

**Lachlan Customer Advisory Group
Minutes of Meeting
Wednesday 13 September 2017
Forbes Services Memorial Club, 41-43 Templar Street, Forbes**

Present: Dennis Moxey, Mary Ewing, Paul Maisey, Gordon Turner, Stuart Morrow, Brett Lewis, Tom Green, Nick Turner, Paul Packard, Michael Payten, Sri Sritharan, Erwin Jeremiah, Bede Johnston, Andrew Fraser, Jonathan Dickson, Sonia Townsend (minutes).

Meeting Opened: 10.00am.

1. Welcome and Introductions

- J Dickson welcomed members. Each member provided a brief introduction.
- Robert Collins has resigned from the CAG (representing Lachlan Valley Water Users), with Jock Coupland to continue as alternate. Replacement delegate to be sought.

2. Apologies: Michael Storrier, Jock Coupland, Andrew Stalley, Ed Fagan, Hamish Wald David Stockler.

- **Confirmation of Agenda Items & Declaration of Interest(s)**
- Declarations of interest sought from attendees. No interests were declared.

4. CAG Member Introduction/Information

4.1 CAG Roles & Responsibilities

- Presentation by J Dickson (copy attached).
- Copy of WaterNSW brochure "NSW's bulk water supplier, river operator and your one stop shop for licensing, water trades and water information" provided to members.
- Question on review of Operating Licence, which commenced 1 July 2017.
- WNSW will meet with CAGs a minimum of six monthly. Schedule of first round of meetings for 2018 provided.

4.2 CAG Member Documentation/Claims

- WNSW moving to electronic methods for documentation and claims. Link sent to all members seeking completion of personal and banking details in July 2017.
- After each meeting members will receive an email requesting feedback, and an opportunity to submit a claim. WNSW rely on this feedback to assist in improving our customer engagement.

5. Elections

5.1 Election of Chair

- Nominations for the position of Chair were called.
- Dennis Moxey nominated by G Turner/M Payten. As no further nominations were received, Dennis Moxey was appointed to the position of Chair.
- Nominations were called for the position of Deputy Chair. Tom Green nominated by G Turner/N Turner. Tom Green appointed to the position of Deputy Chair.

5.2 Election of CAG Advisory Group Representative

- Dennis Moxey accepted appointment to the position of CAG Representative.

6. Water Delivery

6.1 Water System Operations Report

- S Sritharan provided an update on the water system operations report – <http://www.waternsw.com.au/customer-service/news/operations>
- WNSW appreciate feedback on the format of the water operations report.
- Members encouraged to use the WNSW website.
- Customers discussed the benefit of WNSW providing information monthly on inflow required to result in an allocation increase. WNSW reminded customers that they undertake the resource assessment which is then provided to DPI Water for endorsement. Allocation information is published on the 14th of each month by DPI Water.

7. System Operation and Asset Services

7.1 Asset Maintenance and Services Update

- R Magaharan provided the Asset Maintenance and Services Update by Skype (copy attached).
- Works not undertaken: Jemalong Weir works are scheduled to commence in early 2018.
- Customers keen for ongoing updates on fish passage works in the Lachlan. This will be provided in the future by Mark Clayton, WNSW.
- Customers keen to be kept informed of future planned maintenance activities, as these issues affect water users throughout the valley. WNSW will provide detail on key works priorities, and are happy to take feedback from customers in relation to impacts on their water delivery.

8. Presentations/Consultation

8.1 Regulatory Reform

Presentation by J Dickson.

Water Resource Plans (WRPs)

- DPI Water own the WRP process, with WNSW as a stakeholders (alongside customers) in that process. WNSW provided their own submission to DPI on the WRPs.
- Timeline of key dates for the WRP process is available on the DPI website.

Investigation of Allegations of Illegal Pumping Activity

- As a result of the recent Four Corners program, four independent enquiries have been identified to date, with one currently active (none of which are directed at WNSW). WNSW providing assistance as required to the Ken Matthews enquiry (as WNSW now have carriage of former-DPI compliance functions).
- WaterNSW stresses that no convictions or prosecutions have been made, only allegations at this point.
- Customers discussed recommendations from the Matthews interim report, and potential associated impacts on customers (i.e. recommendation on universal metering to Australian standards – concern that if requirement is for pattern approved meters, significant impacts on all users in the Lachlan Valley). WNSW unable to provide any response to specific issues relating to possible recommendations at this point, pending outcome of final recommendations.

Lachlan Customer Advisory Group

8.2 Voice of Customer Framework

- J Dickson provided update (copy attached)
- WNSW uses Twitter as one of our communication platforms to keep customers informed, and encourage customers to follow WNSW.
- WNSW launching their online community – connection to a digital network of WNSW customers. CAG members invited to join this information sharing and gathering network, and will be automatically registered upon completion of post-meeting survey.

Action LAC1709.01: WNSW to consider the possibility of the customer survey being included in iWAS.

Responsibility: J Dickson

- As one example of the survey data collected and overview of end-of-call survey results were shared (July 2017).

8.3 Customer Communications

Customer Service Charter

- Revised Customer Charter to reflect the additional responsibilities WNSW has taken over from the Regulator
 - Customer Contact
 - Licencing Regulation and Dealings
 - Water Delivery, Ordering and reporting
 - Information and Communication

Consolidated Information Management System (CIMS) Update

- WNSW upgrading telephony platform to enable customers to make contact through multiple avenues (e.g. phone, IM, SMS etc). Currently assessing options, with expected implementation early 2018.

8.4 Levels of Service

Presentation by A Fraser (copy attached).

- WNSW undertaking the LOS project over the coming 21 months to develop customer supported long-term infrastructure plans.
- Customers questioned the interaction of discretionary projects with LOS.
- Customers agreed that WNSW need to provide detail on the current base line service standard, so that customers are able to review and determine appropriate future standards for the valley.
- Customers discussed engineering solutions being considered in addition to delivery options.
- Outline of some of the issues identified which affect customer LOS presented.
- Current stage of consultation process: existing LOS quantified per valley. Early 2018 customer consultations on long term issues and desired levels of service will commence. March 2019 customer-focussed long term strategy.
- The Chair suggested that more work is required to determine return on investment for the various options, as well as further detail on funding options.
- Feedback sought from customers on how they wish to engage with WNSW on LOS during the period of consultation.
- Customers discussed various options including establishment of a small working group (reference to previous CSC sub-committee), Skype meetings and site visits by WNSW.
- Members agreed that a CAG sub-committee would be effective, but recognise that wider consultation is also required.

Lachlan Customer Advisory Group

- Customers keen to see \$/ML estimates as part of the process as early as possible, provided by WNSW.

8.6 Commonwealth Funded Asset Programs

Presentation by A Fraser.

- National Water Infrastructure Development Fund applications currently open.
- WNSW submitted some applications in 2016 for a number of studies, with \$1.4M obtained for two feasibility studies in the Border Rivers and Peel Valley. WNSW currently preparing three submissions for capital funding, predominantly in the Border Peel and Lachlan valleys. If any future funding opportunities are made available, customers will be kept informed.
- Customers provided with assurance that WNSW are actively seeking funding opportunities for the Lachlan Valley.

8.7 Local Water Utility (LWU) Review

G Begg joined the meeting by Skype to provide the LWU Review (copy attached).

- LWU review is a WNSW Operating Licence obligation, due by December 2018.
- Currently developing project plan which will be shared with LWUs and the CAGs over the coming 18 months.
- WNSW keen for members to be informed regarding investigations regarding increased monitoring. No specific action required at this point from the CAG, however the group will be kept informed and provided with a draft report in 2018.
- Discussion on recent water quality concerns highlighted by NSW Health – specifically Wyangala Dam, which may impact consumers in the Lachlan Valley.

9. General Business

9.1 Lachlan Valley Water Security Study

- WNSW are the project manager for the Lachlan Valley Water Security Study.
- Activities completed to date include assessment and development of build/non-build options, stakeholder liaison, shortlisting of options and economic assessment.
- Preliminary business case will not be finalised until after the final Community and Customer Reference Group meetings.
- Customers discussed step change and how this relates to security of supply. Discussion on heritage listing of caves. WNSW are aware of heritage issues, and consideration has been given to these issues during development of options.

9.2 Water Resource Plan Stakeholder Advisory Panel Representation - Lachlan

- Customers were reminded that the SAP process is managed by DPI Water.
- Due to the recent resignation of R Collins from the Lachlan CAG, nominations were sought from the Group to the Lachlan Valley SAP.
- Tom Green nominated by M Payton/G Turner. Tom Green accepted the nomination.

Action LAC1709.02: WNSW to advise DPI (Kristylee Marr) of nomination of Tom Green to the Lachlan Stakeholder Advisory Panel.

Responsibility: S Townsend

9.3 Local Meeting Opportunities

Lachlan Customer Advisory Group

- Discussion on the possibility of the CAG including a site visit to Wyangala as part of a future meeting.

9.4 Commonwealth Environmental Water Office - Feedback

- Development of a Framework for Investing in Environmental Activities: Discussion Paper now available on CEWO website - customers encouraged to provide feedback. P Maisey to provide link to distribute to all attendees.

10. Meeting Review and Close

Meeting closed: 1.23pm

Lachlan Customer Advisory Group – Actions – 13 September 2017

CURRENT ACTIONS			
Action No.	Action	Responsibility	Status
LAC1709.01	WNSW to consider the possibility of the customer survey being included in iWAS.	J Dickson	
LAC1709.02	WNSW to advise DPI (Kristylee Marr) of nomination of Tom Green to the Lachlan Stakeholder Advisory Panel.	S Townsend	COMPLETE.