



Customer Reference Group meeting summary

Wednesday 24 May, 9am – 1pm, Traralgon office – Narracan Room and Gippsland Water Factory

Attendees

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

Gippsland Water:
Sarah Cumming, Managing Director
Mel Thek, General Manager Business Transformation
Michael Crane, General Manager People & Culture
Luke Keet, Manager Corporate Planning & Strategy
Trudy Hodgson, Regulatory & Corporate Planning Lead
Katrina Coulson, Senior Communications and Engagement Lead
Alice Ryan, Communications and Engagement Lead
Mark Vitlin, Communications and Engagement Advisor
Celeste Briggs-Wilson, Communications and Engagement Advisor

Apologies

CRG members:
Erlinda James, Suzie Lewis

Gippsland Water:
Danny McDonald, Manager Corporate Affairs

Items for discussion

1. Welcome – Mary Aldred
2. Assessing performance workshop – Luke Keet
3. Customer Sounding Board update – Alice Ryan
4. Customer Alliance survey – Katrina Coulson
5. CRG governance update – Mary Aldred and Katrina Coulson
6. Gippsland Water team structure update – Katrina Coulson
7. Action log – Katrina Coulson
8. Close – Mary Aldred
9. Gippsland Water Factory tour – Will Brooker

Following an Acknowledgement of Country and welcome from Mary, Luke facilitated a workshop to seek input and guidance from the CRG on how Gippsland Water should assess its performance when reporting on its 2023-28 customer outcomes to the Essential Services Commission (ESC).



Safety and wellbeing



Customer focussed



Innovation



Accountability



Collaboration



Integrity and respect

The group discussed their perspectives on how to establish tolerance levels to guide Gippsland Water's performance assessment (green, amber and red) against their customer outcomes outlined in their 2023-28 Price Submission.

The group confirmed that they were comfortable with Gippsland Water's performance assessment approach and worked through tolerance levels on measureable outputs. Customer perception targets and tolerances were parked to allow for further background research, so they can be confirmed at a future CRG meeting, or outside a meeting.

3. Following the workshop, Alice provided an update on the customer sounding board and how they've been involved over the last few months.

4. Katrina provided an update on Gippsland Water's Customer Alliance survey results. The group briefly discussed the trust and customer reputation results, and noted the data.

5. Mary provided a CRG governance update. The group endorsed changes made to the CRG's Terms of Reference to give the group an ongoing role.

The group discussed their ongoing membership post September 2023. All members except Mary and David will be continuing. The group thanked Mary and David for their active participation and insights.

Mary thanked the group for their efforts since joining the CRG, and closed the meeting.

Next meeting

20 September 2023, Drouin.