

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Central Goulburn
<b>MEETING DATE</b>	15th April 2021
<b>ATTENDEES</b>	<p><b>WSC Members:</b> Peter Hacon,(Chair) David Kerr, ( Deputy Chair) Ray Selwood, Murray McDonald.</p> <p><b>GMW Attendees:</b> Warren Blyth (General Manager Water Delivery Services)  Greg Shannon (Manager Distribution Services)  Luke Dunham (Distribution Assistant Customer Service Manager – Central)  Brian Letcher (Distribution Assistant Manager – Central)  Geoff Coburn (Policy and Regulatory Advisor)  Andrew Shields (River Operations Manager)  Daniel Irwin (General Manager Strategy &amp; Services Planning)  Peter Egglestone (Connections Engineering, Interface &amp; Transition Manager)  Daniel Arnold (Connections ECI Manager)</p> <p><b>Visitors &amp; Guests:</b> Rose Mannik (DELWP), Sarah Ryan (DELWP), Joe Banks (DELWP) Daryl Poole (RMCG) Many Coulson (RMCG)</p>
<b>APOLOGIES</b>	Susan Wearden, Ruth McGrath, Stuart Young, Amabel Grinter.

## Main Topics Discussed

<b>Channel x Channel Principles - Daniel Irwin, Jeremy Nolan</b>
<ul style="list-style-type: none"> <li>Presented the draft principles for discussion in a bid to seek feedback from the Committee. A summary of the presentation outlined,</li> <li>Balancing investment with future usage and maintaining long term sustainability plans.</li> <li>Asset renewable &amp; maintenance options.</li> <li>The progress on the Channel x Channel framework to identify assets.</li> <li>Discussed moving to a new intelligence platform.</li> </ul>
<b>Customer charter &amp; Customer single charge update - Lisa Dudley</b>
<ul style="list-style-type: none"> <li>Discussed the changes to the Customer Charter which were well received by the Committee.</li> <li>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.</li> </ul>
<b>NCCMA, Plan 2 Farm Project - Daryl Poole &amp; Mandy Coulson</b>
<ul style="list-style-type: none"> <li>Provided a presentation on the strategic planning to help farmers plan their future highlighting the impacts &amp; outcomes from participants. Daryl also spoke on an action plan, building resilience and the option for participants to access an independent advisor.</li> </ul>
<b>Operations Mangers report - Brian Letcher</b>
<ul style="list-style-type: none"> <li>Briefed members on Rochester's irrigation deliveries and staff movements advising that, two outstanding vacancies of Assistant Customer Service Manager and field based Custom Service Officer had been filled.</li> </ul>
<b>Water Efficiency project - Peter Egglestone</b>
<ul style="list-style-type: none"> <li>Presented to the Committee on the Water Efficiency Project scope, and how it would be rolled out with the recruitment of staff currently underway. Peter also discussed the learnings through the Connection Project which will see an improved consultation process for customers.</li> <li>Calculations are being determined from the 2004-2005 season for meter replacements with a greater incentive for rationalisation.</li> <li>There will also be a significant change to the delivery of works, which will see Contractors directly engaged by the project in the absence of an overarching contractor such as John Holland.</li> </ul>

### **Goulburn to Murray trade review - Sarah Ryan, Joe Banks & Rose Mannik**

- Presented the steps taken to protect the lower Goulburn including tagged water allocation.
- 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.
- This generated quite a bit of discussion from the Committee particularly around the restrictions at the Barmah Choke and the reasons on how they have continued to worsen over time.
- Advised funding was 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**

- CG Committee Chair updated the Committee on the WSC Chairs and Deputies Forum

### **Next Meeting**

- 17th June 2021