

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	<b>Shepparton Water Services Committee (WSC)</b>
<b>MEETING DATE</b>	19 <sup>th</sup> November 2019
<b>ATTENDEES</b>	<b>WSC Members:</b> Craig Reynolds (Chair), Tom Sexton (D/Chair), John Horder, Alan Strang, Rod Squires, David Woodhouse, Kevin Minogue, Ashley Galt. <b>GMW Attendees:</b> David Irvine, Peter Clydesdale, Stephanie Chapple.
<b>GUESTS</b>	Rabi Maskey (DELWP), Ari Suss (GMW Board Director)
<b>APOLOGIES</b>	Ross Heywood.

## Main Topics Discussed

<b>GMW Customer Complaint &amp; Dispute Management – Lou Kerrins</b>
<ul style="list-style-type: none"><li>• Presented on GMW's Customer Complaint &amp; Dispute Management policy &amp; procedure via video link.</li><li>• Members were happy with the level of information provided and the policies and procedures in place.</li></ul>
<b>Department Environment Land Water &amp; Planning (DELWP) Update – Rabi Maskey</b>
<ul style="list-style-type: none"><li>• Provided the group with an update from DELWP, updates included whole farm planning, the Muckatah 2/3 Community Drain project, Paddock Tree forum, and dry season support.</li><li>• The members were encouraged to seek further clarification on the dry season support information, as it seems to imply that it is a new program so people may be eligible to reapply again this year.</li></ul>
<b>Shepparton Operations Report - David Irvine</b>
<ul style="list-style-type: none"><li>• Presented the November 2019 Operational Report for Shepparton.</li><li>• Some of the items discussed were current staff status, compliance and overuse updates, customers rationalising assets, inter-valley trades, Tungamah dam update, desilting/core trenching works as well as the current usage figures for 2019/20.</li></ul>