

In April and May 2022, GMW held a series of workshops with our gravity irrigation customers to help inform the development of our Gravity Service Plan. This plan will guide the services we offer to gravity customers and will also inform our Pricing Submission.

The topics discussed at the workshops included:

- Capital and maintenance investment programs
- Service Standards
- Drainage
- Water management innovations

This feedback will be used to inform our Pricing Submission.

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## Top line summary of feedback

### Capital and maintenance investment programs

- Customers were supportive of GMW's proposed 'risk-based' methodology for establishing an Investment Program. They recognised several factors need to be considered before determining the most appropriate type of investment. Customers valued having the presentation to show this visually and staff to answer specific questions.
- Customers indicated there would be benefit in customers being able to view proposed investment plans at a 'Pod' level.
- Customers noted the ongoing sale of water shares makes long-term asset management planning difficult.
- As part of GMW's further engagement, customers indicated it would be beneficial to see proposed Investment programs and forecast costs.

### Water management innovations

- Customers acknowledged the benefits of the water management innovations demonstrated by GMW – both from a cost and service perspective.
- Customers encouraged GMW to continue to seek innovations to achieve efficiencies in cost.
- Customers were supportive of GMW increasing its use of lithium batteries given the cost benefits they offer.

### Service Standards

- Customers agreed the focus of the service standards of 'on-time', correct flow rate, and correct channel height are the correct service measures. They encouraged GMW to retain these service measures into the next Pricing Submission.

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- Customers generally agreed that the 'on-time' service standard could be improved with how it is measured to ensure the customers' preferred order time is captured.
- A suggestion from customers was that GMW's service standards should be independently measured and reported on periodically. This would enhance customer confidence in GMW's achievement of service standards.
- Some customers expressed concerns service standards were not being met in the Loddon Valley region.
- Customers suggested the service standards should be more clearly communicated.

### Drainage

- Customers generally acknowledged the existing drainage tariff was overly complex and that a review of the current tariff structure was warranted.
- Customers sought further detail (primarily cost data) concerning the differing levels of service – but were generally of the view that GMW should be seeking to manage the system in a fit-for-purpose manner.
- Customers noted they were not seeking a 'gold plated' drainage service – but wanted to ensure that when the drainage system was needed, it would perform to its design standard.

### Water Ownership + Trade

- Some customers said they would like to see more water used in the 'local' system rather than being traded downstream in a different trading zone.
- Customers said GMW should prioritise delivering water to those in need.
- Customers felt GMW should ensure they present the 'customer view' in discussions with 'Policy makers' on water issues.
- Some customers expressed concerns over water brokers who they felt had 'conflicting interests'.

### Regional Growth and Development

- Customers said consistent water availability would help attract regional growth.
- Customers had differing views on whether GMW was responsible for promoting growth in the region.

### Education Program

- Customers were supportive of GMW creating an Education Program.
- Customers suggested it would be good to have people with local knowledge contribute to an Education Program.
- Some customers opposed helping people better understand water management if it meant a slight price increase.

Other

- Customers wanted greater clarity on the future of the Water Services Committees.
- Customers expressed concern over how additional water will be recovered to meet the MDB Plan targets.
- Several customers said they would appreciate the ability to hibernate service points that are not being used for across multiple irrigation seasons.