

WSC MEETING SUMMARY



COMMITTEE NAME	Kiewa, Mitta Mitta & Upper Murray Regional WSC
MEETING DATE	30 May 2017
ATTENDEES	RWSC: Peter Serpell (Chair), Jason Reid (Deputy Chair), Gordon Nicholas, Mac Paton, Steve Rigoni GMW: Martina Cusack – Regional Customer Service Manager East Stephen Gemmill – CSM Diversions East
APOLOGIES	Donald Crosthwaite, Brooke McKimmie

Main Topics Discussed

Annual Pricing Review
<ul style="list-style-type: none">Presented to the Committee on GMW's Annual Price Review (APR) 2017-18 and associated timeline.Presentation provided background to what had taken place so far, approach and key factors, proposed price adjustments and pricing for 2017/18, and the key stages of the APR.Committee noted they were still disappointed with the ESC decision to transition the Diversifiers Tariff over four years as opposed to the original two remaining.
2016 Customer Satisfaction Survey Results / Planning
<ul style="list-style-type: none">Presented the results of the 2016 Customer Satisfaction Survey to the Committee.Focus on results from the Committee's geographic area, overall results and WSC results.Questions posed on "what should GMW continue to do", "what should GMW stop doing", "what should GMW start doing".Based on some of the verbatim comments from the survey around repair of flood damage and erosion works along streams, the Committee raised concerns over customers' level of understanding of the role of differing authorities.
IT System Security
<ul style="list-style-type: none">Provided the Committee with an overview of current security risks associated with Waterline (web).Committee advised they saw no need to change current security given no breaches up to this point.
RWSC Financial Reporting
<ul style="list-style-type: none">Gave a brief overview of the Third Quarter 2016/17 Financial Results.Focus predominantly on Diversions results.Discussion took place on the number of outstanding debtors, and probable contributing factors.