



Customer and Stakeholder Workshop

Held in person at West Side Horsham and virtually using Microsoft Teams on Friday 22 March 2022 at 10 am

1. Water Resource Position and Outlook – Scott Smith

Refer to [slides](#)

Questions and answers:

1.1 What is the Southern Annular Mode's impact this year on the rainfall?

Scott Smith, Acting Manager Water Resources: *The impact of the Southern Annular Mode (SAM) is very hard to predict. It works on about a two-week time frame where it can shift north and south. Obviously, that does have an impact on the cold fronts moving through and how far they can track up into mainland Australia.*

It does have an impact and a compounding impact depending on when those fronts are coming through. It's very much about timing with those systems.

1.2 What is the long-term evaporation impact on storage?

Scott Smith, Acting Manager Water Resources: *We run off Silo data, which is the Queensland Government's point data they extrapolate out. That's what we use for our evaporative calculations.*

Climate change would indicate that evaporation will increase but to what degree, we don't know. It is something that we need to prepare for. Also, it is something that is ever changing.

There's no guarantee that the next five years it will be worse, but on average there's the potential there will be a change but I suspect it would be relatively minor over time.

It is an area of work that we're keen to do more investigation into understanding.

We're currently looking at kicking off projects where we install evaporation pans at key storages to better understand that. At the moment the data we use is external data and we're very keen to cross check that data with data we start collecting on-site to better understand the impact.

1.3 Have there been any considerations for reusing water?

Scott Smith, Acting Manager Water Resources: *We've looked at areas where we use potable water on green spaces, where it could be substituted for either storm water or reclaimed water. There are ongoing projects aimed at switching people over to alternate sources who are utilising potable treated water when they can use other forms of water to supplement that supply.*

1.4 I'm interested in the open channel system transferring water to Mount Zero reservoir, and wondering what the time frame is for piping that water?

Scott Smith, Acting Manager Water Resources: It is something we have looked at and at the moment it's cost prohibitive. We do go back and readdress from time to time.

That is one of the main areas of potential loss in our system given that system runs 365 days a year. Going into summer periods, potentially there is quite a bit of loss associated with that channel.

We don't have any clear indication as to if or when we would pipe that channel, it's just something we look at periodically and when it becomes efficient to do so from a cost point of view, I'd imagine we would look at it further.

2. Clean Energy Strategy – Graeme Dick

Refer to [slides](#)

Questions and answers:

2.1 Do GWMWater have any electric vehicles yet?

Graeme Dick, Manager Strategic Infrastructure Projects: We don't have any fully electric vehicles in the fleet. We have three hybrid vehicles. It won't be far away that we will start having some electric vehicles within the fleet.

2.2 What's your confidence like in the evolving technology of the batteries?

Graeme Dick, Manager Strategic Infrastructure Projects: It is a very dynamic environment, not just the batteries but all the generation technology as well. We see huge changes within a couple of years. I don't know exactly where it's going to get to, but I think we'll certainly see different battery chemistries that can be more viable, such as sodium and flow batteries.

The technology will get better and they will become more cost effective over time.

2.3 When will the feasibility study from Donald be completed?

Graeme Dick, Manager Strategic Infrastructure Projects: The feasibility study for Donald is underway and in the very early stages. We are getting all the data the consultant needs to put together a workable model and expectation is to be finished by the end of this year.

We'd like to be in a position where we have a feasible project and then able to get some implementation funding to roll it out.

2.4 What if you find it's going to be a borderline product?

Graeme Dick, Manager Strategic Infrastructure Projects: The technology is nothing new, so that's not in doubt. It's mostly around the regulatory setting and the way the commerciality of it will work.

3. Customer Portal and eNotices Demonstration

Refer to [Customer Portal Video](#)

Questions and answers:

3.1 Are we able to bridge multiple accounts?

On notice: Maddison Cullinan, Head of Customer Support: Yes you can. If the accounts are all in the same name once you register one bill, it should register all. If they are in different names (eg like perhaps in a superfund) then they will have to register the bill separately, but can all be under the one log in.

3.2 Do we go to the website to sign up to the Customer Portal?

Adele Rohde, Executive Manager Customer and Employee Experience: Yes, you'll find it on the top right hand side of our home page.

<https://gwmwatercustomerportal.aqualus.com/signUp>

4. Digital Initiatives Engagement Session – Holly Noonan and Adele Rohde

Refer to [slides](#)

Poll Results

4.1 It's 6pm, you're about to cook dinner and you have no water, what do you do?

- Use rainwater from tank
- Check the meter and the shut off valve
- Call GWM from the website
- Check Facebook
- Either go and get a jar of water from outside or just order food online.
- Check GMW website for faults
- Call GWMWater
- Ring the call centre.

4.2 What communication channels do other utilities use, that GWMWater could implement?

- Reminder for car rego payment. Vic roads.
- Bank transaction alerts by sms.
- Also SMS notifications due to planned works
- Hitch a ride on digital media sites through apps
- Push notifications on vic emergency app
- SMS alerts about failures and restoration. (Telstra and Powercor)
- Push notifications through app
- Powercor interruptions
- Online chat

4.3 Scenario Text Feedback

Text 1 - It's 6:30pm and you have no water, and you receive this text message...

Service Disruption: Customers in Victoria Street Stawell may be experiencing no water. Operations staff are onsite working to restore water supply. Restoration time currently unknown. We apologise for the inconvenience. More information: gwmwater.org.au/service-disruptions

Text 2 - It's 7:30pm, you've still got no water, and you receive this text message...

Service Disruption: Due to a major burst in Victoria Street Stawell, customers may be experiencing no water. Operations staff are onsite working to restore water supply as soon as possible. Restoration time 10:00pm. We apologise for the inconvenience. More information: gwmwater.org.au/service-disruptions

Text 3 - It's 9:30pm, water is back on and you receive this text message...

Restored: Water is now restored in Victoria Street Stawell.
We apologise for the inconvenience.
More information:
gwmwater.org.au/service-disruptions

Feedback

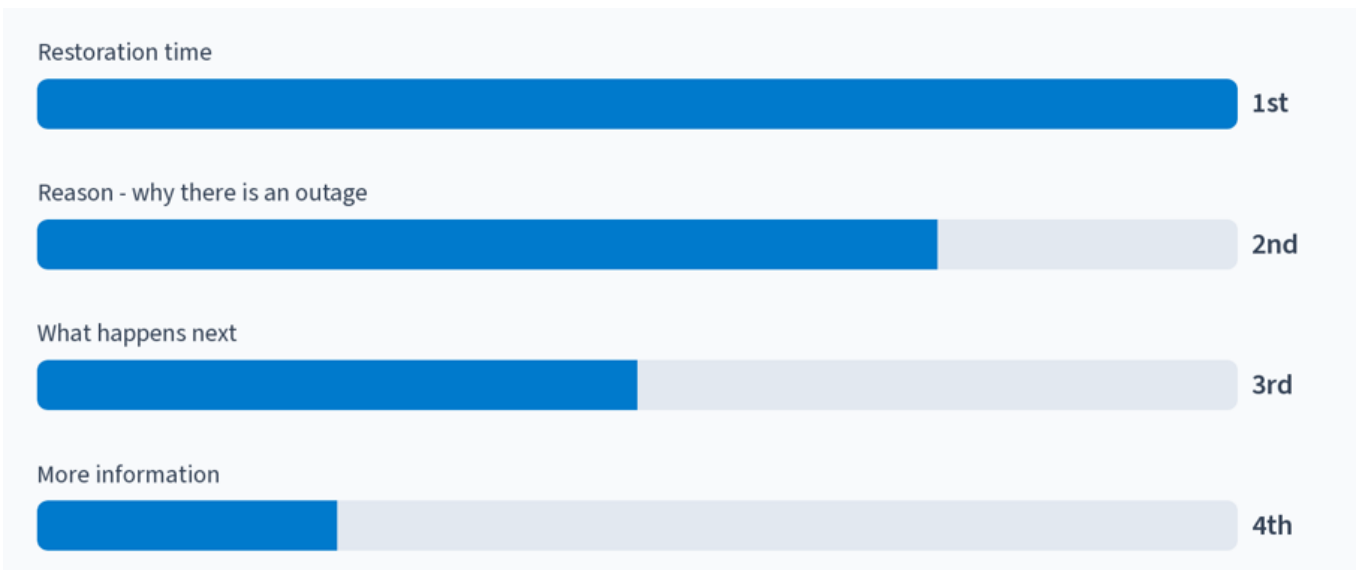
Good content. Interruptions are frustrating. Honest messaging is good, regarding timeframes and expectations.

SMS is good - accessible and quickly get the key information from the source.

Website update - a source of information for outages. Put at top of landing page.

Too much text in first two possibly. Nothing missing. Giving a timeframe is most important. Tone is good, polite. Felt informed. May sure GWMWater is clearly identified in the message so people are not concerned about security.

4.4 What are the most important things that a message about water outages should communicate to you?



- Provide advice on what to do in case of emergency water – who to contact.
- Presuming all customers have a modern mobile phone (elderly may not)
- Scams. Inclusivity and usability of website to cross check sms details as there may be scepticism of link in message.
- Group share home with multiple residents – sms sent to the person on the bill
- Where is the closest available water
- Next update/timeframe
- Concerned – what has happened
- Multiple channels of notifications is very important
 - sms
 - website
 - email
 - radio
 - landline
 - social media

COMMENTS:

The other place to consult is what emergency services recommend or what the Emergency Management training programs would recommend.