

SPECIAL MEETING CALLED BY C.W.I.C. TO DISCUSS THE AGREEMENTS SENT TO RURAL USERS ON
THE COLIBAN CHANNELS, BY THE COLIBAN REGION WATER AUTHORITY. TUESDAY 12th AUGUST '97

PRESENT:

Messrs. M. Browne (in chair), K. Read, W. Gordon, P. Goddard, J. Van Heumen, G. Hoppe, G. Phillips, S. Lottkowitz, H. Lourie, R. Moran, J. Scott, J. Kerr, M. Pitson, B. Mannes, D. Harrison, and visitors L. Makeham & friend and S. Monti, Mrs. J. Heard and Secretary Mrs. K. Read.

APOLOGIES:

Mr. I. Reid.

Moved H. Lourie sec. J. Van Heumen Apologies be received.

Crd.

REPORTS:

Chairman welcomed members and visitors to the meeting and reported on reasons for calling the meeting which were to do with the actions of Coliban Water in forwarding an unsatisfactory agreement to each of its rural water users.

He read correspondence sent by Sandy Creek Water users to the Ombudsman.

He summarised what actions had been taken and the conflicting advice being received from Coliban Water.

He contacted Mr. Ron Best M.L.C. for an appointment with the Minister, The Hon. Pat McNamara, M.L.A., (Minister for Natural Resources and the Environment), and had been advised that such a request must be in writing and include points of concern. He had authorised the Secretary to forward such a letter to Mr. Best's office. Secretary reported that a letter had been hand delivered to Mr. Best's office where she was informed that it would be placed with all the other objections, and that Mr. Best was endeavouring to arrange 1 on 1 discussions with Coliban Water's C.E.O. Mr. Best's secretary was informed that C.W.I.C's request was not for a meeting with Coliban Water but for Mr. Best's support in arranging a deputation to the Minister. An assurance was obtained that Mr. Best would be handed the letter immediately he returned to the office.

Members present described their own personal experiences in dealing with their concerns about the proposed agreements, the apparent variations of the content of agreements on different channels, and the desirability of holding a public meeting and seeking suitable publicity for our cause.

MOTION NO 1

Moved J. Scott "that C.W.I.C. write to Bendigo Advertiser pointing out the support received by this Committee by local politicians to the further investigation of the proposed Coliban Water Agreements and that a further extension of time was being sought to clarify users rights and obligations. That any other points the C.W.I.C. considers pertinent to this matter be included at the Committees' discretion". Sec. H. Lourie. Crd.

MOTION NO 2

Moved D. Harrison "that a public notice be lodged with the Bendigo Advertiser (Sat 16th Aug.) urging rural water users to write to Coliban Water re their concerns with their agreements and seeking a deferral of the return date, C.W.I.C. is proposing a public meeting in the near future". Sec. R. Moran. Crd.

MOTION NO 3

Moved D. Harrison "that C.W.I.C. organize a public meeting". Sec. J. Heard. Crd.

MOTION NO 4:

Moved J. Scott "that the Minister, local Members of Parliament and other organizations be invited". Sec. D. Harrison. Crd.

*Letter - Friday
Public Notice Sat.*

Meeting closed 10.40 p.m.

Cameron - 1st Sept K. Flatt (examine Centre)



Our Reference: 2425/97
300/20

COLIBAN WATER

Contact: Customer Service
Contact No: 1800 678 690

27 August 1997

Dear Customer

Rural Customer Update

This "Update" is part of our process to ensure that issues being raised by some of our Rural Customers are given general responses which may assist others in their deliberations prior to committing to the agreements by 16 September 1997.

We would like you to consider our commitments that:-

- where you need an additional temporary addition to your agreed annual volume of water, consideration will be given to granting this, subject to availability of water and any other relevant matter. So where there was "temporary transfers" in the past, we will now assist you to gain additional water which is genuinely required.
- if you wish to apply some of your agreed volume of water to lands you own and which adjoin (are contiguous with) your existing lands, this can be achieved by a variation to your existing agreement or through a new agreement. We will assist you with such a request.
- if you hold an agreement for water supply, but have someone else using the water ie: a lessee, then we can assist you by recognising this through a new agreement with that party. As landowner you will be recognised as having priority to any agreement for water supply on the land.
- we remain committed to our target level of service which is to supply our Rural Customers within two days of receiving a request for water, recognising that in some cases it would be wasteful to supply a single run of water in some channel systems and delays may be experienced until an economic number of requests are lodged.

On the 18 August 1997, we also advised that to provide assistance to you, we had decided:-

- to extend the deadline for signing your new agreement to **16 September 1997**, to give you extra time to consider this important document and raise any issues with our staff.
- to defer all decisions to close any supply channels until next Autumn, to give us all more time to work through any issues directly with affected customers.
- that in all cases, except where special circumstances prevail, the supply agreements you currently enjoy will be able to be secured by any successive owner of your property on application to Coliban Water.

Our commitment to you our Rural Customer is strong. Please give your urgent consideration to signing and returning your agreement, unless you are in the group of 800 or so of our 1900 customers who have done so already.

Yours sincerely

MICK BOURKE
CHIEF EXECUTIVE



COLIBAN WATER

Our Reference: 2312/97
300/20

Contact: Customer Service
Contact No: 1800 678 690

18 August 1997

Dear Customer

Over the past two weeks our Board of Directors, Executives and staff have closely monitored your reaction to our recently announced changes to our rural water system.

We have a strong belief that these changes will benefit our rural service customers in particular, and all Coliban customers in general. However, some customers have raised concerns, so this letter addresses these concerns in an effort to help them better understand and participate into the future.

To provide assistance to our rural water supply agreement customers we have decided:

- to extend the deadline for signing your new agreement to **16 September 1997**, to give you extra time to consider this important document and raise any issue with our staff;
- to defer all decisions to close any supply channels until next Autumn, to give us all more time to work through any issues directly with affected customers;
- that in all cases, except where special circumstances prevail, the supply agreements you currently enjoy will be able to be secured by any successive owner of your property on application to Coliban Water.

These decisions demonstrate our strong commitment to the needs of all customers, and Coliban Water's long-standing support for the continuance of our rural water supply system.

We shall keep you fully informed of all further developments in this important issue, in the meantime please contact our Rural Customer Hotline on **Freecall 1800 678 690** during business hours for further friendly advice on the new supply agreements.

Yours sincerely

GORDON MCKERN
CHAIRMAN



COLIBAN WATER

Your Reference:
Our Reference: 2442/97
300/20

Contact No: 1800 678 690
Contact: Customer Services

29 August 1997

SCOTT J S J C T J & A C
WILSONS HILL RD
MARONG 3515

Dear Customer,

Rural Water Supply Agreement No. 59670

In response to a number of customers concerns, clause 3.2. (b)., will not apply to Schedule 2 of the Agreement. This deletion will apply to all Agreements for Rural Water Supply. You may wish to retain this letter with Schedule Two as evidence of the change, or delete that clause before returning the completed document.

If you are not intending to complete the agreement and do not require the continuation of the service, we would be obliged if you would sign, detach and mail back to us the bottom section of this letter. No postage stamp is required.

David Gilbert
Executive Manager Customer Service

To: Executive Manager Customer Service
Coliban Water
Box 2770
Bendigo Delivery Centre 3554

I no longer require the water service to be provided by the Coliban System under Rural Supply by Agreement No 59670

Signed.....

Date.....