

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Loddon Valley Water Services Committee
<b>MEETING DATE</b>	28 <sup>th</sup> October 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), Peter Egglestone (Engineering & GMW interface Manger), Mark Mitchell (DEWLP)
<b>APOLOGIES</b>	

## 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>• Transition phase will include transitioning staff or secondments as required to ensure completion of project by October 2020</li><li>• Discussed the planning required for asset surplus and inventory including transfer of assets, and also information management in Objective and finance transition and when audits will be undertaken and finalisation of the information transfer to GMW</li><li>• Discussion on customers whose consultation was placed on hold and how they will be dealt with, in the remaining timeframe of Connections.</li></ul>
<b>Water Market Transparency - Mark Mitchell (DEWLP)</b>
<ul style="list-style-type: none"><li>• Provided the committee a briefing regarding the water market and the draft document</li><li>• The committee discussed their concern regarding privacy for irrigators and perhaps the full market transparency, and the effects on the irrigator, and the influence brokers have on market, might not be as 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 Water Market Transparency Options Paper is open for consultation until 8<sup>th</sup> November 2019</li></ul>
<b>GMW Customer Complaint and Dispute Management – Greg Shannon</b>
<ul style="list-style-type: none"><li>• Provided the committee with a briefing concerning GMW complaints management processes and guidelines</li></ul>