



Customer Reference Group meeting summary

Time: 12pm – 3pm, Friday 21 November 2025

Location: Moondarra Room, Traralgon

Tour: - Nil

Attendees

Customer Reference Group (CRG) members:

- Diane Wilkinson (Chair)
- Simon Ortega
- Desley Gray
- Olivia Brewer
- Tania Brown
- Adam Tyson

Gippsland Water staff:

- Michael Crane, General Manager People and Customer
- Celeste Briggs-Wilson, Project Comms and Engagement Lead
- Katrina Coulson, Manager Communications and Engagement
- Emma Lewis, Senior Communications and Engagement Lead
- Annelise Answerth, Senior Corporate Affairs Lead
- Keith Greaves, Mosaic Lab engagement facilitator

Apologies

- Rob Gaulton, CRG
- Tania Brown, CRG
- Sarah Cumming, Managing Director
- Leanne Williams, Chief Financial Officer

Items for discussion

Planning for 2028 Price Submission and Urban Water Strategy engagement

1. Overview and context
2. Deep dive into the key issues
3. Review the Strategic Engagement Plan
4. CRG role in supporting the engagement
5. Final reflections



Safety and wellbeing



Customer focussed



Innovation



Accountability



Collaboration



Integrity and respect

Item 1. Welcome

The meeting commenced with an introduction from independent facilitator Keith Greaves.

The purpose of the session was to:

1. Understand the key issues being considered for engagement
2. Provide feedback on each issue, and highlight anything that is unclear
3. Provide feedback on the draft strategic engagement plan.

Michael Crane and Emma Lewis shared the journey so far with group and the extensive work taken to start building a list of issues that could impact customer bills or experience. This included 12 workshops with internal and external groups and the development of 10 key issues for consideration.

Michael and Emma emphasised the importance of genuine, transparent, meaningful engagement and ensuring that the customer voice was central in the development of our Price Submission and Urban Water Strategy. Particular attention is being paid to engage communities affected by vulnerability, hard to reach groups and First Nations communities.

Item 2. Deep dive into the key issues

The group read the emerging key issues and discussed what was needed to make the issues clearer and more engaging for community members.

Some CRG reflections included:

- Explain decisions clearly and show the detail
- Set clear, inclusive criteria for fairness
- Make complex or sensitive topics easier to engage with
- Focus on real costs, benefits and customer impacts
- Use valid information and past lessons to build confidence

Item 3: Review the Strategic Engagement Plan

The group reviewed the draft Strategic Engagement Plan and discussed what surprised, excited, or confused each member, and recommended any changes they would like to see.

Item 4: CRG role in supporting the engagement

CRG members reflected on the engagement roadmap and the journey that will be taken over the next year. This included where they'd like to be involved as a critical friend and attend community engagement sessions.

Item 5: Final reflections

Each attendee reflected on the session and what they looked forward to in the engagement process and what activities were completed in the previous price submission that they enjoyed.

Diane Wilkinson and Adam Tyson expressed their enthusiasm in participating in a second price submission process, and fellow CRG members were looking forward to participating in community engagement activities in the new year.

Michael Crane and Katrina Coulson thanked the CRG members for their participation in the session and looked forward to working with them throughout the price submission engagement journey.



Next meeting

Early 2026. Further details to be advised.

