

WSC MEETING SUMMARY



COMMITTEE NAME	Central Goulburn Water Services Committee (WSC)
MEETING DATE	18 August 2016
ATTENDEES	<p>WSC Members: Peter Hacon (Chair), Murray McDonald, Susan Weardon, Stuart Young and Ray Sellwood.</p> <p>GMW Attendees: Chantelle Damschke (System Administrator), Amy Hepworth (Customer Relationship Consultant), Andrew Shields (Manager River Operation Planning) and Bethany Willsmore (General Manager Marketing and Communications).</p>
APOLOGIES	Greg Perry, David Kerr, Daniel Mongan (Deputy Chair) and Ruth McGrath.

Main Topics Discussed

MyGMW Portal
<ul style="list-style-type: none"> GMW provided an overview of the online MyGMW portal to members and informed that the portal is proposed to be available to customers by the end of August 2016. GMW advised that some of the drivers for the introduction of the My GMW Portal were to make things easier for customers. There has been increased demand for online services from customers and more customers are currently using online applications like WaterLINE OnLINE, Water Register Allocation Trading, the Water Register Online Broker Portal and Water Register Online Bore Construction Licences. GMW explained that once registered, the MyGMW portal provides a secure login and allows customers to complete online account payments, submit applications, lodge requests including change of address and phone numbers, and complaints and compliments. Customers will also be able to view their account details.
GMW website refresh
<ul style="list-style-type: none"> GMW advised that the proposed features of the refreshed website have been driven by current usage on the site and the website's homepage is being redesigned to become more customer friendly. GMW explained that the Murray Valley WSC provided some suggestions for improvement and the Central Goulburn WSC suggested replacing the <i>Pay My Account</i> button with a <i>Fees and Charges</i> button.
Water resource position and climate outlook
<ul style="list-style-type: none"> GMW provided an update on the 2015/16 allocations, 2015/16 inflows, June/July 2016 inflows to Lake Eildon and Lake Hume, the rainfall outlook for the next three months, climatic influences, 2016/17 allocation update and outlook and the current Risk of Spill in storage. The committee was pleased with the current state of storages and hopefully the August to October rainfall outlook allocations will please all customers.
WSC workshop feedback
<ul style="list-style-type: none"> The committee suggested that workshop papers be provided earlier. There was discussion between the GMW Board and WSCs around the role of WSCs. There was discussion about the importance of GMW Board members, the Managing Director and General Managers attending meetings to gain a better understanding of customer issues.