

# WSC MEETING SUMMARY



<b>COMMITTEE NAME</b>	Loddon Valley Water Services Committee
<b>MEETING DATE</b>	23 August 2021
<b>ATTENDEES</b>	<p><b>WSC Members:</b> John Nelson (Chair), Laurie Maxted (Deputy Chair), Robert Moon, Jeanette Naylor, 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), Michael Gomez (General Manager Business and Finance), Alex Murray - Senior Policy Officer, Retail Water Entitlements and Markets - DELWP</p>
<b>APOLOGIES</b>	Bill Diss, Daniel Irwin, Jeremy Nolan, John Weber, Matthew O'Farrell, Peter Egglestone

## Main Topics Discussed

<b>GMW Integrated Enhance Debt Recovery Program and Gravity Financial Results – Michael Gomez</b>	
<ul style="list-style-type: none"> <li>• Provided the committee a presentation which outlined the current sustained long term debt against customers' accounts which is approximately 11 million</li> <li>• The committee was advised that focus on debt recovery program aims to stabilise and reduce customer debt while also aligning with hardship process for those customers in financial difficulty</li> <li>• The Irrigators Share Distribution (ISD) project offers an opportunity to implement debt recovery program with the objective to reduce debt.</li> <li>• Final step GMW debt recovery process will be applied, which will be warrant or sale of assets and or property</li> <li>• The committee was also briefed on the gravity financial results which at this time are on track</li> </ul>	
<b>Goulburn to Murray Trade Rule changes - Alex Murray - DELWP</b>	
<ul style="list-style-type: none"> <li>• Updated WSC on the 21/22 interim rules, advised regarding flexibility in trade rule, testing monitoring program along with liaison with stakeholder</li> <li>• Operating plan and trade rules were explained with the cap of 190GL</li> <li>• A three year monitoring program will be undertaken with traditional owners, NCCMA &amp; scientists to assess impact on Aboriginal cultural values, riverbank vegetation, native fish species and habitats</li> <li>• Operating plan to be publically released in September 2021</li> <li>• WSC will kept updated and their feedback will be sought</li> </ul>	
<b>Update on Allocations, Reserve Policy – Mark Bailey</b>	
<ul style="list-style-type: none"> <li>• A briefing was provided outlining current allocations and storage inflows are all good</li> <li>• Reserve allocation will be reviewed by DELWP once ISD is complete, it is likely reserves will be reduced as part of the review</li> </ul>	
<b>Operational Report – Paul Gilchrist</b>	
<ul style="list-style-type: none"> <li>• Provided an update to the committee regarding winter works and current recruitment</li> <li>• Discussed the media program that will commence regarding stock damage and the need to protect GMW assets</li> <li>• Office hours have changed from 8.30am – 4.30pm, all currently closed due Covid restrictions</li> </ul>	
<b>Customer Charter – Greg Shannon</b>	
<ul style="list-style-type: none"> <li>• Provided an update to the committee regarding the most recent changes to the charter</li> </ul>	