

WSC MEETING SUMMARY



COMMITTEE NAME	Rochester/Campaspe
MEETING DATE	19 May 2017
ATTENDEES	WSC Members: Richard Anderson, Georgie Sims, Andrew Christian, Bruce Macague, Patrick Rochford, Dustin Kemp, Mark Hill, Peter Gibson GMW Attendees: Paul Cox, Brian Letcher, Greg Shannon, Peter Egglestone
APOLOGIES	Stephen Randall, Peter Clydesdale

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 Rochester including 18 DCRPs, 2.6km channel retention (no modernisation) and 68km (Connections to confirm this figure) of pipeline.• Provided an overview of the Engagement process.
Planned Winter Works
<ul style="list-style-type: none">• Provided an overview of the 2017 Winter Works program within Rochester.• 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.
Customer Sat Survey Actions
<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 made suggestions around promoting more “good news” stories and having staff profiles in newsletters to show the link between customer and GMW.• Members emphasised the importance local customer service centres.