



**MERBEIN**

**CUSTOMER SERVICES  
ADVISORY COMMITTEE**

**MINUTES**

**Venue:** LMW 14<sup>th</sup> Street Tower Room  
**Date:** **Monday 28<sup>th</sup> April 2008**  
**Time:** **4:00pm - 6.00pm**

**1.0 APOLOGIES**

Roslyn Hudson  
Richard Wells

**ATTENDANCE LMW**

Owen Russell	General Manager – Customer Service
Leesa Corless	Customer Relations Officer
Leonie Burrows	LMW Board Member
John Bergin	Manager Financial Services
Ron Leamon	Managing Director
Loris Davis	General Manager Finance Services
Darren Raeck	Manager Engineering Services

**ATTENDANCE CSAC**

David Beard	Deputy Chair
Malcolm Bennett	
Larry Dichieria	
Alan Greatz	

**2.0 ELECTION PROCESS FOR NEW CSAC MEMBERS OWEN RUSSELL**

Richard Well and Alan Greatz are the 2 Committee members who are up for re-election for 2008. Nominations will be taken at the end of May 2008.

**3.0 NOMINATION PROCESS OWEN RUSSELL**

If more nominations are received than vacancies an election will be held with the ballot process to take place again as per previous elections. Adverts will be placed in local newspapers requesting nominations in the next week.

<b>4.0</b>	<b>UPDATE ON CARRY-OVER</b>	<b>OWEN RUSSELL</b>
<p>Carryover will again be offered for the 2008/09 season. The season will again start at 0% allocation with carryover available prior to an announcement on allocation. An increase to 5% early in the season to assist the market and permanent plantings. No priority will be given to permanent plantings to make water available.</p> <p>It is expected that the Minister will announce Qualification of Rights for urban essential consumption including internal use and domestic stock watering at the beginning of the season.</p>		
<b>5.0</b>	<b>ESC DRAFT RURAL DECISION</b>	<b>JOHN BERGIN</b>
<p>Final submission was given to the ESC in October 2007 and a presentation was done to CSAC's in December 2007.</p> <p>Draft decision was handed down in March 2008, LMW is currently drafting a response which is due in May 2008.</p> <p>Final decision is expected in June 2008.</p> <p>Guaranteed Service Levels will be implemented over the next 12 to 24 months. The ESC believes GSL's are extremely important.</p> <p>Regulatory Asset Based Method is the option that LMW would prefer to take. This means lower prices for customers at a difficult time and would mean improved customer service outcomes.</p> <p>The Essential Services Commission has accepted LMW's preference to the RAB method.</p> <p>Copies of the presentation and related notes are available to Committee members on request. Committee members can contact John Bergin for queries and questions.</p> <p>Drainage charges – CSAC members would like to see these charges reduced.</p>		
<b>6.0</b>	<b>GENERAL BUSINESS</b>	
<b>6.1</b>	<b>PHONE ORDERING SYSTEM</b>	<b>DARREN RAECK</b>
<p>Darren gave an overview on the phasing out of the phone ordering system and how to use the online ordering system.</p> <p>An education program will also be included as part of this process. Stand by time could be reduced to 2 hours on a trial basis.</p> <p>A computer will be set up in the reception area for irrigators to be able to place orders with assistance from office staff.</p> <p>The key pad phone will still need to be available.</p> <p>CSAC members would like to see the figures for usage on the online ordering.</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.		
<b>6.2</b>	<b>IRRIGATORS FORUM</b>	<b>OWEN RUSSELL</b>
<p>Owen suggested that a public meeting be held in each of the districts. Owen has suggested that the meeting be held in approx 3 weeks, which will coincide with the announcement projections on allocation for the new season. Owen to update and provide a copy via the website of the irrigator's booklet which was produced approx 2 years ago.</p> <p>Week commencing Monday 19<sup>th</sup> May is a possible date for the irrigator's information forum, late afternoon (4pm) is suggested as a good time.</p>		
<b>Action Item 1</b> - Owen Russell to schedule meetings with all Irrigation districts during the week commencing 19 <sup>th</sup> May 2008.		
<b>6.3</b>	<b>SERVICING CROP NEEDS</b>	<b>OWEN RUSSELL</b>
<p>Variation of crops has been seen throughout the district with vegetables</p> <p>More regular irrigation has been seen throughout the season with the irrigators taking up drip line and seasonal crops which have required more frequent irrigation times.</p>		
<b>6.4</b>	<b>TRANSFER OF WATER</b>	<b>OWEN RUSSELL</b>
Owen advised of the close off date being June 13th		
<b>6.5</b>	<b>SIXTH STREET GATE</b>	<b>OWEN RUSSELL</b>
<p>A leak maintenance program will be introduced in the winter months.</p> <p>Darren Raeck to follow up with the channel maintenance and look at weeds issues at Allan's property.</p>		
<b>Action Item 1</b> - Darren Raeck, Manager Engineering to follow up issues with weeds in the channel		
<b>6.6</b>	<b>ESC PUBLIC MEETING</b>	<b>OWEN RUSSELL</b>
A public meeting is being held on 1 <sup>st</sup> May 2008 10am at the Rockford. The meeting is open to all general public.		
<b>OTHER ITEMS</b>		
Pressurized system to be added to the agenda for the May public meeting/info session		
<b>Meeting closed at 5.45pm</b>		