

WSC MEETING SUMMARY



COMMITTEE NAME	Central Goulburn
MEETING DATE	17 October 2019
ATTENDEES	<p>WSC Members: Peter Hacon, David Kerr, Susan Wearden, Murray McDonald, Ruth McGrath & Stuart Young</p> <p>GMW Attendees: Paul Cox (Customer Service Manager), Peter Clydesdale (Regional Customer Service Manager - East), Fabian McCloy (Head of Customer & Community), Lou Kerrins (Contact Centre Coordinator), Natalie Sharp (Connections Project Executive Manager Operations), Peter Egglestone (Connections Project Engineering & Interface Manager)</p> <p>Visitors & Guests: Patrick McNamara (Deputy Chairman GMW Board), Lyndall Ash (Agriculture Victoria) & Mark Mitchell (DELWP)</p>
APOLOGIES	Ray Sellwood & Mitchell McNabb (Guest of Ray Sellwood)

Main Topics Discussed

Greater Water Market Transparency – Mark Mitchell	
<ul style="list-style-type: none"> Presented a number of information items regarding trade of both Water Shares and Allocation. Information was provided on last year's available allocation and use across Northern Victoria. Members recommended that the data/graphs should include the Environment and Water Corporations. Historical trade patterns were provided across Northern Victoria and Mark also gave an overview of historical market prices of Water Shares and Allocation. The Water Market Transparency Options Paper is open for consultation until 8 November. Members discussed allocation trade and suggested a cap on the amount of "trade in" should be considered and may be based on annual use limits. Members also felt that a set fee could be established on the volumes traded (per megalitre) instead of Brokers receiving a commission on the volume traded. 	
GMW Customer Complaint and Dispute Management – Fabian McCloy & Lou Kerrins	
<ul style="list-style-type: none"> Presented GMW's Complaint Management process and policy. Explained the definition of a complaint and GMW's responsibilities to the committee. 	
Connection Project – Peter Egglestone & Natalie Sharp	
<ul style="list-style-type: none"> Provided a brief overview Central Goulburn (CG) activities and what works are planned for in the next few months. Outlined the work that is being done in regards to the Project Completion and the Transition Plan. The plan started being developed approx. 12 months ago and is a living document and is in line with Department Treasury and Finance's requirements for projects of this calibre. The document will highlight tasks that need to be done to complete the handover to GMW. The committee wanted to ensure enough funds will remain to assist with legacy issues as protection of GMW customers and pricing is paramount. 	