

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Ovens, King And Mid Murray Regional WSC
<b>MEETING DATE</b>	31 May 2017
<b>ATTENDEES</b>	<b>RWSC:</b> Malcolm Carson (Chair), Peter Antonello (Deputy Chair), Sid Dalbosco, Ray Park, Bruce Johnsen, Rodger Broderick, Robert Cook  <b>GMW:</b> Martina Cusack – Regional Customer Service Manager East Stephen Gemmill – CSM Diversions East Geoff Cutter – Chief Financial Officer
<b>APOLOGIES</b>	

## Main Topics Discussed

<b>Annual Pricing Review</b>
<ul style="list-style-type: none"><li>• Presented GMW's Annual Price Review (APR) 2017/18 and associated timeline.</li><li>• 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.</li><li>• Discussion covered a range of topics such as price modelling, capital expenditure and asset depreciation, ESC regulations and aged debtors.</li><li>• Committee commented on additional revenue opportunities.</li><li>• Advised the Committee on the change to the discount regarding upfront payment of fixed accounts and the eight instalments.</li><li>• The Committee supported the change to the period of the eight fixed payment instalments from September-May to September-April (including January). Committee also commented 2 per cent discount may not be an incentive to pay early.</li></ul>
<b>IT System Security</b>
<ul style="list-style-type: none"><li>• Provided the Committee with an overview of current security associated with Waterline (web).</li><li>• Committee didn't see any risk around this and recommended the current security measures remain the same with the option for those who have concerns to be able to set a security question as part of their login process.</li></ul>
<b>2016 Customer Satisfaction Survey Results / Planning</b>
<ul style="list-style-type: none"><li>• Presented the results of the 2016 Customer Satisfaction Survey to the Committee.</li><li>• Focus on results from the Committee's geographic area, overall results and WSC results.</li><li>• Questions posed on "what should GMW continue to do", "what should GMW stop doing", "what should GMW start doing".</li><li>• Committee raised a number of things that can be considered.</li><li>• The Committee also provided positive commentary on GMW around how it was good to deal with, responsive to their issues/requests, and in how it has been running the river systems in their area.</li></ul>
<b>RWSC Financial Reporting</b>
<ul style="list-style-type: none"><li>• Gave a brief overview of the Third Quarter 2016/17 Financial Results.</li><li>• Focus predominantly on Diversions results.</li></ul>