

WSC MEETING SUMMARY



COMMITTEE NAME	Rochester-Campaspe
MEETING DATE	16 th February 2021
ATTENDEES	<p>WSC Members: Richard Anderson (Chair), Bruce Macague (Deputy Chair) Peter Gibson, Cory Mitchell, Jacob Gardiner, Deller Palmer.</p> <p>GMW Attendees: Greg Shannon (Manager Distribution Services) Warren Blyth (General Manager Water Delivery Services) Like Dunham (Distribution Customer Service Assistant Manager Central) Brian Letcher (Customer Service Manager Central). Peter Egglestone (Engineering & Infrastructure Manager) Daniel Irwin (General Manager Strategy & Services) Jeremy Nolan (Manager Asset Planning & Water Delivery)</p>
GUESTS	Visitors & Guests: Sarah Ryan (DELWP), Joe Banks (DELWP), Rose Mannik (DELWP).
APOLOGIES	Georgie Sims.

Main Topics Discussed

<p>Channel x Channel Principles - Daniel Irwin, Jeremy Nolan</p> <ul style="list-style-type: none"> Presented the draft principles for discussion in a bid to seek feedback from the Committee. A summary of the presentation outlined, Balancing investment with future usage and maintaining long term sustainability plans. Asset renewable & maintenance options. The progress on the Channel x Channel framework to identify assets. Discussed moving to a new intelligence platform. A member raised their concern suggesting a good starting point would be to discuss with customers the option to rationalise assets that are no longer in service.
<p>Customer charter & Customer single charge update - Lisa Dudley</p> <ul style="list-style-type: none"> Explained the changes to the Customer Charter which were well received by the Committee. Circulated the new single account giving the Committee who welcomed the changes the option for feedback. The Committee were active in offering good constructive feedback.
<p>NCCMA Plan 2 Farm Project - Daryl Poole & Mandy Coulson</p> <ul style="list-style-type: none"> Presented the strategic planning to help farmers plan their future highlighting the impacts & outcomes from participants. Daryl also spoke on an action plan, building resilience and the option for participants to access an independent advisor. There have been approx. 100 farmers take part with a 78% success.
<p>Operations Mangers report - Brian Letcher</p> <ul style="list-style-type: none"> Provided an overview of Rochester's irrigation deliveries and staff movements making mention that, he two outstanding vacancies of Assistant Customer Service Manager and field based Custom Service Officer had been filled. Updated members on Greens Lake and the plan to commence with the introduction to the carry in carry out rubbish policy.
<p>Water Efficiency Project - Peter Egglestone</p> <ul style="list-style-type: none"> Presented to the Committee the Water Efficiency Projects scope, and how it would be rolled out with the recruitment of staff currently underway. Peter discussed the learnings through the Connection Project which will see an improved consultation process for customers. Calculations are being determined from the 2004-2005 season for meter replacements with a greater incentive for rationalisation.

- There will also be a significant change to the delivery of works which will see Contractors directly engaged by the project with the absence of an overarching contractor such as John Holland.

Sarah Ryan & Rose Mannik – Goulburn to Murray trade review.

- Presented the steps taken to protect the lower Goulburn including tagged water allocation.
- The Committee discussed the overarching objectives which included identifying long term operating and trade rules to support a sustainable working Goulburn River and the increasing restrictions at the Barmah Choke.
- Discussed the funding made available to identify how many pumps would be effected by pulsing river heights with a plan to have them all relocated to the top of the banks.
- Informed the Committee of delivery risks increasing and what they are doing to address the issues.

Other Items to Note

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Next Meeting

- 18th June 2021