



Customer Reference Group meeting summary

Time: 9:30 am – 1:00 pm, Monday 4 December 2023

Location: GRO Dutson Downs

Tour: GRO and GRA

Attendees

Customer Reference Group (CRG) members:

- Diane Wilkinson (Chair)
- Suzanne Lewis
- Adam Tyson
- Robert Gaulton
- Erlinda James
- Tania Brown
- Simon Ortega
- Desley Gray

Gippsland Water:

- Sarah Cumming, Managing Director
- Michael Crane, General Manager People and Culture
- Simon Aquilina, General Manager Commercial Business
- Paul Young, Acting General Manager Assets
- Chris Hughes, Manager Gippsland Regional Organics (GRO)
- Guido Jakschik, Manager Gippsland Regional Agribusiness (GRA)
- Fergal Rabette, Manager Future Innovation & Technology
- Ben Lanigan, GRO Quality and Compliance Coordinator
- Katrina Coulson, Manager Communications and Engagement
- Emma Lewis, Senior Communications and Engagement Lead
- Mark Vitlin, Communications and Engagement Advisor
- Sarah Barham, Communications and Engagement Advisor

Apologies

CRG members:

- Olivia Brewer

Gippsland Water:

- Melissa Thek, General Manager Business Transformation



Safety and wellbeing



Customer focussed



Innovation



Accountability



Collaboration



Integrity and respect

Items for discussion

1. Welcome – Sarah Cumming
2. Introductions - All
3. Update on recent projects and action items – Emma Lewis
4. Overview of Gippsland Regional Organics (GRO) and Gippsland Regional Agribusiness (GRA) – Simon Aquilina
5. Close
6. Tour of GRO and GRA

Following an Acknowledgement of Country, welcome and introductions (including welcoming Diane Wilkinson as the new CRG Chair), the meeting moved to key discussion items.

Item 3. Emma Lewis updated the group on a number of topics:

Alliance customer survey

The Alliance customer survey was completed in October for all eight participating water corporations.

An important element of the survey is the ability to compare our results with the other water corporations. There have been challenges in weighting the results to allow for accurate across-industry comparison, due to wide discrepancies in the demographics of participants for two of the participating water corporations.

InSync, the research consultants who completed the survey, are working to resolve this and results from the survey are expected by the end of the year.

In response to questions, it was explained that Gippsland Water was not one of the two water corporations to experience an unusually high or low result. It was also noted that the discrepancy was likely due to over-representation of one age group in the contact lists of the two water corporations, which was used to invite customers to take part.

Climate Change strategy

The strategy has continued to progress following the last CRG meeting. The detailed, technical, internal version for guiding actions is moving through the final stages of approval.

An external version will also be developed, providing a more reader-friendly summary of the key elements of the strategy. This is expected to be completed in February 2024.

The Environment and Healthy Country team is reviewing the process for awarding tenders, with a view to assess future tenders against triple bottom line (social, environmental and financial) outcomes.

The team has also been seeking opportunities to collaborate with other Australian water corporations on the work required to identify and track Scope 3 Emissions.



Item 4. Simon Aquilina presented details on the size and scope of GRO and GRA. The relevant managers assisted in the presentation.

In response to questions, Simon identified the proposed location for a potential wind farm. The testing procedure for both incoming and outgoing GRO material was explained, along with the possible income variation between using the land for solar panels vs agricultural production.

The CRG felt that we needed to tell the GRO and GRA story more broadly. Our upcoming campaigns, in particular the Caretakers for Tomorrow campaign, were explained.

Item 5. Meeting closed. Participants then toured GRO and GRA.

Next meeting

To be advised

