



## Customer Reference Group meeting

Monday 20 December 2021, 12.30pm – 2.30pm, Narracan – Traralgon Office

### Attendees

Customer Reference Group members:  
Adam Tyson, David Langmore, Diane Wilkinson, Fatima Ahsan, Jared Slater, Mary Aldred (Chair), Robert Gaulton

Gippsland Water:  
Sarah Cumming, Managing Director  
Michael Crane, General Manager People & Customer  
Melissa Thek, General Manager Business Transformation  
Trudy Hodgson, Senior Analyst Strategic Planning  
Geoff ORaya, Manager Customer Services  
Tracy Stewart, Customer Care Specialist  
Danny McDonald, Manager Corporate Affairs  
Alice Ryan, Communications & Engagement Lead

### Apologies

Customer Reference Group members:  
Adrian Terranova

Gippsland Water:  
Katrina Coulson, Senior Communications & Engagement Lead  
Celeste Briggs, Communications & Engagement Advisor

## Items for discussion

- Welcome and introductions – Sarah Cumming and Mary Aldred
- Price Submission update and discussion – Melissa Thek
- Tariff structure and discussion – Trudy Hodgson
- Support for customers in financial difficulty – Geoff ORaya and Tracy Stewart
- Demand and connections forecasting and discussion – Trudy Hodgson
- Engagement update – Danny McDonald
- CRG deliverables and 2022 meeting dates – Danny McDonald
- Close – Mary Aldred

## Meeting summary

Following welcome and introductions, the group received a brief update on how the organisation is progressing with the development of its next submission.

A presentation was then provided around how the organisation's tariffs are constructed and how where customers' money goes. The group discussed the fixed wastewater component of the bill, providing feedback that Gippsland Water should consider providing more information to customers about these topics, including how its prices compare to



Safety and wellbeing



Customer focussed



Innovation



Accountability



Collaboration



Integrity and respect

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other water corporations and where prices might be headed.

Representatives from the customer service team provided an overview of how the organisation supports customers experiencing hardship and disadvantage, with the group expressing confidence in the work the team is doing. Feedback was provided around the opportunity to do more to promote these services to the community and the need to focus on reaching customers experiencing financial difficulty that haven't already accessed the services available.

An update on the Price Submission engagement program was provided, followed by a discussion around next steps. The group agreed to reconvene in February 2022 for a more comprehensive workshop and deliberation on options for providing customers with greater bill control and payment flexibility.

Members of the group discussed an opportunity to attend a major deliberative customer summit in April 2022 in an observational capacity, to assist with its Price Submission customer engagement assurance role.

A brief conversation took place at the end about mine rehabilitation, with the group agreeing to make this topic an agenda item at a future meeting.

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## Next meeting

February 2022 (Date TBC).