

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Loddon Valley Water Services Committee
<b>MEETING DATE</b>	26 April 2021
<b>ATTENDEES</b>	<p><b>WSC Members:</b> John Nelson (Chair), Laurie Maxted (Deputy Chair), Robert Moon, Bill Diss, Chris Harrison</p> <p><b>GMW Attendees:</b> Warren Blyth (General Manager Water Delivery Services), Greg Shannon (Manager Distribution Services), Paul Gilchrist (Distribution Customer Service Manager - West), Tim Nitschke (Distribution Assistant Manager – West), Peter Egglestone (Engineering &amp; Interface Manager), Joanne Stone (Customer Service Administrator), Daniel Irwin (General Manager Strategy and Services Planning), Jeremy Nolan (Manager Asset Planning Water Delivery), Lisa Dudley (Manager Customer Experience)</p> <p><b>Guest:</b> Jacqui Knee (NCCMA), Mandy Coulson (NCCMA), Daryl Poole, Sarah Ryan (DELWP), Alex Murray (DELWP)</p>
<b>APOLOGIES</b>	Jeanette Naylor

## Main Topics Discussed

<b>Channel x Channel Principles - Daniel Irwin, Jeremy Nolan</b>	
<ul style="list-style-type: none"> <li>A presentation was provided to the committee outlining the draft principles, the feedback was positive and there was support for further development of the channel x channel tool</li> <li>The committee was advised that the principle framework will be further explained in the coming months</li> <li>Where service levels are not being met, these areas of concern and factors impacting delivery can be identified and solutions can be investigated based on services standards and pod classification</li> </ul>	
<b>Plan2Farm project – Mandy Coulson, Jacqui Knee, Daryl Poole</b>	
<ul style="list-style-type: none"> <li>A presentation provided an update to the committee regarding plan2farm project and the identified the key guiding principles of the project</li> <li>Program has been developed to assist farmers in planning for the future, irrigation health check, including assessment on flow rates infrastructure, water usage and risk in terms of exposure to water market</li> <li>The committee noted that if the irrigation structures were inadequate and these could be fixed this would address a lot of issues irrigators have</li> </ul>	
<b>Operational Report – Paul Gilchrist</b>	
<ul style="list-style-type: none"> <li>A report was provided to the committee outlining most recent significant operational points of interest since the last meeting, these included an update regarding staffing and water usage data as of March 2021</li> <li>There was discussion regarding the winter maintenance program that will include a large portion of the channel network to be dewatered through winter. It was noted by the committee that the inadequate amount of timely communication to customers regarding dewatering is extremely disappointing</li> </ul>	
<b>WEP project Update – Peter Egglestone</b>	
<ul style="list-style-type: none"> <li>Provided the committee with an update regarding the approved WEP project</li> <li>Funding for the project is 177.5M for water savings of 15.9GL</li> </ul>	

- Recruitment of staff is currently taking place
- Shepparton meter replacements would be targeted this winter
- Advised that approximately 50 meters would be replaced within the Loddon Valley with rationalisation of 150kms of channel

#### **Single Customer Charge Project - Greg Shannon and Lisa Dudley**

- The committee was advised that GMW would be moving to single account for customers
- One account will be issued for customers with same name and same address
- Customers can opt in or out for the single account
- Customers can also opt to receive their accounts via email

#### **Loddon Valley Fixed Charges 2021-2022 – Greg Shannon and Lisa Dudley**

- Advised the committee that there was an option to align Loddon Valley accounts with the rest of the GMID, that being they would be due on the 16<sup>th</sup> December each rather than the 15<sup>th</sup> January
- The committee advised that this would be unreasonable as irrigators rely on the payment in January as it aligns with when income received, and it would also be unreasonable to change this at short notice
- GMW were seeking feedback regarding this option and that the accounts for Loddon Valley could remain the same and that GMW could opt out all customers within the Loddon Valley irrigation area
- Advised that Loddon Valley customers could also opt in to receive 1 account rather than the current system

#### **Goulburn to Murray Trade Review RIS Alex Murray and Sarah Ryan (DELWP)**

- A presentation was provided to committee which updated the committee on current status and project history
- Explained to the committee was 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
- Deliverable risk for irrigation and the environment is increasing concern, noting supply and capacity is reducing
- Aim is to return more natural flows to the rivers within the operating rules for the Lower Goulburn

#### **Other Items to Note**

- **Customer Charter Update – Greg Shannon and Lisa Dudley**
  - Advised the committee of the major changes within the charter
  - That by not sending out overdue notices will be a significant saving
  - There was general discussion regarding the clause relating interest charges and when interest is applied
- **Tariff Distribution – Geoff Coburn**
  - Provided a presentation to address action item concerning what irrigators in each irrigation district are paying for water
  - The briefing provided a comparison of customers cost based on variables such as size of customers, and the larger the delivery share the variation reduces
  - Graphs were provided relating total delivery charge per ML reduces as volume delivered increase