

WSC MEETING SUMMARY



COMMITTEE NAME	Central Goulburn Water Services Committee Meeting
MEETING DATE	24 May 2017
ATTENDEES	WSC members: Peter Hacon (Chair), David Kerr, Murray McDonald Stuart Young, Ray Sellwood and Greg Perry GMW attendees: Matthew Todd, Greg Shannon, Peter Egglestone, Sam Green and Ryan Lindsay Lyndall Ash (DEWLP)
APOLOGIES	Susan Weardon, Daniel Mongan & Ruth McGrath (CG WSC Members), Peter Clydesdale & Mick Souter (GMW)

Main Topics Discussed

Connections Update
<ul style="list-style-type: none">• Highlighted the aim and objectives of the Reset and the guiding principles.• Outlined the process of how each of the seven Asset Solution Options are adopted.• SCP naming conventions have been removed and the term now used is Draft Concept Reconfiguration Plan (DCRP).• Extensive interaction and discussion was held on the history of the Connections Project and around the accuracy of water savings.• Area specific information was provided for Central Goulburn including 29 DCRPs, 12km channel retention (no modernisation) and 42km of pipeline.• Provided an overview of the Engagement process.
Metering Update
<ul style="list-style-type: none">• Discussion around a metering issue raised by a customer.• Advised the members that all meters and regulators were scheduled to have an annual inspection undertaken and that approx. 20 per cent of all meters are validated every year.
Planned Winter Works
<ul style="list-style-type: none">• Provided an overview of the 2017 Winter Works program within Central Goulburn.• 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.• Large program for 2017.
Customer Satisfaction Survey Results
<ul style="list-style-type: none">• Members were asked to provide ideas and actions that will aim to drive continuous improvement in customer satisfaction.• Questions posed on “what should GMW continue to do”, “what should GMW stop doing”, “what should GMW start doing”.• Members emphasised the importance of retaining local customer service centres.