

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Loddon Valley WSC
<b>MEETING DATE</b>	22 May 2017
<b>ATTENDEES</b>	WSC members: John Nelson (Chair) Laurie Maxted (D/Chair), Ken Pattison, Murray Haw, Ron Vinnicombe, Chris Harrison, Alan Mann, Robert Moon, Bill Diss  GMW attendees: David Currie (Customer Service Manager), Daniel Irwin (Head of Customer Service and Operations), Peter Egglestone (Connections)  Visitors: Kathy Long (DEDJTR), Darryn Hartnett (Loddon Shire)
<b>APOLOGIES</b>	

## Main Topics Discussed

<b>Connections</b>
<ul style="list-style-type: none"><li>• Provided update on the Reset plan objectives and principles, ECI, Winter works and legacy projects.</li><li>• Advised WSC that by breaking SCPs into smaller channel reconfiguration plans, the solutions can be agreed and works implemented at a faster rate.</li><li>• Discussed the farm workbook program initiated by NCCMA to be rolled out from July 2017.</li><li>• Outlined the winter works for Loddon Valley – channel remediation 1.2km and 75 automated regulators.</li><li>• Advised WSC of the eight-step engagement strategy when working with customers.</li><li>• WSC asked about natural lake system around Boort and how they would receive environmental water under Connections and rationalising of channels.</li></ul>
<b>Planned Winter Works</b>
<ul style="list-style-type: none"><li>• Provided an overview of the 2017 winter works program within Loddon Valley.</li><li>• Members had an opportunity to view a map that outlined each type of works including channel remodelling, structure replacement, de-silting, inspections and Connections gate installations.</li><li>• Discussion held around the bridge replacement on Mysia East Rd and the condition of the structure.</li></ul>
<b>Customer satisfaction Survey Action Plan</b>
<ul style="list-style-type: none"><li>• WSC suggested that an education process on customer options for flexible payment arrangements is warranted.</li><li>• Only undertake the survey every three years – not 12 months.</li><li>• Training for customers to help understand carryover, spillable water and reserve policy. This could be undertaken in local customer service centres or an online link from the GMW web site.</li></ul>