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| **Customer Reference Group meeting summary** | |
| **Time:** 1:00 – 2:30pm, Friday 23 May 2025  **Location:** Moondarra Room, Traralgon  **Tour: -** Nil | |
| **Attendees** | **Customer Reference Group (CRG) members**: - Diane Wilkinson (Chair) - Simon Ortega  - Desley Gray - Olivia Brewer  - Tania Brown - Suzie Lewis   **Gippsland Water staff**: - Sarah Cumming – Managing Director - Michael Crane, General Manager People and Culture - Geoff O’Raya, Manager Customer Services - Celeste Briggs-Wilson, Project Comms and Engagement Specialist  - Katrina Coulson, Manager Communications and Engagement - Emma Lewis, Senior Communications and Engagement Lead - Mark Vitlin, Communications and Engagement Advisor |
| **Apologies** | - Rob Gaulton, CRG - Adam Tyson, CRG - Trudy Hodgson, Regulatory and Corporate Planning Lead - Tanya O’Shea, Chief Technology & Strategy Officer |

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| Items for discussion  1. Welcome – Diane Wilkinson 2. Outcomes reporting 3. Customer charters update 4. Customer app updates 5. Other business |

**Item 1. Welcome**

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

Our new Chief Financial Officer, Leanne Williams, introduced herself to the group before leaving for another meeting.

**Item 2. Outcomes reporting**

*Sarah Cumming*

Sarah outlined the results of our 2024-25 customer outcomes assessment for Q2 and Q3, noting that most results were ‘green’, with one ‘amber and one ‘red’.

Specific comments on individual outcomes included:

*Be affordable and fair*

Our results showed that more customers believe we provide value for money and more customers are aware of the customer care support we offer. The Chair commented that it was good to see customers making use of our hardship options.

The number of property connections has been lower than predicted. This has resulted in reduced revenue, requiring a revision in operating expenditure and an amber result for target 1d. There are a large number of connections in the pipeline, but these applications are yet to come through.   
  
*Do your job well*

Compliance with water quality standards was strong. The red outcomes were largely due to sewer spills taking more than one hour to resolve, and complex sewer blockages. Sarah explained that there were only three individual spills and no systemic issues were identified.

*Be easy to deal with*

Generally green with only one amber (covering notifications, which is being addressed through staff training). Sarah credited the good work of the staff with resolving issues quickly.

*Be environmentally responsible*

This outcome showed green for output 4a, and N/A for 4b and 4c. The Chair queried this and was advised that 4b and 4c are measured and reported on annually rather than quarterly.

*Be involved in the community*

Outcome five was also green, achieving the equal highest result for this metric. This was a pleasing result, and is attributed to a continuing commitment to engagement and education.

Members sought clarification on recent issues with Opal and the potential impact of a nuclear power station.

*Plan for the future*

It was noted that it is difficult to publicly demonstrate planning for the future. Moving from red to amber is a good result and trending in the right direction.

**Item 3. Customer charters updates**

*Geoff O’Raya and Emma Lewis*

Geoff explained that a review of our Customer Charter and Trade Waste Customer Charter was a requirement of our 2023-28 Price Submission. The charters are being reviewed against the most recent Water Industry Standards, as well as customer expectations.

Some 14 required changes have been identified. Soon, we’ll consult with customers to get their feedback on the proposed changes. The next stage will be for the Essential Services Commission to review and approve the updated charters. We expected this work will be completed by November.

CRG members commented on the following issues:

* Estimated meter reads are to be avoided but may still be necessary in some circumstances.
* Wording “based on policies, practices and procedures” is unclear if the policies, practices and procedures are unknown to customers.
* Include the things you consider when determining whether you can provide water in an emergency.
* There should be a reference to the safety of staff and community as well as logistics.

Emma outlined the customer consultation process, including contacting relevant agencies to ensure vulnerable customers are included. Any major issues identified will be brought back to the CRG.

**Item 4. Customer app update**

*Geoff O’Raya*

Geoff provided an update on the customer app that is in development. The app will give customers the ability to monitor their water usage and greater flexibility in managing their bill payments.

After considering the benefits of different app options we have decided to go with an online services upgrade with an app wrap. This was considered the most customer friendly option and was cost effective.

The development team is currently building functionality. It is expected to be completed in November 2025. The app will be able to be downloaded like any other app and will require multifactor authentication to help keep data secure.

**Item 5*.* Other business**

Suzie and Simon both commented positively on the meeting, with Suzie noting the customer outcomes were particularly good.

Sarah Cumming thanked the members for the effort they put into the CRG meetings.

**The meeting was closed at 2.30pm.**

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| Next meeting August 29 2025. Further details to be advised. |