

Chairs Report

Summary of Coastal Valleys Customer Service Committee (CSC) Meeting

Date: 28 September, 2010

NSW Office of Water (NoW)

The CSC continues to be disappointed with NoW regarding lack of provision of information/feedback when information has been requested or letters written. For example, the CSC was not given an overview of NoW's IPART submission (NoW cancelled on two occasions); coastal metering policies; progress on Water Sharing Plans (deferred several times in two valleys); proposed changes to the Hunter WSP.

Members resolved to write to NoW expressing disappointment.

Metering in Coastal Valleys

The CSC has reservations with the evolving western NSW metering project and its potential consequences for coastal NSW customers. In particular it has concerns about policies that are being developed for national standards, especially as they seem to be recommending metering of 95% of usage in valleys where there are multiple small licences.

Members resolved to invite Ken Roberts from NoW to the next meeting to explain some of the requirements of the metering project and the reasoning behind them.

SWC expenditure

Members were pleased with the detailed expenditure reports and noted that the Hunter Valley appears to have full cost recovery. They have asked for an explanation on how the return on investment is managed i.e. is it returned to 'government' and at what level of return of investment.

Performance Indicators

Members appreciated the detailed report and State Water's overall performance against indicators agreed to by the committee.

CVCSC Business Plan

Members agreed that they should develop a Plan that would guide their actions for this year. Discussion included methods to better involve local customers, including holding locally sponsored customer meetings and an iWAS presentation.

Valley Reports

The CSC reviewed the reports for all valleys including the improved outlook for the Bega Valley following heavy February rain.

Virtual Tour Paterson River System

The CSC was given a virtual tour of the Paterson Regulated River which includes Lostock Dam.

Next Meeting: 23 November, 2010

For further queries email: Coastal_Chair@statewater.com.au

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