

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Loddon Valley Water Services Committee
<b>MEETING DATE</b>	30 <sup>th</sup> September 2019
<b>ATTENDEES</b>	<b>WSC Members:</b> John Nelson (Chair), Laurie Maxted (Deputy Chair), Robert Moon, Bill Diss, Chris Harrison, Jeanette Naylor, Ron Vinnicombe, <b>GMW Attendees:</b> David Currie (Customer Service Manager), Greg Shannon (Regional Manager Customer Service West), Ann Telford (General Manage Customers & Stakeholders), Daniel Irwin (General manager Strategy & Services Planning), Malcolm Pearson (Customer Relations Consultant)
<b>APOLOGIES</b>	

## Main Topics Discussed

<b>Pricing Submission – Ann Telford &amp; Daniel Irwin</b>
<ul style="list-style-type: none"><li>• Provided a presentation on the pricing submission which was based on the engagement process and what GMW has heard from customers and stakeholders.</li><li>• A significant reduction in revenue requirement is required for WP5.</li><li>• An outline for both Opex and Capex revenue was provided.</li><li>• Discussion was held around Entitlement Storage Fees, it was agreed that the variance between water users and non-water users required reviewing.</li><li>• Service Point Fee proposals were explained and discussion followed about the benefits of the local operate v remote operate for customers.</li><li>• Members supported the concept of a proposed single account / service fee. It was explained that water register fees for multiple WEEs will be directly passed to customers on their accounts.</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.</li><li>• Timeframes for each step in the process were explained.</li></ul>
<b>Operations Mangers Report – David Currie</b>
<ul style="list-style-type: none"><li>• Provided a brief update on water usage figures in the Pyramid-Boort area, staff movements and workloads.</li></ul>