – Paul Mundy <ul style="list-style-type: none"> - Nominated by Paulette McIntosh - Seconded by Iwan Van Den Berg - Accepted
Drainage Tariff Strategy
<ul style="list-style-type: none"> • The WSC were provided a brief update on the status of the draft Drainage Tariff Strategy
Online survey
<ul style="list-style-type: none"> • The WSC were encouraged to complete online survey regarding the WSC workshop

Recommendations to the GMW Board

- That GMW provides advice on why they have made certain decisions, particularly if this was against feedback provided by WSCs
- Better feedback to WSCs from the Board and GMW on decisions and in a timely manner.

Actions for the Water Services Committee

- WSC members are encouraged to complete online survey regarding the WSC workshop

Actions for GMW

- Committee requested minutes from Chairs and Deputies meeting to assist with providing feedback to WSC members
- Suggested quarterly meetings with general updates (Water Resources, Finance, etc.) and strategic issues could be held in Tatura or Shepparton with two to three WSC's together.