

**Coastal/Hunter Customer Advisory Group
Minutes of Meeting
Thursday 7 September 2017
WaterNSW, 169 Macquarie Street, Parramatta**

Present: Chris Magner, Chris Rooney, John Peel, Steve Guthrey, Stephen Osborne, Shane Gee, John Watson, Justen Simpson, Wayne Clarke, David Cliff, David Williams, Graham Kennett (via Skype), Craig Cahill, Jonathan Dickson, Sonia Townsend (minutes).

Meeting Opened: 11.05am.

1. Welcome and Introductions

- J Dickson welcomed members. Each member provided a brief introduction.

2. Apologies: Julia Wokes, David Stockler.

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

4. Carried Forward Actions arising from CSC minutes June 2017

- See attached action sheet.
- Customers discussed ongoing issues with the two-part tariff (re Action 1702.02). WNSW note that a decision on the two-part tariff structure is pending.

Action CV1709.01: *WNSW to provide an update on the two-part tariff process to customers once a decision has been made.*

Responsibility: J Dickson

- CV1705.02: Customers noted ongoing issues with Cochrane Dam inflows. Users seeking daily flow data. To be discussed offline with C Cahill.

5. CAG Member Introduction/Information

5.1 CAG Roles & Responsibilities

- Presentation by J Dickson (copy attached).
- WNSW will meet with CAGs face to face a minimum of six monthly. Schedule of first round of meetings for 2018 provided.
- Discussion on role of the Operator vs Regulator. In response to customer questions regarding issues relating to DPI as the Regulator, on Valley-wide issues, WNSW suggest customers share us with a copy of any correspondence sent to the Regulator so that WNSW are able to follow up if required during the regular monthly and bi-monthly WNSW/DPI forums.
- Discussion on surrender of unregulated licences.

5.2 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.

6. Elections

6.1 Election of Chair

- Nominations for the position of Chair were called.
- Chris Magner nominated by S Guthrey/J Peel.
- No further nominations were received, with Chris Magner appointed to the position of Chair.
- Nominations for the position of Deputy Chair were called.
- Steve Guthrey nominated by C Magne/J Peel. Steve Guthrey was appointed to the position of Deputy Chair.

6.2 Election of CAG Advisory Group Representative

- C Magner accepted appointment to the position of CAG Representative.

7. Water Delivery

7.1 Water System Operations Report

- C Cahill provided an update on the water system operations report – <http://www.watnsw.com.au/customer-service/news/operations>
- Discussion on Patterson gauging issues. Customers urged to continue to contact WNSW operations team if any issues are being experienced.
- Amendment to be made to prognosis slide (dry, average and wet percentages). Updated BoM forecast issued 29 August (after date report produced).

8. System Operation and Asset Services

8.1 Asset Maintenance and Services Update

- R Magaharan provided the Asset Maintenance and Services Update by Skype (copy attached).

9. Presentations/Consultation

9.1 Regulatory Reform

Presentation by J Dickson.

Water Resource Plans (WRPs)

- DPI Water own the WRP process, with WNSW as a stakeholder (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.
- Coastal Valleys not involved in the WRP Stakeholder Advisory Panels (SAPs) at this stage.

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.

9.2 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.
- As one example of the survey data collected, an overview of end-of-call survey results were shared (July 2017).
- John Peel advised he spent 58 minutes on hold Friday last week when making a call to the WNSW call centre. No issues with the quality of service provided once answered.

9.3 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

Action CV1709.02: *Check requirement to consult with the CAG regarding the Customer Charter.*

Responsibility: J Dickson

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.

9.4 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.
- 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.
- Feedback sought from customers on how they wish to engage with WNSW on LOS during the period of consultation.
- Customers strongly agreed on the need to clearly identify the beneficiary of a service, as some customers believe they are paying for a service for which they are not the beneficiary (e.g. river height gauges, which may not benefit the customers paying).
- Customers agreed face-to-face consultation in valleys is desired.
- Customers sought a review of water charges as part of the LOS review, with examples of customers being charged what is considered excessive fees due to anomalies.
- Agreed that A Fraser's team will schedule visits with Coastal Valley customers in the first instance, with follow-up workshop to be scheduled once local meetings have been held.

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- Customers agreed on the need to consult with both regulated and unregulated customers, and the need to canvass a broad range of customers in the process.

9.6 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.

9.7 Local Water Utility (LWU) Review

G Begg joined the meeting 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 NSW Health requirements for modelling (physical/chemical). WNSW have received no detail on modelling requirements from NSW Health. Customers discussed potential monitoring which could be undertaken which would provide benefit to LWUs.

9. Reports

- Noted and taken as read.
 - Operating Statements
 - Capital Expenditure Statements
 - Key Projects Updates

Action CV1709.03: *Did WNSW contribute to the recent work on roads leading in to Toonumbar Dam?*

Responsibility: J Dickson

10. General Business

10.1 North Coast Project Update

- Project to work with irrigators and find long-term sustainable options. Meetings late 2016 and 2017 to review issues/develop options. Several ideas tabled.
- IPART pricing decision in June has changed the situation, with pricing moved from 40:60 to 90:10.
- Next steps to work with local water user groups to educate, hydrological modelling, use of model to inform options and determine if other options become available.

Action CV1709.04: *D Clift to provide a copy of North Coast Project mapping errors to WaterNSW (Sonia in the first instance).*

Responsibility: D Clift

11. Meeting Review and Close

Meeting closed: 2.53pm

Coastal/Hunter Customer Advisory Group – Actions – 7 September 2017

CURRENT ACTIONS			
Action No.	Action	Responsibility	Status
CV-H1709.01	WNSW to provide an update on the two-part tariff process to customers once a decision has been made.	J Dickson	
CV-H1709.02	Check requirement to consult with the CAG regarding the Customer Charter.	J Dickson	<p>COMPLETE. As per the WNSW Operating Licence:</p> <p>6.7 Customer Service Charter</p> <p>6.7.1 Water NSW must, in consultation with relevant Customers and/or Customer Advisory Groups, establish and maintain a Customer service charter (Customer Service Charter) in accordance with this clause 6.7. Water NSW may have one or more Customer Service Charters, for different categories of Customers, as it deems appropriate.</p> <p>6.7.2 The Customer Service Charter(s) must set out the mutual responsibilities of Water NSW and its Customers consistently with this Licence, the Act, the Water Management Act 2000 (NSW), the Water Act 1912 (NSW) and any other applicable law.</p> <p>6.7.3 Water NSW must make the Customer Service Charter available free of charge on its website for downloading by any person.</p>
CV-H1709.03	Did WNSW contribute to the recent work on roads leading in to Toonumbar Dam?	J Dickson	
CV-H1709.04	D Clift to provide a copy of North Coast Project mapping errors to WaterNSW (Sonia in the first instance).	D Clift	COMPLETE.