



**MERBEIN**

**CUSTOMER SERVICES  
ADVISORY COMMITTEE**

**DRAFT  
MINUTES**

**Venue:** LMW 14<sup>th</sup> Street Tower Room  
**Date:** **Monday 20th October 2008**  
**Time:** **4:00pm – 5.30pm**

**1.0 APOLOGIES**

**ATTENDANCE LMW**

Owen Russell	General Manager – Customer Service
Leesa Corless	Customer Relations Officer
Ron Leamon	Managing Director
Darren Raeck	Manager Engineering Services

**ATTENDANCE CSAC**

David Beard	Deputy Chair
Malcolm Bennett	
Larry Dicheria	Chair
Alan Greatz	
Roslyn Hudson	
Richard Wells	

**2.0 WELCOME** **OWEN RUSSELL**

Previous minutes were reviewed and action items addressed.

Darren Raeck gave an overview and progress updates on phone ordering system use and maintenance schedules etc.

**3.0 ELECTION OF NEW CHAIR & DEPUTY CHAIR** **OWEN RUSSELL**

Richard Wells was nominated for, and accepted position of Chair  
 David Beard was nominated for, and accepted position of Deputy Chair

4.0 SUNRAYSIA MODERNISATION PLAN	RON LEAMON
<p>Ron gave an overview of the Modernisation plan that is currently in planning. Ron attending a meeting recently about criteria for funding. All districts will be including in the planning and Engineers' recommendations etc. Ron expects that the \$100 million currently on offer will not be enough to cover all works required. A business case will then need to be put together to put forward for Federal funding. All planning and business cases will be discussed with CSAC committees during the planning processes. A system plan would have to be committed to in the next 12 to 18 months.</p>	
<p>Richard Wells questioned the feasibility behind converting Merbein into a low pressure pipeline instead of a low pressure? Ron added that the step up to high pressure would have to seek additional funding. The logic behind going low pressure first then looking at high pressure down the track is because of the main channel set up and look at boosting pressure on outlets as needed.</p>	
<p>Richard questioned when a statement could be made to the customers via media release etc outlining what is involved in the project and what LMW is looking to implement. Ron added that this could be done late November for the Merbein customers, but all other districts still need to have project outlines developed yet.</p>	
<p>The Committee is very keen for Ron to get out in the public and make them aware of the planning in progress and where the district/s is heading. Via newsletters and through CSAC members etc.</p>	
<p><b>Action Item 1</b> Darren Raeck to supply a copy of the figures on current usage of phone and online ordering to the Committee.</p>	
5.0 NORTHERN SUSTAINABLE WATER STRATEGY	OWEN RUSSELL
<p>Owen gave an overview on the options for the future such as allocation, climate change effects on irrigation and entitlements for the future.</p>	
<p>A meeting and presentation with Campbell Fitzpatrick with Committee members to go through the Strategy is scheduled for 31<sup>st</sup> October – from 12 noon to 2.30pm at the Acacia Room, Irymple Horticultural Centre.</p>	
<p>Richard Wells questioned that the allocations would need to be reviewed for the future, would this have an effect on how the systems within the districts would run. Owen is available at any time via phone or email if Committee members have any queries or difficulty understanding anything within the Strategy.</p>	
<p><b>Action Item 1</b> Owen Russell to notify Committee members of details for the meeting with Campbell Fitzpatrick on 31<sup>st</sup> October.</p>	
6.0 FMIT INTEGRATION	OWEN RUSSELL
<p>Owen Russell gave an overview on the integration of FMIT into LMW. Operations have been going very smoothly with little or no disruption to customers. The Minister will be appointing a new member to the Board and the Board will also be appointing a new committee for the FMID district. This will be by appointment only not by election.</p>	

<b>7.0</b>	<b>FORECASTS FOR THE SEASON</b>	<b>OWEN RUSSELL</b>
<p>Owen Russell gave an overview of the season and forecasts that are expected. Water prices have dropped drastically compared to this time last year, with temporary water about \$400/ML at the moment. It is expected that we will mirror last year's allocation unless we see significant inflows into catchments. There has been a lot of interest in regard to buy back of water entitlements from the Federal Government. Temporary water transfers have dropped with majority of customers relying on carryover, but some big trades are expected to come through shortly.</p>		
<b>8.0</b>	<b>CSAC ROLES</b>	<b>OWEN RUSSELL</b>
<p>Owen addressed a question that Richard Wells posed to Management about what the role of the CSAC members are? Richard expressed that he would like to see more consultation done before they go to planning etc.</p> <p>Owen also reminded Committee members that the Chair and Deputy Chairs are to attend the next Board meeting in November.</p> <p>Richard also raised the issue of algae in the channels and response rate for problem areas. Richard believes a proactive and preventative measure is better than trying to address the issue once a bloom has occurred.</p>		
<p><b>Action Item 1</b> - Darren Raeck to develop a proposed maintenance algae management program for the season. Once developed to be tabled at CSAC meeting to Committee members.</p>		
<b>9.0</b>	<b>COMMUNICATION WITH CUSTOMERS – INTERNET</b>	<b>OWEN RUSSELL</b>
<p>Richard Wells questioned the availability of information via the website, it has reduced dramatically in the past 12 months. Richard would like to see information updated more regularly and with more information.</p> <p>Darren Raeck gave an overview on current upgrades that are being developed and how this will effect what information will be available via the website once the upgrade has been completed. Dates on trades need to be added to assist customers with their water trading etc.</p>		
<b>10.0</b>	<b>DOMESTIC AND STOCK GARDEN WATERING RULES</b>	<b>OWEN RUSSELL</b>
<p>Owen gave an overview on the implementation of Staged Water Restrictions in the rural and urban districts. The LMW Board has resolved that all districts and customers will fall under restrictions. FMID customers will also be coming under Staged Water Restrictions from mid November, only dripper systems will be accepted under the current Restrictions.</p>		
<b>11.0</b>	<b>LMW METERING PROGRAM</b>	<b>OWEN RUSSELL</b>
<p>Darren Raeck gave an overview on the current meter replacement program. The program is an ongoing one that rolls on throughout the life of the Water Plan for district maintenance and upgrades. Replacement fee is \$1,870 compared to \$2,300 under FMIT. Customers have the option to pay this fee over 5 years.</p>		

<b>12.0</b>	<b>DECOMMISSIONING OF IRRIGATION SPURS/EXIT FEES</b>	<b>OWEN RUSSELL</b>
Darren Raeck gave an overview on the shut down or decommissioning of spurs within the region.		
<b>13.0</b>	<b>REBATE ON IRRIGATION FIXED WATER CHARGES AND INTEREST</b>	<b>OWEN RUSSELL</b>
Owen Russell gave an overview on the current rate notices and the delay in sending them until 1 <sup>st</sup> December 2008. This is to be able to establish what rebates are to be applied to customers. LMW has a fixed rate charge we have for a year is \$14 million per year, \$9 million is covered by the rebate which gives guaranteed revenue for LMW. Revenue for LMW has increased slightly compared to this time last year.		
<b>14.0</b>	<b>GENERAL BUSINESS</b>	<b>OWEN RUSSELL</b>
<p><b>CSAC meeting in approx 1 months time – Finance meeting.</b>  <b>1<sup>st</sup> Week of December – proposed meeting date</b>  This is to cover issues such as Annual report and finance relating to the district.  Water tariffs structure.</p> <p>Richard Wells would like better information on exit fees and tariffs.</p> <p>Roslyn questioned what interest will be charged on any overdue fees and accounts. No interest will be charged regardless for these accounts.</p> <p>Worgan system; upgrade/pipeline - all customers that are affected by this have been contacted in relation to this matter.</p>		
<b>Meeting closed at 5.30pm</b>		

## Number of orders placed by IVR and Man

From 1/07/2007 to 05/05/2008

	MB	RC	RV	Total
TAM	422	276	141	839
OPERATOR	3,833	4,808	1,552	10,193
WEB	7,994	18,794	6,835	33,623
Total	12,249	23,878	8,528	44,655

### Percentage of total orders

	MB	RC	RV	Total
TAM	3.4	1.2	1.7	1.9
OPERATOR	31.3	20.1	18.2	22.8
WEB	65.3	78.7	80.1	75.3

From 1/07/2006 to 1/07/2007

	MB	RC	RV	Total
TAM	694	489	223	1,406
OPERATOR	5391	7225	2239	14,855
WEB	7913	18827	6150	32,895
Total	14003	26541	8612	49156

### Percentage of total orders

	MB	RC	RV	Total
TAM	5.0	1.8	2.6	2.9
OPERATOR	38.5	27.2	26.0	30.2
WEB	56.5	70.9	71.4	66.9

From 1/07/2005 to 1/07/2006

	MB	RC	RV	Total
TAM	752	454	276	1,482
OPERATOR	5871	7849	2638	16,358
WEB	7725	18495	5297	31,517
Total	14,348	26,798	8,211	49,357

### Percentage of total orders

	MB	RC	RV	Total
TAM	5.2	1.7	3.4	3.0
OPERATOR	40.9	29.3	32.1	33.1
WEB	53.8	69.0	64.5	63.9

From 1/07/2004 to 1/07/2005

	MB	RC	RV	Total
TAM	1051	633	271	1,955
OPERATOR	7780	10872	3362	22,014
WEB	7557	18137	5064	30,758
Total	16,388	29,642	8,697	54,727

### Percentage of total orders

	MB	RC	RV	Total
TAM	6.4	2.1	3.1	3.6
OPERATOR	47.5	36.7	38.7	40.2
WEB	46.1	61.2	58.2	56.2

From 1/07/2003 to 1/07/2004

	MB	RC	RV	Total
TAM	884	609	279	1,772
OPERATOR	10354	14627	5125	30,106
WEB	6378	17324	6208	29,910
Total	17,616	32,560	11,612	61,788

### Percentage of total orders

	MB	RC	RV	Total
TAM	5.0	1.9	2.4	2.9
OPERATOR	58.8	44.9	44.1	48.7
WEB	36.2	53.2	53.5	48.4

From 1/07/2002 to 1/07/2003

	MB	RC	RV	Total
TAM	956	638	316	1,910
OPERATOR	10837	14768	5368	31,023
WEB	5450	14911	5328	25,689
Total	17,293	30,317	11,012	58,622

### Percentage of total orders

	MB	RC	RV	Total
TAM	5.5	2.1	2.9	3.3
OPERATOR	63.0	48.7	48.7	52.9
WEB	31.5	49.2	48.4	43.8

WaterNow introduced mid November

From Mid November 2001 to 1/07/2002

	MB	RC	RV	Total
TAM	954.00	443.00	238.00	1,635.00
OPERATOR	8,884.00	11,965.00	4,223.00	25,072.00
WEB	2,949.00	7,777.00	2,864.00	13,590.00
Total	12,787.00	20,185.00	7,325.00	40,297.00

### Percentage of total orders

	MB	RC	RV	Total
TAM	7.5	2.2	3.2	4.1
OPERATOR	69.5	59.3	57.7	62.2
WEB	23.1	38.5	39.1	33.7

## Number of orders placed pre WaterNow

From 1/07/2001 to Mid November

	MB	RC	RV	Total
OPERATOR	3,633	5,807	2,227	11,667

From 1/07/2000 to 1/07/2001

	MB	RC	RV	Total
OPERATOR	13,709	21,649	7,534	42,892

From 1/07/1999 to 1/07/2000

	MB	RC	RV	Total
OPERATOR	11,829	19,777	7,036	38,642

From 1/07/1998 to 1/07/1999

	MB	RC	RV	Total
OPERATOR	11,829	19,777	7,036	38,642

*Table Reported at Merbein CSACs meeting*