



Customer Reference Group meeting

Tuesday 3 May, 2.30pm – 4.30pm, Microsoft Teams Meeting

Attendees	Customer Reference Group (CRG) members: Adam Tyson, Diane Wilkinson, Mary Aldred (Chair), Robert Gaulton Insync: James Garriock, Executive Director (Independent facilitator) Tony Matthews, Principal (Independent facilitator) Gippsland Water: Sarah Cumming, Managing Director Melissa Thek, General Manager Business Transformation Katrina Coulson, Senior Communications & Engagement Lead Celeste Briggs, Communications & Engagement Advisor
Apologies	Customer Reference Group members: David Langmore, Jared Slater Gippsland Water: Danny McDonald, Manager Corporate Affairs

Items for discussion

- Welcome and introductions – Mary Aldred
- Summary of customer summit and introduction to outputs and guaranteed service levels – James Garriock and Tony Matthews
- What we do with our money promotion – Katrina Coulson
- Recruitment update – Katrina Coulson
- Action log – Katrina Coulson
- Close – Mary Aldred

Following welcomes from Mary Aldred, James Garriock and Tony Matthews provided the group with an overview of the proceedings and outcomes from the recent customer deliberative summit.

James referred to the group's role within the Price Submission development process and clarified that today's session was about being a critical friend and attesting that Gippsland Water's engagement process had been genuine, authentic, fit for purpose and that the recommendations accurately reflect customer sentiment.

James acknowledged that all of the CRG members in the room had witnessed at least one day of the recent customer deliberative summit, and that their observations from that process would help to inform their assessment and attestation.



Safety and wellbeing



Customer focussed



Innovation



Accountability



Collaboration



Integrity and respect

A discussion took place about the process, how the CRG members felt after observing the customer summit sessions, how the participants' views developed and evolved throughout the process and the final recommendations received.

The CRG confirmed that:

- They felt comfortable with the process and recommendations from the customer summit, and that it was genuine and authentic.
- The customer summit was well-designed and facilitated, allowing all participants plenty of opportunities to contribute and have their say in a safe environment.
- Customers who may be experiencing financial difficulty were thoroughly considered throughout the process

Katrina Coulson provided an update about recent work the organisation has undertaken to increase transparency and awareness about where customers' money goes. The group encouraged the organisation to continue promoting this information with customers on an ongoing basis.

The group also encouraged the organisation to continue to promote its environmental work. Katrina acknowledged that this topic had also been raised during recent customer engagement activities and is in development.

Katrina provided an update on CRG recruitment activities to replace two recent departures, with the intention of having them participate in June's deliberation session.

Sarah Cumming took part in a question and answer session with the CRG and then Mary Aldred closed the meeting.

Next meeting

Tuesday 14 June, 9am – 12pm.