

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Torrumbarry WSC
<b>MEETING DATE</b>	24 October 2019
<b>ATTENDEES</b>	<p><b>WSC Members:</b> Ann Hodge (Chair), Tim McNeil, Charlie Gillingham, Andrew Leahy, Peta Thornton</p> <p>GMW Attendees: Warren Blyth – General Manager Water Delivery Services, Ross Stanton Customer Service Manager, Peter Egglestone – Engineering and GMW Interface Manager, Lou Kerrins – GMW Customer Support Coordinator</p> <p>Other Attendees: Naomi Douglas – Manager Water Knowledge and Insights-DEWLP, Timothy Robinson – Dept Agriculture</p>
<b>APOLOGIES</b>	Bernice Lumsden, Kyal Seibert, Greg Shannon, Fabian McCloy, Natalie Sharp

## Main Topics Discussed

<b>Connections Update and Transition Plan – Peter Egglestone</b>	
<ul style="list-style-type: none"> <li>• Provided the committee with a local update</li> <li>• It was noted the latest milestone was met</li> <li>• Transition phase will include transitioning staff out of project or secondments as required to ensure completion of project by October 2020</li> </ul>	
<b>Water Market Transparency - Naomi Douglas (DEWLP)</b>	
<ul style="list-style-type: none"> <li>• Provided the committee with a briefing regarding the water market and the draft document</li> <li>• There was a discussion regarding concern over privacy concerns for irrigators and perhaps the full market transparency, and the effect on the irrigator, and the influence brokers have on market, members believed this was unnecessary information sharing as it would not have be advantageous to irrigators as an example</li> <li>• Information was provided on last year's available allocation and use across Northern Victoria</li> <li>• Historical trade patterns were provided across Northern Victoria and an overview was provided of historical prices of Water Shares and Allocation</li> <li>• The committee discussed water brokers not being able to hold and trade water, which was a likened to insider traders, the need for closer monitoring from ACCC</li> <li>• The Water Market Transparency Options Paper is open for consultation until 8 November 2019</li> </ul>	
<b>Operational Update – Ross Stanton</b>	
<ul style="list-style-type: none"> <li>• Updated the committee on deliveries to date, which is significantly less than last year</li> <li>• There was general update regarding Third Reedy Lake draw down stage 1 is about to begin, it was noted it will be drawn down over 3 phases</li> <li>• Natural Carrier rebate, it was noted that customer feedback had been minimal</li> </ul>	
<b>GMW Customer Complaint and Dispute Management – Lou Kerrins</b>	
<ul style="list-style-type: none"> <li>• Provided the committee with a briefing concerning GMW complaints management processes and guidelines</li> </ul>	