

In late March 2021, GMW held focus groups with our water districts and pumped irrigation customers to help inform the development of Service Plans that will outline how we manage services in to the future.

Topics discussed included:

- Future planning
- Value of services provided by GMW
- Accessibility of information
- Volume of Delivery Shares
- Infrastructure investment
- Potential changes to policies
- Communications

This feedback will be used to inform the next phase of our Service Plan engagement program – customer workshops.

Top line summary of feedback

Pumped irrigation

- Water quality – key issue for most customers
- Water reliability – System capacity issues have been experienced during key peak demand periods
- Infrastructure – planned asset upgrades will be required in some areas
- Drainage service – underperforming in Woorinen
- Spillable water – Water used prior to a spill occurring should not be 'lost' to the customer.
- Prices – any increases would need to be validated by improved services
- Delivery shares – Capacity assessments can take too long to occur
- Communication – important to have representation through Customer Relationship Coordinator

Water districts

- Water reliability – generally good
- Communication – more clarity on future fees
- Policies – rules and restrictions should be minimal
- Prices – currently acceptable