

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Rochester-Campaspe WSC
<b>MEETING DATE</b>	18 <sup>th</sup> October 2019
<b>ATTENDEES</b>	<p><b>WSC Members:</b> Richard Anderson (Chair), Bruce Macague (Deputy Chair), Andrew Christian, Peter Gibson, Della Palmer, Georgie Simms.</p> <p><b>GMW Attendees:</b>            Greg Shannon (Regional Manager Customer Service West)            Brian Letcher (Customer Service Manager Rochester)            Andrew Cooper (Customer Service Coordinator) Warren Blyth (General Manager of Water delivery.) Peter Egglestone (Engineering Interface Manager Connections) Natalie Sharp (Executive Manager Operations Connections) Fabian McCloy (Head of Customer &amp; Community) <i>V/Conference</i>. Lou Kerrins (Customer Support Coordinator) <i>V/Conference</i>.</p>
<b>GUESTS</b>	Mark Mitchell, DELWP
<b>APOLOGIES</b>	Mark Hill.

## Main Topics Discussed

<b>Greater Water Market Transparency – Mark Mitchell (DELWP)</b>	
<ul style="list-style-type: none"> <li>• Provided an informative presentation covering items regarding trade of both Water Shares and Allocation.</li> <li>• Discussion on the effects the new Inter Valley Trade (IVT) rules for tagged water effective 1<sup>st</sup> December 2019 are going to have on customers, particularly with some customers having been moved from channel irrigation to river diversion as part of the Connections Program.</li> <li>• Gave an overview of historical trade patterns and market prices of both Water Shares and Allocation across Northern Victoria.</li> <li>• The Water Market Transparency Options Paper is open for consultation until 08 November 2019.</li> </ul>	
<b>GMW Customer Complaint and Dispute Management – Fabian McCloy &amp; Lou Kerrins</b>	
<ul style="list-style-type: none"> <li>• Presented GMW's Complaint Management and Dispute policy.</li> <li>• Explained the definition of a complaint and GMW's responsibilities for logging and keeping records of complaints to the committee.</li> </ul>	
<b>Connection Project – Peter Egglestone &amp; Natalie Sharp</b>	
<ul style="list-style-type: none"> <li>• Provided an update on the recently constructed pipelines and the planned works ahead which include a further 4 pipelines for the Rochester Area to commence in the coming months.</li> <li>• Updated members on the progress of the Transition Plan in readiness for the completion of the Connections Project 2020.</li> <li>• The plan began in infancy approximately 12 months ago and has now been developed into a living document which aligns with the Department of Treasury and Finance's requirements for projects of this size.</li> <li>• The document will highlight the required tasks that are to be completed prior to being handed over to GMW.</li> </ul>	
<b>Operations Mangers report – Brian Letcher</b>	
<ul style="list-style-type: none"> <li>• Provided an overview of Rochester's irrigation delivery, staff movements and an update of the expected outcome of the Early Retirement package for Rochester.</li> </ul>	

- Update the committee on the Greens Lake amenities block which has commenced with the decommissioning of the old toilet block.

### **General Business**

- Members expressed their appreciation for Rosalie Edwards's service to the RWC over all most 8 years and wished her all the best in her retirement.
- Peter Gibson advised members that he had attended the Integrated GMID Surface Strategy Workshop.