Gippsland Water People's Panel

Our ideas: clustered themes

Remit question: *How can we balance the services our community needs, now and into the future, while keeping bills fair?*

Panel members each wrote one idea to answer the remit, then grouped the ideas into themes. This is a transcription of the 21 idea cards, grouped under the theme names the Panel chose. We have kept the Panel's own words. Words in [square brackets] were hard to read on the cards.

Customer Budgeting

Card	Heading	Description
#8	**App - Knowing what your bill might look like**	We need an app that shows our monthly bill and records our data and can give us a forecast of what our expected upcoming bills will look like.
#7	**The ability to pay in advance**	Some people who budget might want to chuck in some money one week so the following week can be cheaper. To help people smooth it out / keep bills under control.

Wastewater Meter

Card	Heading	Description
#10	**Meter to measure waste water**	To make bills fairer, then measure the waste water and bill according to the cost of processing waste water.

Fast paced/ Digital meters

Card	Heading	Description
#13	**Meters**	Roll it out. Based on research, this appears to be cost effective for the future.
#4	**Installation of digital meters in all new housing estates**	Meters are inevitable, ultimately reducing costs.
#11	**Digital meters**	Hoping to install ASAP system. Discover water loss in network and preventative maintenance from data recorded.

Financial Aid

Card	Heading	Description
#20	**Gipps Water connect Gov. to vulnerable customers**	Continue and grow on ways government can assist (i.e. hardship concessions) and Gipps Water being the conduit between the two.

Card	Heading	Description
#3	**Team up with Anglicare / Neighbourhood House - raise awareness of concessions/discounts available**	Create a liaison officer/group within GW to advise customers experiencing hardship of assistance available within GW, Centrelink etc. Consider additional leaflet in bills, smaller than GW invoice, different colour to stand out. Avoid overwhelm.

Meet in the middle

Card	Heading	Description
#12	**Meet in the middle**	You can't make everyone happy. Enacting on the midrange minimises the impact on vulnerable customers while giving GW resources to reach some goals.
#16	**Make bills and increases affordable**	Small progressive increases (less noticeable).

Centralise Water Board

Card	Heading	Description
#9	**Centralised water board**	One water board, centrally based, would reduce costs. Maybe Gippsland Water [needs?] a restructure to reduce running costs. Review departments (cost vs benefits).

Customer Relations / Communication

Card	Heading	Description
#6	**Keep customers informed and involved**	[Potential?] to accept change if consumers are involved in decision making.
#18	**Customer Communication**	Gippsland Water to improve and increase communications to customers, updating the community on what improvements are happening in the network (if people know the "why", they understand).
#1	**Transparency and Accessibility**	Ensure that information is communicated clearly and effectively to people of all backgrounds and communication barriers. Also in multiple formats which allow for open communication.

Future Investment

Card	Heading	Description
#2	**Preparing for unpredictable future**	Gipps Water are aware of future issues that could impact consumers' bills and are prepared for it.

Card	Heading	Description
#15	**Invest now for the future**	Increase resources to address P3 backlog and prepare for future growth.
#14	**Maintain existing assets**	Maintain ageing assets to the best service ability with existing funds to increase useful life of assets.
#19	**Supplier Relationships**	Streamline supplier relationship and contracts for increasing demand.

3rd Business Nursery

Card	Heading	Description
#5	**3rd Business: Nursery**	Grow our plants for revegetation and for reafforestation and sell to pay staff. Possible public income generator.

Gippsland Water Workers

Card	Heading	Description
#21	**Look after your workers**	Keep cost to a minimum and productivity to a maximum. Look after employees by providing safe work space and environment.
#17	**In-house staff vs contractors to fulfil jobs**	GW staff preferred for in-house intelligence and skill (as opposed to contractors) and also preferred for budget (assuming contractors are more expensive).