



MILLEWA

**CUSTOMER SERVICES
ADVISORY COMMITTEE**

MINUTES

Venue: LMW 14th Street Tower Room
Date: Wednesday 30th April 2008
Time: 4.30pm – 6.00pm

1.0 APOLOGIES

ATTENDANCE LMW

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| Owen Russell | General Manager – Customer Service |
| Leesa Corless | Customer Relations Officer |
| John Bergin | Manager Financial Services |
| Ron Leamon | Managing Director |

ATTENDANCE CSAC

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| Allan Harmer | Chair |
| Stuart Thompson | |
| Stephen Bennett | |
| Neil Boord | |
| Ian Army | |
| Kevin Coogan | |

2.0 ELECTION PROCESS FOR NEW CSAC MEMBERS OWEN RUSSELL

Stephen Bennett and Stuart Thomson are the 2 Committee members who are up for re-election for 2008. Nominations will be taken at the end of May 2008. Ken Greed and Trevor Leighton will be running the nomination process again for this years election.

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 2 next weeks.

| 4.0 ALLOCATION / CARRY OVER | OWEN RUSSELL |
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| <p>It is expected that GMW will make an announcement on the 15th May for projections on the new season.</p> <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. The Minister has indicated that Carryover will remain in place with some minor amendments to happen on an annual basis.</p> <p>Millewa consumption has dropped dramatically for the season with only 258ML out of 700ML held as an entitlement used. Metering, reduction in dams and Water Restrictions are key factors in this reduction of consumption.</p> <p>Kevin Coogan asked what sort of publicity is being done regarding notifying the public that Stock and Domestic customers in the Millewa have generated great savings in water consumption.</p> | |
| <p>Action Item 1 Owen Russell, General Manager Customer Service publicize the dramatic water savings that Stock and Domestic customers have achieved in the Millewa district. This could be included in the mail out to all rural customers in the coming week.</p> | |
| 5.0 ESC DRAFT RURAL DECISION | JOHN BERGIN |
| <p>John gave an overview of the 2008 Water Price Review Draft Decision.</p> <p>Final submission was given to the ESC in October 2007 and a presentation was done to CSAC's in December 2007. Draft decision was handed down in March 2008, LMW is currently drafting a response which is due in May 2008.</p> <p>The final decision from the Essential Services Commission is expected in June 2008. Cardno and PriceWaterhouseCoopers were the two consultants the ESC engaged to review LMW's submission. LMW is currently drafting a response to the ESC due 9th May 2008.</p> <p>Guaranteed Service Levels will be implemented over the next 12 to 24 months. The ESC believes GSL's are extremely important. Some service standards that the ESC are requesting be included in the Water Price Review are issues relating to leaks, response times to bursts and leaks, time frames on processing of water trades, complaints to EWOV, telephone calls answered within 30 seconds etc.</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. The Essential Services Commission has accepted LMW's</p> | |

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| <p>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>FINANCIALS – HAND OUT</p> |
| <p>John Bergin gave an overview on the current budget for the Millewa District. At this stage the district is very close to the forecasted budget.</p> <p>Stuart requested that a separate line item be included for the Lake Cullulleraine Irrigation tariff.</p> <p>Stuart asked that the plan on the returns be developed into a newsletter to be distributed to Millewa customers to keep them informed on what they are getting for their dollar. – After the Final determination from the ESC</p> |
| <p>Action Item 1 - John Bergin, Manager Finance Services to include a separate line item to show the Lake Cullulleraine Irrigation tariff in the budget report to the Committee.</p> |
| <p>Action Item 2 – Owen Russell General Manager to develop a newsletter in simple terms to explain the final determination for the Millewa Customers.</p> |
| <p>6.0 GENERAL BUSINESS</p> |
| <p>6.1 IRRIGATION DEVELOPMENT AROUND LAKE CULLULLERAINE OWEN RUSSELL</p> |
| <p>There has been continued interest in further irrigation development around the Lake. Owen advised the meeting that the Corporation will be pursuing the development but will be seeking to charge any new developers a capital rate to pay for increased pumping capacity</p> |
| <p>6.2 NORTHERN SUSTAINABLE WATER STRATEGY OWEN RUSSELL</p> |
| <p>Owen gave an overview of the Northern SWS and the process currently under review as part of the program. The Northern SWS aims at assessing allocation and climate change related issues. The timeframes are initial comments were due back in April, with the draft review to be issues in the next month and the final version due in the next 12 months. Further information can be obtained from Owen Russell who is the local contact, or via the LMW or DSE website.</p> <p>Ron Leamon suggested that a closed forum could be arranged with all CSAC members to discuss the Northern SWS review policy. CSAC members will have the opportunity to give feedback on the draft review once it is released in the coming months.</p> |
| <p>Action Item 1 - Owen Russell, General Manager Customer Service to schedule meetings/closed forum with all CSAC members to review the draft Northern SWS policy.</p> |

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| 6.4 | PUBLIC MEETING | OWEN RUSSELL |
| The ESC will be hosting a public forum on Thursday 1 st May 2008 10am at the Rockford. The forum is open to all customers to attend. | | |
| Meeting closed at 5.50pm | | |