

# Chairs Report

## Summary of Coastal Valleys Customer Service Committee (CSC) Meeting

**Date:** 4 August, 2009

### **Business Plan**

An outstanding item of the Coastal Business Plan is a visit to a regulated river. The CSC has decided on a virtual tour in lieu everybody travelling to site. At each CSC meeting one regulated river system will be presented through a 'virtual tour' highlighting infrastructure etc for discussion.

### **Metering**

The CSC has assessed cost effective options for metering of the majority of water use. It has recommended usage levels to determine an introduction level of top quality meters to capture most data from users in each valley.

For example, in the Hunter, 69% of average usage could be captured if the top '50' users had Full Bore Magflow meters. Adoption of this option would require some users, who use on average 500 megalitres per annum, or who have licences of greater than 500 megalitres, upgrading their meters.

The CSC also suggested a minimum annual charge of 10ML for all users including those who use less than 10ML. They also suggested that those who use less than 10ML have their usage assessed rather than have a State Water officer visit to read a meter as this should reduce costs. There are considerable potential cost savings in this option. For example, in the Hunter, approximately 49% of works approvals use less than 10 ML/yr and in the Paterson, 80%.

### **Valley Reports**

The CSC reviewed the final wrap up of the last water year, including water balances and forecasts for coming water years. All Coastal valleys except the Bega valley appear to have allocations secure for this and the next water year. Inflows into State Water storages were well above long term averages, except for the Bega valley.

Valley financial reports also showed some marked reductions in expenditure following the restructure of State Water over the past few years.

### **iWAS**

iWAS (Internet Water Accounting System) is an internet based water ordering and accounting system that will roll out in the coming few weeks. Users will be able to enter and cancel water orders and view the status of their water accounts online. The CSC endorses the proposal and will, if necessary, foster education programs to assist in its roll out in the Coastal valleys.

### **State Water Pricing Submission to IPART Update**

The CSC reviewed the main elements that would form part of State Water's IPART submission and were generally pleased with the transparency of costings for proposed water charges. However, there were obviously going to be issues with cost recovery in the smaller valleys and the CSC will be preparing a submission to IPART before 23 October on the issues facing the Coastal valleys.

**Next Meeting:** 8th December, 2009

For further queries email: [Coastal\\_Chair@statewater.com.au](mailto:Coastal_Chair@statewater.com.au)

---

#### CONFIDENTIALITY NOTICE AND DISCLAIMER

This message is intended for the addressee named and may contain confidential/privileged information. If you are not the intended recipient, please destroy it and notify the sender. Views expressed in this message are those of the individual sender, and are not necessarily the views of the State Water. ABN 21 147 934 787