



RED CLIFFS

**CUSTOMER SERVICES
ADVISORY COMMITTEE**

MINUTES

Venue: LMW 14th Street Tower Room
Date: Thursday 18th December
Time: 4:00pm – 5.30pm

1.0 APOLOGIES

Frank Pedulla was an apology for the meeting
 Lindsay Leake did not attend the meeting as he did not receive notice of the meeting

ATTENDANCE LMW

Owen Russell Leesa Corless	General Manager – Customer Service Customer Relations Officer
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ATTENDANCE CSAC

Michael Cowling Ian Gowers John Piccirillo John Strangio	
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2.0 WELCOME AND INDUCTION FOR NEW MEMBERS **OWEN RUSSELL**

Frank Pedulla tendered an apology for the meeting.
 Michael Cowling joined the meeting late, due to a prior commitment.

3.0 ELECTION OF CHAIR AND DEPUTY CHAIR **OWEN RUSSELL**

The Committee chose to not elect a Chair and Deputy Chair at this point until a full contingent of the Committee was in attendance.
 John Piccirillo and John Strangio will be attending the November Board meeting as previous Chair and Deputy Chair.

4.0 FORECAST FOR THE SEASON	OWEN RUSSELL
<p>Owen Russell gave an overview of the season and forecasts that are expected.</p> <p>Currently sitting at 17%, with the next allocation announcement expected next week. LMW expects to see the allocation rise over 20%, this means the Qualification of rights will end. Domestic and Stock; and House and Garden customers will need to watch their consumption to ensure they stay within their allocation.</p> <p>Owen also outlined the difference between NSW and Victoria allocation and why NSW are currently sitting at 95%. NSW holds significantly less high security water entitlement than Victoria and NSW choose to fully allocate to their customers the high security water. Currently NSW customers holding low security entitlements are at 2% allocation.</p> <p>Water prices have dropped drastically compared to this time last year, with temporary water at 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> <p>Allocation for the season is expected to reach high 30's to low 40% - similar to what was achieved last season.</p>	
5.0 FMIT INTEGRATION	OWEN RUSSELL
<p>Owen Russell gave an overview of 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 not by election.</p> <p>The extensions for the Fourteenth Street office have now been approved and works have commenced. This is partly to accommodate the extra staff now housed at the office since the FMIT integration.</p>	
6.0 NORTHERN SUSTAINABLE WATER STRATEGY	OWEN RUSSELL
<p>The Strategy was distributed to all Committee members for review. Comments can be made about the draft strategy, due by mid December.</p> <p>A briefing will be held on Friday 31st October at DSE Irymple office from 12.45pm to 2.30pm. All Committee members are encouraged to attend.</p> <p>John Piccirillo suggested that the Committee discuss at the meeting on Friday the issue of covering the losses within the system. One such suggestion was once allocation reaches 30%, an allocation should be put away to cover losses within the system.</p> <p>Owen Russell gave an overview on the options for the future such as allocation, climate change effects on irrigation and entitlements for the future.</p>	

7.0	SUNRAYSIA MODERNISATION PLAN	RON LEAMON
<p>Ron Leamon gave an overview of the Modernisation Plan that is currently in planning. He reported he had attended 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 compiled to put forward for Federal funding. Engineering plans will be discussed with CSAC committees during the planning process. A system plan would have to be committed to in the next 12 to 18 months.</p> <p>For Red Cliffs and Merbein, LMW is looking at a new pump station and rising main as part of the plan. FMID is currently being reviewed and engineers are currently assessing feasibility for the plan.</p> <p>Ron Leamon outlined that it is LMW's intention to try to improve all districts but each district will be assessed on a case by case basis with funding allocated on a "value for money" basis.</p> <p>A meeting will be set up with each of the Committees to discuss the engineers' report and recommendations for each district.</p> <p>The Essential Services Commission has accepted LMW's preference for the Regulatory Asset Base methodology for pricing.</p>		
<p>Action Item 1 - Owen Russell to supply the Committee with Ailsa's preliminary work on Total Channel Control.</p>		
8.0	GENERAL BUSINESS	OWEN RUSSELL
8.1	INTRODUCTION OF FLUORIDE	
<p>Fluoride introduction throughout the LMW region is expected to take approximately 12 months to implement.</p>		
8.2	PHONE ORDERING SYSTEM	
<p>The Committee would like to see the phone ordering system remain in place for such issues as emergencies and those customers who do not have a computer etc.</p>		
8.3	ANNUAL REPORT / FINANCIALS	
<p>Another Committee meeting will be scheduled for early December to discuss financials and the annual report etc.</p>		
<p>Action Item 1 - Leesa Corless to make previous minutes available via the LMW website.</p>		
<p>Meeting closed at 5.15pm</p>		