

WSC MEETING SUMMARY



COMMITTEE NAME	Shepparton Water Services Committee
MEETING DATE	19/03/2019
WSC ATTENDEES	Craig Reynolds (Chair), Kevin Minogue (D/Chair), John Horder, Tom Sexton, Alan Strang, Ross Heywood, Rod Squires, Ashley Galt, David Woodhouse.
GMW ATTENDEES	David Irvine (Customer Service Manager), Greg Shannon (Regional Customer Service Manager).
GUESTS	Ann Telford (Executive Manager Strategic Engagement), Kirstin Favaloro (Head of Communications and Engagement).
APOLOGIES	

Main Topics Discussed

Return of 75GL – Committee discussion	
<ul style="list-style-type: none"> • The discussion on the return of the 75GL back to GMW Customers began. <ul style="list-style-type: none"> ○ A: The 75GL to be returned evenly to Delivery Shareholders. ○ B: The return could be issued on an annual basis to both High and Low Security water entitlements. • This was a general discussion and with some more investigation and information the WSC will provide more options to be considered for the return on the water savings. 	
Transformation, Price Submission, Delivery Share Review, Customer Service Strategy and the Future of Water Service Committees – Ann Telford	
<ul style="list-style-type: none"> • Provided an introduction to her role with GMW and the purpose of the engagement strategy which includes tariff for WP5, GMW transformation, Delivery share review and the WSC review. • An explanation of the customer engagement processes being used by GMW was provided to the committee, this allowed Ann to explain that this process will be as transparent as possible to ensure customers are well informed. • The Shepparton WSC as a whole advised the largest concern in the area, this being the price variance between Shepparton and the rest of the GMID. 	
Managers Report – David Irvine	
<ul style="list-style-type: none"> • Showed works that have been completed around the area. • A discussion was held in relation to the process of placing GMW Customers on STOP, it was explained to the WSC that there is a process that is followed to ensure customers are fully aware of their outstanding balance prior to the STOP's being enforced. The WSC agreed that GMW have made a fair amount of attempts to collect payment or engage with customers prior to stopping their water supply. 	

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- Showed a report on the process construction workers use to refurbish cattle damaged channel.
- A summary of losses by region was also provided to the members.