

Session 3: Trade-off cards

Session 3 trade-off cards, transcribed as written. Blue cards: service reliability. Purple cards: digital transformation in metering.

Service reliability: responding to leaks and bursts (blue cards)

Short heading	Key consideration for the Panel moving forward
Costs versus benefits	Customer satisfaction versus operating costs - Aging infrastructure - Cost of replacing infrastructure
Ease of service	Consider option B so that there's less cost impact, and to prove in practice the achievability. Start there, reach success, than consider reaching for option C.
Customers expect fast results	People want instant results but don't want to see a bill increase. Provide information and reasons for increase. Prove value for money, and maintain clean water.
+ Cost understanding outside of the panel. + Importance of team + assets in each option	- Clarity of what the "increase" maintenance is. How the bigger bucket + resourcing helps reaction across all P's. - How important is the air scouring versus valve maintenance trade off between option 2 + 3. - Overall cost v maintenance is our tradeoff.
Guaranteed value from additional maintenance?	Do we really know whether additional maintenance and/or air scouring will be impactful in reducing priority 3 leaks? Is the current level of maintenance enough, already? We need to know whether the additional cost of increased maintenance will actually result in increased water stability/security and reduced costs, or not.

Digital transformation in metering (purple cards)

Short heading	Key consideration for the Panel moving forward
Roll out of digital meters.	Consider replacing old meters with digital as needed now instead of replacing with old meter. Consider installing digital into new developments and new builds. Cost analysis of 8 year roll out in Drouin/Warragul verses 8 year general roll out. 8 year is a preferred time.

Short heading	Key consideration for the Panel moving forward
6yr vs 8yr vs 10yr rollout.	<p>6 year roll-out results in higher cost, more risk, although will potentially help detect more leaks & fixes sooner.</p> <p>10 year roll-out, cheaper, more time to correct process & tech issues, although will take longer to detect leaks & have all houses at the same level.</p> <p>8 year (Warragul/Drouin) reduce reliance on Melb de-salination supply to lower cost.</p>
6YR Rollout	<p>Higher cost more risk reading data - potentially help detect more leaks resulting in 100% customer digital and lower cost and what happens to cost if not done in the 6yrs?</p> <p>Nothing ever goes to plan.</p>
6 Yr digital	<p>Leaks stop quicker</p> <p>Water costs reduce overtime</p> <p>Creates more jobs quicker</p> <p>Due to speed higher risk & potential data issues between digital meter - Gippswater & the understanding of data</p>
10 Yr hybrid / 8yr	<p>Longer - Safer in terms of sorting out data issues</p> <p>More jobs regardless of option but not as many cos its slower</p> <p>10Y P3 leaks increase until rollout complete</p>