

In August 2022, GMW held a series of workshops with our Pumped Irrigation customers to help inform the development of our Pumped Irrigation Service Plan. This plan will guide the services we offer to Pumped Irrigation customers and will also inform our Pricing Submission.

The topics discussed at the workshops included:

- Capital and maintenance investment programs
- Service Standards
- Future Service Strategy
- Water quality

This feedback will be used to inform our Pricing Submission.

Top line summary of feedback

Capital and maintenance investment programs

1. Discussion point one – Future service strategy

- Customers predominantly supported the Future Service Strategy (FSS) for Nyah and Tresco.
- A customer asked about the previous contributions made to the previous process where customers of the pump districts were asked to contribute 4 years ago and nothing had happened since then. So what is different this time?
- GMW advised that input is needed from irrigators to assist in determining where infrastructure is to be replaced and upgraded as part of future planning
- Customers said they wanted GMW to advise them about water pricing.
- Customers said GMW must manage their irrigation customers better, noting that more stock and domestic and lifestyle blocks do not support irrigation. As GMW are owners of infrastructure and needs to make decisions that support irrigation.
- Customers said fees should be higher for stock and domestic customers should.
- Customers said that areas of high usage should be identified and infrastructure in this area should be maintained.
- Customers said current infrastructure is a constraint for the irrigator as they have little confidence in the infrastructure. They also noted this hampers development.
- Customers said there was a lack of confidence in GMW to maintain infrastructure. They stated confidence in service provision is eroding, citing having to wait days for pipeline repairs.
- Customers said the lack of confidence in GMW's service and maintenance lead to lack of investment.
- Customers said there should be government funding to support the Future Service Strategy.

- Customers suggested a working group be formed for each pipeline to help develop the Future Service Strategy.
- Customers stated there was less security in the pipeline district because water being sold off leaves irrigators at the mercy of the market.
- Customers said reliability would be key in generating further expansion.
- Customers said GMW needs to be with which parts of the network it maintains or improves and which sections it cuts off.

2. Discussion point two – Capital maintenance program

- Customers were predominantly supportive of investment in the program.
- Customers said they wanted the investment to be targeted and provide them with confidence in the system.
- Customers said drainage was a pressing issue.
- Customers said GMW needs to better communicate when power outages occur.
- Customers expressed a desire to have more data available to them.
- Customers expressed dissatisfaction with the current infrastructure.

3. Discussion point three – Service standards

- Customers said repair times should be shorter.
- Customers said the eight-hour KPI had never been met for Spring and Autumn.
- Customers agreed the eight-hour KPI was critical, particularly between October and April.
- Other customers noted September to October was the most critical time for the eight-hour KPI to be met as it is an important time for watering seedlings.
- Customers said receiving notifications via text was working.
- Customers expressed an interest in additional mobile numbers be added for text messaging service.

4. Discussion point four – Water quality

- Customers said the water quality in Nyah is good, but the water quality in Woorinen and Tresco is terrible.
- Customers said irrigators in Tresco are flushing because water quality is so bad.
- Customers said during high usage time water quality decreases.
- Customers said in Woorinen silt is an issue also.
- Customers agreed water quality was important to their operation.
- Customer noted the lack of flushing points across Woorinen contributes to this.
- Customers said they wanted to be able to clean out pipes and currently have issues with sediment and snails getting stuck in them.

5. General business

- A customer asked if flow rate can be provided to customers as this will assist irrigators to have real time data?
- A customer said meter readings are only completed two or three times a year and that more regular meter reading would be better to better manage water for the irrigator.
- Customer said a steering committee would be a good method for future engagement.
- Customer concerned First Nations water would come out of current allocation entitlement.
- Customer said committees' opinions are not always reflective of the customer group they represent.

- Customers said GMW should provide customers with a clearer overview of its plans for the Pumped Irrigation service.