

Day 3: Your information gaps

At the end of Day 3, you filled in 10 "Our information gaps" sheets. Each one answered three questions about the remit: "How can we balance the services our community needs, now and into the future, while keeping bills fair?"

This document is everything you wrote, typed up. We have not changed your words. We have only:

corrected spelling

left out words that were crossed out

shown our best reading of unclear handwriting in [square brackets].

The sheet numbers simply follow the order the sheets were photographed. They are not a ranking.

We are now working with Gippsland Water (GW) on the best way to fill these gaps. We will let you know how each one will be answered before the next session.

Sheet 1

What is the gap?	Bigger community (we want the opinion from Indigenous community). What future industries are coming into the area? What will happen if no companies come in?
How is the gap best filled?	AI developer Indigenous Data centre leader Farmer Also written at the top of the sheet: "Can we invite someone from the Indigenous community? Data centre [leader] / Farmer."
Key question	What is the probability of data centres coming into our region? Timeline, how many? What incentives are you doing to get them here?

Sheet 2

What is the gap?	1. How to make bills more affordable. 2. How does loss of major customers impact of costs?
How is the gap best filled?	1. Someone from Gippsland Water member of billing/hardship team. 2. Someone in Gippsland Water maintenance team member.
Key question	Modelling maintenance numbers. Costs involved in adding people over a period of time 5 years / 10 years - impact on future bills.

Sheet 3

What is the gap?	Future infrastructure need? Additional sources of funding?
How is the gap best filled?	Bills to be simplified to explain costs. Better use of local media to obtain more community feedback.
Key question	How else should Gippsland Water source development funds & operating costs?

Sheet 4

What is the gap?	An Indigenous voice. 2. The real impact of further asset + salary investment into the service team. Beyond projections. Farmers, their input.
How is the gap best filled?	Hear them out. 2. An industry head who may be able to speak to workforce management + resourcing of assets. Continuous improvement from a similar type of response/demand environment!
Key question	The real outcome to investment \$ its service impact - Real data vs modelling.

Sheet 5

What is the gap?	How much does it cost in TOTAL to roll out the smart meters?
How is the gap best filled?	Financials for digital meter impacts!
Key question	Slow install vs longer install.

Sheet 6

What is the gap?	Understanding what the budget is / what can people afford? Once we know the community's limits, then we can determine how much to spend.
How is the gap best filled?	Using census data, community outreach groups/surveys, local government or services that may know the limits of the diverse community.
Key question	How much can the community afford to spend? (Obvious the service increase & digital meters are needed, but determining how quick/cost is hard without knowing the limits of the community.)

Sheet 7

What is the gap?	Opinions from GW presenters as to which option THEY feel is the best & why?
How is the gap best filled?	GW presenters as a group - open forum. Neighbourhood house/Community service.
Key question	As above. Hardship, community needs.

Sheet 8

What is the gap?	What is the difference between the gradual increase and the step-up cost?
How is the gap best filled?	GW's Finance Team and other water authorities. Local council. Independent 3rd Party Financial Auditor.
Key question	How much does the interest accumulated support the gradual increase lost over the next ten years? Would it cost less overall to increase bills upfront instead of spreading it out?

Sheet 9

What is the gap?	For more infrastructure planning including dams, water security.
How is the gap best filled?	Environmental expert.
Key question	How drought proof are we?

Sheet 10

What is the gap?	What effect is the dollar percentage effect have on consumers as to keeping the bills reasonable for all consumers? If implementation was in 12 months could you pay off [the cost]? Could money go into account that can't be touched until rollout?
How is the gap best filled?	Someone from finance to come and explain dollar percentage. Someone from a pension/low income organisation. Rollout team.
Key question	Could it be implemented if we could put money into an account not to be touched until rollout? What is the percentage difference between pensioners and low income - Health care card holders.

