



Customer Reference Group meeting summary

Time: 1:00 – 2:30pm, Friday 28 February 2025

Location: [Online only – Teams meeting](#)

Tour: - Nil

Attendees

Customer Reference Group (CRG) members:

- Diane Wilkinson (Chair)
- Simon Ortega
- Desley Gray
- Olivia Brewer
- Rob Gaulton
- Tania Brown
- Suzie Lewis

Gippsland Water staff:

- Ryan Davis, Senior Asset Engineering Leader
- Myles Luders, Graduate Engineer Asset Management
- Michael Crane, General Manager People and Culture
- Tanya O'Shea, Chief Technology and Strategy Officer
- Des Dalton, Manager, Asset Management
- Celeste Briggs-Wilson,
- Katrina Coulson, Manager Communications and Engagement
- Emma Lewis, Senior Communications and Engagement Lead
- Mark Vitlin, Communications and Engagement Advisor

Gippsland Water Board Delegate Observer:

- Laurie Marks

Apologies

Staff:

- Sarah Cumming, Managing Director
- Trudy Hodgson, Regulatory and Corporate Planning Lead



Safety and wellbeing



Customer focussed



Innovation



Accountability



Collaboration



Integrity and respect

Items for discussion

1. Welcome – Diane Wilkinson
2. Digital meters project
3. Engagement updates
4. Other business

Item 1. Welcome

The meeting commenced with an Acknowledgement of Country and welcome from Diane Wilkinson (CRG Chair).

Item 2. Digital meters project

Ryan Davis and Myles Luders

Ryan and Myles provided an overview of the digital meter project, including history, industry investigations, current status and proposed next steps to trial a roll-out of the meters on a small, closed town system.

The team explained that digital meters are a powerful tool for identifying leaks, both in the network and within customer properties. This can help customers to resolve leaks and result in better environmental outcomes by reducing water loss. The data is also useful for modelling and enhancing our asset management into the future.

Consultation with other water corporations showed that a complete system is better suited to a trial than new developments. This advice resulted in a change of approach for the project.

The team considered two options for the trial - retrofitting a digital logger to existing meters or installing new fully digital meters. We'll install the fully digital meters as they will provide more robust and reliable data, which will help us assess the success of the trial.

Emma outlined the planned communication process for the digital meter trial, which will ensure that customers involved in the trial are well informed throughout the project.

The trial is expected to commence in Q2 25/26 and take approximately 8 months to complete.

Item 3. Engagement updates

Emma Lewis

Emma reported on the launch of the Traditional Owner art on Stratford Water Tower. In spite of terrible weather, the event was well attended and attracted a lot of interest. Customer Reference Group members Liv and Rob attended, and reported it was positive experience, encouraging others to visit the tower. Videos of the tower are available through our website.

Emma also flagged an upcoming presentation from Insync on customer insights, which will be held at 1:30pm on 17 April 2025. The event will be held both online and in person.



In preparation for the next Price Submission, we will be conducting a mid-point check in on our current submission. Tanya highlighted that there would be a strong customer focus, with engagement activities to hear from our community about what they value most.

Item 4 - Other business

There were no other items for discussion.

The meeting was closed at 1:48pm.

Next meeting

Friday 23 May 2025. Further details to be advised.

