

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

The topics discussed at the workshops included:

- Capital and maintenance investment programs
- Service Standards
- Future entitlement and access management
- 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 entitlements and access management

- Customers said they just wanted to turn the tap on and get water rather than having to worry about water trading paperwork
- Customers said Domestic and Stock is not the same as High Reliability Water Shares and should always be at 100 per cent. They said there should subsequently be a different class license for Domestic and Stock customers.
- Customers also said that if water is piped for Domestic and Stock then it should also be a different license that is constantly at 100 per cent.
- Most customers were not interested in trading water as the volumes were too small for there to be any significant value in this. One customer would like the ability to make their own decisions about the water they did not use.
- Customers said they would like the ability to transfer to other (internally) users on the same system without changing the entitlement/volume of the whole allocation.
- Customers said they would appreciate more visibility on how much allocated water is unused in each region to help them better understand the benefits of moving to carryover.
- Customers said they would like these regions to then be able to carry over whatever was unused from their allocations.
- Most customers said licensing, trade, and carryover should all be conducted at a district level. One customer would prefer carryover to be managed individually rather than collectively so others who did use all their water would not receive the benefit from other underuse.

2. Discussion point two – Capital maintenance program

- Customers willing to consider remote read meters depending on the cost. This was viewed as a way to help manage overuse
- Customers expressed that more spare supplies are needed to ensure issues can be fixed as they arise. Instances were raised where no spare equipment was available.
- Attendees keen to see details and/or analysis of solar options

3. Discussion point three – Service standards

- Customers supported change in service standard to number of service interruptions longer than 96 hours
- Attendee noted importance of alerting customers to outages
 - Proposed new service standard – customer notification within 24 hours of an outage

4. Discussion point four – Water quality

- Customers said the current water quality was acceptable.
- Customers said they did not want hydrogen peroxide used in the water.
- A water quality issue around Easter 2021 was raised.
- Proactive actions to avoid water quality issues supported
- Customers need to know when treatment occurs

5. General business

- Customers said they would like to have more information available to them on how to get more water if they are running short.
- Customers said there should be higher penalties for people who exceed their allocations.
- Customers supported recommencing Water Supply District Water Service Committee meetings.