

WSC MEETING SUMMARY



COMMITTEE NAME	Rochester - Campaspe Water Services Committee (WSC)
MEETING DATE	19 August 2016
ATTENDEES	<p>WSC Members: Richard Anderson (Chair), Bruce Macague (Deputy Chair), Georgie Sims, Patrick Rochford and Dustin Kemp.</p> <p>GMW Attendees: Paul Cox (Customer Service Manager Rochester), Brian Letcher (Customer Service Coordinator Rochester), Mark Bailey (Manager Water Resources) and Bethany Willsmore (General Manager Marketing and Communications).</p> <p>Guest: Andrew Christian</p>
APOLOGIES	Mark Hill, Stephen Randall and Peter Gibson.

Main Topics Discussed

GMW website refresh
<ul style="list-style-type: none"> GMW provided the reasons for the website refresh. GMW advised the refreshed website will include frequently visited information pages and be more customer focussed. The committee suggested they would like to take a look at the new page once the re-design goes live.
Water resource position and climate outlook
<ul style="list-style-type: none"> GMW presented a positive resource outlook. The committee had a large discussion around pre-releases, suggesting these volumes should be deducted from the Environmental Water Holder and was something that should be reviewed.
WSC workshop feedback
<ul style="list-style-type: none"> The committee asked to for more feedback from the GMW Board regarding resolutions other than 'noted'. The committee asked for more information on why some items are classed 'Confidential'. If the committee are unable to gain access to information, then they wish to know the reasons why. GMW to consider forming working groups to look at key issues such as the Infrastructure Access Fee (IAF), delivery shares, pre-release / spill and a 'flat rate/tariff' for customers who are domestic and stock only. The formation of these groups would assist in taking a proactive step towards driving policy changes that benefit the customer base. The committee suggested the GMW Board develop an Issues Register so the committee can understand current work and accountabilities. The committee were comfortable with current arrangements regarding GMW Board members attending WSC meetings, that is, on an invite basis when necessary. The committee would like to see video conferencing introduced to Rochester.