

WSC MEETING SUMMARY



COMMITTEE NAME	Loddon Valley WSC
MEETING DATE	Monday 25 th March 2019
ATTENDEES	<p>WSC members: John Nelson (Chair), Laurie Maxted (Deputy Chair), Chris Harrison, Jeanette Naylor, Ron Vinnicombe, Robert Moon, Murray Haw</p> <p>GMW Attendees: David Currie (Customer Service Manager), Greg Shannon (Regional Customer Service Manager – West), Ann Telford (Executive Manager Strategic Engagement)</p> <p>Visitors: Diane James AM (Board - Chairman), Charmaine Quick (Managing Director)</p>
APOLOGIES	William Diss

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.• 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.• GMW will be having 2100 conversations with customers to gain a view of their thought on GMW, to help reach 10% of the customer base and it is part of the Essential Service Commission (ESC) review of GMW's next regulatory period.• WSC agreed not to have April's meeting, but have a community meeting on GMW's customer engagement, which will provide feedback to GMW.
Return of 75GL
<ul style="list-style-type: none">• The committee discussed at length about the return of the 75GL to irrigators.• One option proposed was for GMW to hold the 75GL and allocate it on delivery share. The members suggested having an "Efficiency Allocation" where any future water savings, would held by GMW, then allocated based on delivery share. This would assist in making delivery share valuable.• WSC would like to see that this water stays within the GMID.