

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Murray Valley
<b>MEETING DATE</b>	25 September 2019
<b>ATTENDEES</b>	<p><b>WSC Members:</b> Jason Andrew(Chair), Alan Hendy, Paulette McIntosh, Rodney McCracken Amabel Grinter Andrew Routley</p> <p><b>GMW Attendees:</b> Brendan Brooks (Customer Service Manager, Murray Valley) Greg Shannon (Regional Customer Service Manager West)</p>
<b>GUESTS</b>	Daniel Irwin (GM Strategy & Services Planning), Charmaine Quick (MD), Kristin Favaloro (Head of Communication & Engagement)
<b>APOLOGIES</b>	Peter Clydesdale (Project Manager Pricing Submission), Rabi Maskey (DEDJTR), Iwan Van Den Berg & Patrick Connolly (WSC)

## Main Topics Discussed

Pricing Submission Customer Facing Document – Daniel Irwin
<ul style="list-style-type: none"> <li>• Provided an overview of the engagement process and what GMW has heard from customers and stakeholders.</li> <li>• Discussion was held around Entitlement Storage Fees and the Committee agreed that the variance between water users and non-water users needs to be removed.</li> <li>• Explained the gap between Shepparton and the other 5 was impacted through Broken Creek revenue benefiting 5 districts despite the East Goulburn Main (EGM) supplying the water.</li> <li>• Service Point Fee proposals were explained and discussion followed about the benefits of the local operate v remote operate for customers. Customers with meter flows above 7ML require full automation to assist Total Channel Control (TCC) operation and customer service.</li> <li>• The WSC supported the concept of a proposed single account / service fee.</li> <li>• Discussion was held about GMW's proposal to move to uniform delivery charges across the GMID. Daniel explained that cost differentiation between Shepparton and other districts is no longer material. Committee had mixed views.</li> <li>• Discussion was also held about the reallocation of costs and revenue for Broken Creek into Shepparton because the East Goulburn Main supplies most irrigation water into the creek.</li> </ul>
Operations Managers Report – Brendan Brooks
<ul style="list-style-type: none"> <li>• Provided a brief update of GMID irrigation delivery, connections projects (pipelines and meters) and current staffing levels.</li> <li>• WSC advised that GMW had consulted with some customers near Cobram where the sub surface pumps will be deactivated. Letters to customers will be provided in due course.</li> </ul>