

WSC MEETING SUMMARY



COMMITTEE NAME	Kiewa, Mitta Mitta & Upper Murray Regional WSC
MEETING DATE	26 February 2019
ATTENDEES	<p>RWSC: Peter Serpell (Chair), Jason Reid (Deputy Chair), Donald Crosthwaite, Brooke McKimmie, Gordon Nicholas, Mac Paton, Steve Rigoni</p> <p>GMW: Stephen Gemmill (CSM Diversions MNE), Ann Telford – GMW Executive Manager Strategic Engagement (Video link), Bob Knowles (River Operations - Video), Andrew Harbour/Suzanne Hayes (Groundwater & Streams – Video), Michael O’Neil (DELWP)</p> <p>VISITORS: Lachlan Campbell (NECMA)</p>
APOLOGIES	Karen Moroney, Peter Clydesdale (Regional Manager Customer Service East)

Main Topics Discussed

North East Land and Water Management Plan Renewal – Lachlan Campbell	
<ul style="list-style-type: none"> • Provided an update on the NELWMP Renewal. • Session gave an overview and explained the purpose of the Land and Water Management Plan. • The results of the irrigator survey identifying priority risks to broader water management in the region, primary tools & support, and current challenges to sustainable irrigation was revisited. • Presentation covered the five main program areas proposed and provided information about each of these. • Committee were advised of the consultation process on the draft Plan, the questions for feedback, and how to have their say. 	
Transformation / Customer Charter Update – Stephen Gemmill	
<ul style="list-style-type: none"> • Provided the Committee with a Transformation update. • Looked at the Transformation timelines, Critical Decisions, the Conditions of Satisfaction and Identified Operational savings. • Presentation also covered System & Process improvements. • Provided the Committee with a brief overview of the changes made to the Customer Charter in response to Recommendation 21 in the SAP Review of GMW. 	
Customer Engagement – Ann Telford	
<ul style="list-style-type: none"> • Talked about the Strategic Engagement Program, covering the Transformation, Price Submission, Delivery Share Review (GMID), and Customer Service Strategy. • Discussion took place around ensuring customers pricing doesn’t go up, and a series of questions were posed to the Committee accordingly, which elicited strong responses. • The Committee were advised of the WSC Review and given an overview of the Terms of Reference around this. Due to time constraints and not enough time to consider WSC Review questions, it is proposed Ann will catch up with the Committee again in the next couple of months. 	
Water Resources Update – Bob Knowles	
<ul style="list-style-type: none"> • Provided a Water Resource update. • Looked at current availability, recent conditions, seasonal & system outlooks, and key messages for this season and next. 	

- Also looked at the Murray shortfall risk.

Groundwater & Streams Update – Andrew Harbour, Suzanne Hayes

- Outlined what has been happening in the unregulated & groundwater space in the East.
- Looked at how groundwater levels are responding in both the Upper Murray and Kiewa Groundwater Management Areas.
- Also looked at stream flows and the current level of restrictions in the North East catchments.

Northern Victoria Water Resource Plan – Michael O’Neil

- Presented on Victoria’s North and Murray Water Resource Plan (WRP).
- Presentation covered an overview of the WRP and what it does and does not do.
- Also covered such things as environmental watering, addressing risks, extreme events and water quality, and how the Committee can have a say on the draft WRP and associated timelines.
- Take home message for the Committee was that nothing really changes for them.
- Committee were very appreciative for the opportunity to have this discussion.