

WSC MEETING SUMMARY



COMMITTEE NAME	Central Goulburn
MEETING DATE	21 March 2019
ATTENDEES	<p>WSC Members: Peter Hacon, Susan Wearden, Ruth McGrath, David Kerr, Murray McDonald & Stuart Young</p> <p>GMW Attendees: Paul Cox (Customer Service Manager), Mick Souter (Customer Service Coordinator), Peter Clydesdale (Interim GM Water Delivery), Ann Telford (Exec Manager Strategic Engagement) & Kristin Favaloro (Head of Comms & Engagement)</p> <p>Visitors: Lyndall Ash (Agriculture Victoria) & David McKenzie (Board Director)</p>
APOLOGIES	Greg Perry, Ray Sellwood & Greg Shannon

Main Topics Discussed

Customer Engagement - Ann Telford	
	<ul style="list-style-type: none"> • Provided an overview of her role with GMW and the purpose of the engagement strategy which includes tariff for WP5, GMW transformation and delivery share review. • Advised GMW board and management are committed to a transparent process with appropriate responses to customer issues raised through consultation. • A number of workshops will be scheduled providing customers with an opportunity to have input into WP5 service standards and pricing. • WSC recognise that the ESC require GMW to engage with the broad customer base but also believe they are well placed to provide irrigator representation and feedback. • Updated members on the upcoming “2100 Conversations” where GMW will make contact with 2100 (10% customer base) customers asking what should GMW Stop, Start, Continue and their biggest issue. Your say @ GMW website will be released soon.
Return of 75GL – Peter Hacon	
	<ul style="list-style-type: none"> • The committee discussed at length on the return of 75GL to irrigators. • One option proposed was for GMW to hold the 75GL and allocate it on delivery share and the committee stressed that they wanted the water to stay within the GMID. • The members felt more communication/information was required on how the return is based on the long term cap equivalent and not on HRWS's. • The members suggested having an “Efficiency Allocation” where any future water savings from this would be allocated based on delivery share. This would assist in making delivery share valuable. • It was suggested that there could be a “threshold for eligibility” and only those delivery share holders above the threshold would receive the allocation of the efficiency savings.

Other Items to Note

<ul style="list-style-type: none"> • GMW Director David McKenzie, presented Murray McDonald with 50 years of service recognition on GMW Water Service Committees. Picture: David McKenzie, Murray McDonald, Peter Hacon.

