



Customer Reference Group meeting

Tuesday 14 June, 9.00am – 12.00pm, Traralgon office – Narracan Room

Attendees

Customer Reference Group (CRG) members:
Adam Tyson, David Langmore, Diane Wilkinson, Erlinda James, Mary Aldred (Chair), Robert Gaulton.

Gippsland Water:
Sarah Cumming, Managing Director
Chris Wood, General Manager Operations
Nicolas Moss, General Manager Assets
Michael Crane, General Manager People & Culture
Evgenia Brand, Manager Field Services
Luke Keet, Corporate Planning & Strategy Lead
Danny McDonald, Manager Corporate Affairs
Celeste Briggs, Communications & Engagement Advisor

Insync (Independent facilitators):
James Garriock, Executive Director
Tony Matthews, Principal

Apologies

Customer Reference Group members:
Suzie Lewis, Jared Slater

Gippsland Water:
Melissa Thek, General Manager Business Transformation
Katrina Coulson, Senior Communications & Engagement Lead

Items for discussion

1. Welcome and introductions – Mary Aldred
2. Outputs and guaranteed service levels (GSLs) deliberation workshop – James Garriock and Tony Matthews
3. Discuss suitable meeting times – Danny McDonald
4. Close – Mary Aldred

Following welcomes from Mary Aldred, James Garriock and Tony Matthews introduced the workshop by (a) recapping on the engagement work that the organisation had done to date, and (b) providing an overview of the agenda and task.

James and Tony proposed that in order to be really transparent in the intention of the workshop, the group would refer to outcomes as 'customer promises', outputs as 'scorecard measures', and guaranteed service levels as 'rebates'.



Safety and wellbeing



Customer focussed



Innovation



Accountability



Collaboration



Integrity and respect

James also explained that the level of IAP2 participation that the group was being asked to take was 'consult' on the customer promises (Outcomes), meaning that the organisation would keep them informed, listen to and acknowledge their concerns and aspirations, provide feedback on how their input influenced its decisions and seek their feedback on drafts and proposals. The group were asked to be 'involved' on the scorecard measures (Outputs) and GSLs.

Customer promises

James took the group through the proposed new customer promises and sought their feedback. The six proposed customer promises were:

1. Be affordable and fair
2. Do your job well
3. Be easy to deal with
4. Plan for the future
5. Be involved in the community
6. Be environmentally responsible

A discussion took place about how the promises had been validated against the engagement insights and following a brief overview from Danny and Sarah, the group recommended the six promises be endorsed by the Board.

Scorecard measures

James and Tony spoke to the group about what makes a good scorecard measure.

The group completed a 'world café' style activity , where they had an opportunity to speak with subject matter experts either one-on-one or in groups of no more than 2, about each of the six customer promises and to provide input, suggestions and feedback on a series of current and potential future options.

The full group then voted on the measures they felt were most important and aligned to customer expectations. The results were as follows:



Customer Promise	Scorecard Measure
Promise 1: Be affordable and fair	We'll make more customers aware of the customer care support we offer.
Promise 2: Do your job well	If we know we have to interrupt services, we'll restore them within the timeframe we promised.
Promise 3: Be easy to deal with	The number of customers that believe we're easy to deal with will increase each year.
Promise 4: Plan for the future	We'll increase community awareness about the work we do to plan for the future.
	We'll set up a Customer Sounding Board to involve and inform our customers about our plans for the future by June 2024.
Promise 5: Be involved in the community	We'll commit "\$x" per year to community initiatives including health and wellbeing, permanent drinking fountains, community education and awareness campaigns.
Promise 6: Be environmentally responsible	We'll reuse all biosolids from our wastewater treatment processes.
	We'll achieve net zero emissions by 2030 (target: "x%" per annum).

Rebates

The group then discussed and voted on which of the outputs should attract a rebate, in the event that the organisation failed to achieve that agreed measure. The results were as follows:



Customer Promise	Scorecard Measure	Who should receive the rebate?
Promise 1: Be affordable and fair	We'll never restrict a customer's water supply for not paying their bills, if we know they're in hardship.	Individual customers. If Gippsland Water restricts their water, then their bill should be zero dollars.
Promise 2: Do your job well	We'll provide safe drinking water all of the time.	Individual customers. But if an event such as a boil water alert occurs, then it should be a community rebate.
	The average time for restoring services after an unexpected interruption.	Individual customers.
	If we know we have to interrupt services, we'll restore them within the timeframe promised.	Individual customers.
	Average time to rectify a sewer blockage.	Individual customers. It was also noted that the 'average' time should be reconsidered, as often customers care about how quickly it can be fixed, rather than the average time it takes Gippsland Water to fix it.
Promise 3: Be easy to deal with	Every customer who has registered their mobile number will be sent an SMS in the event of an unplanned service interruption.	Individual customers.
Promise 4: Plan for the future	All of our operations will be powered by renewable electricity by 2025.	Community rebate/community initiative rebate.
Promise 6: Be environmentally responsible	We'll reuse all biosolids from our wastewater treatment processes.	Community rebate/community initiative rebate.

Sarah and Danny advised the group their input would now be considered in the development of the Price Submission and feedback would be provided on how the group's input was addressed.

At the conclusion of the workshop, Danny provided an update on the next steps of the Price Submission engagement program before the group discussed preferred dates and times for the next meeting.

Mary then closed the meeting.

Next meeting

TBC – late August/early September in person