Gippsland Water Community Panel

Mind, Myths and Mysteries: what you told us

Thank you for sharing your thoughts and questions on the Mind, Myths and Mysteries cards. Here is everything you wrote, all 35 cards. We have corrected spelling and grammar, but kept your words and meaning.

We have also shared your questions with Gippsland Water, so they can respond.

Mind (12 cards)

What deep thoughts or revelations have you had about the remit, topic areas or insights?

#	What you wrote
1	How dedicated all staff appear, and their willingness to share their thoughts and experiences.
2	Really good community engagement professionals.
3	The waste factory was as much fun as people said.
4	On-site renewable energy saves Gippsland Water and customers a lot of money.
5	Either way, we are going to be paying more. We can either pay more right away and fix things properly, or keep kicking the can down the road and it will cost even more in the future!
6	If Warragul and Drouin receive the digital water meters first, the extra cost is spread across all Gippsland Water bills, not just those of Warragul and Drouin residents.
7	There are polarising differences in how we compare bills. Younger generations: power is dearer. Older generations: water is dearer.
8	Ensure people under bill stress know what they can do.
9	Interest in how and where our money goes in terms of funding our water infrastructure.
10	A lot of people are not well informed about Gippsland Water's plans for the future. Digital meters will replace mechanical meters in the next few years.
11	The amount of water that goes into paper making and fertiliser, the processes it goes through and how it helps our bills.
12	How is the bill linked to the pensioner concession?

Myths (10 cards)

What are you unsure about and want to fact check? What myths do you want to bust?

#	What you wrote
1	Is fluoride bad for you? Provide multiple views.
2	The fact that our water bill will go up by more than CPI (Consumer Price Index).
3	Are there extra benefits to a faster roll-out? How much new business do we need to offset the costs of businesses leaving and shutting down?
4	Community members are wondering whether smart meters can turn their water off at any time.
5	What is Gippsland Water doing to cut costs on its end? Is there proof that it is truly non-profit?
6	Discounts for pensioners and Health Care Card holders: what's the difference? Home owners versus renters?
7	What percentage of people are on a concession? How many are pensioners versus other vulnerable people?
8	Is AI (artificial intelligence) a concern for infrastructure security?
9	Could landlords pay less on the admin fees, and the person who lives in the house pay some or most? For example, $900 for the owner (admin) and $500 for water usage. Can this be split? This would give people an incentive to use less water.
10	Why can't Gippsland Water pressure the government for support in maintaining infrastructure?

Mysteries (13 cards)

What questions do you have?

#	What you wrote
1	Who will be seeing our feedback? What will be done with our ideas, and how much sway do we really have? Do digital meters on our properties help Gippsland Water identify leaks on its own properties?
2	What are the risks of a faster roll-out? There was a suggestion that the six-year roll-out was a risk.
3	Why do the digital meters need questioning, when they are going to help?
4	Why isn't the government helping Gippsland Water?
5	What outcome or decision are the professionals leaning towards? Are they open to more options?

#	What you wrote
6	Why are there no P2s, and can they be reclassified to spread them a bit more reasonably?
7	Why have IT (information technology) costs gone up so much? Why do Priority 3 issues have a high number of long response times?
8	Is there a backup for power or Telstra outages for digital meters?
9	If you pay a bill in one hit, there's less admin and instant money for workers, so why not a discount? This could be an incentive.
10	When can the Water Board get authorisation to come onto a property to fix a water or plumbing issue? Who is responsible?
11	Are you going to build more dams?
12	Is the "Poo Factory" really that good?
13	Do the wastewater treatment plants smell now, or will they in future? If so, why?