



<b>Customer Reference Group meeting</b>	
<b>Tuesday 7 February, 1.30pm – 4.30pm, Traralgon office – Narracan Room and Traralgon water treatment plant</b>	
<b>Attendees</b>	Customer Reference Group (CRG) members: Adam Tyson, David Langmore, Diane Wilkinson, Erlinda James, Robert Gaulton, Suzie Lewis  Gippsland Water: Sarah Cumming, Managing Director Nicolas Moss, General Manager Assets Michael Crane, General Manager People & Culture Luke Keet, Corporate Planning & Strategy Lead Danny McDonald, Manager Corporate Affairs (Facilitator) Katrina Coulson, Senior Communications and Engagement Lead Alice Ryan, Communications and Engagement Lead Celeste Briggs, Communications & Engagement Advisor
<b>Apologies</b>	Mel Thek, General Manager Business Transformation Mary Aldred, Customer Reference Group (Chair)

## Items for discussion

1. Welcome and introductions – Danny McDonald
2. Energy and carbon ambition – Sarah Cumming, Paul Jones and Nic Moss
3. Customer sounding board update – Katrina Coulson
4. CRG role 2023 and beyond – Katrina Coulson and Luke Keet
5. Next steps and action log – Katrina Coulson
6. Close – Danny McDonald
7. Traralgon water treatment plant tour – Muneeb Sunna, Mark Horn and Rory Bull

Following welcomes and acknowledgement of Country from Danny McDonald, Sarah Cumming introduced Paul Jones and Nic Moss. They presented to the group on Gippsland Water's:

- Commitment to reaching net zero carbon emissions by 2030
- Commitment to becoming 100% powered by renewable energy by 2025
- Strategic approach to energy management
- Site by site electricity consumption and generation

The group discussed the research Gippsland Water is completing on renewable energy. They noted the importance of education and engagement with the community if Gippsland

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Water was to decide to pursue any new initiatives in this space, and expressed support for the work completed to date.

The group then heard about community engagement work Gippsland Water is undertaking to find out how customers and community would feel about the potential for a wind farm to be established in the Dutson Downs property it manages south east of Sale, expressing unanimous support for the approach being taken to understand community sentiment before any decisions are made.

Katrina presented an update on the establishment of Gippsland Water's new Customer Sounding Board. Approximately 460 community members have expressed interest in becoming involved so far. The group reaffirmed its support for the initiative and members expressed satisfaction with the progress made to date.

Luke presented a status update on Gippsland Water's 2023 Price Submission, which is currently being considered by the Essential Services Commission. Luke then opened up a preliminary conversation with the group about the potential role it could play in helping the business to assess its performance throughout the next pricing period.

The group then discussed the role of the Customer Reference Group for 2023 and beyond, before considering the agenda for the next meeting.

Danny closed the meeting and the group travelled to the Traralgon water treatment plant for an onsite tour.

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## Next meeting

TBC – May 2023

