**Minute Taker:** *N/A as per Terms of Reference*

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| **Time** | **Topic** | **Speaker/Presenter** |
| **10.00am** | * Welcome, Acknowledgement of Country * Agenda for the day | Holly Noonan, Geoff Russell, Helen Murdoch |
| **10.05am** | **AI for public sector communications** | Neryl East |
| **11.05am** | **Tea break** |  |
| **11.10am** | **Automated SMS for outages** | Adam Nason, Head of Customer Experience, Powercor |
| **12.10pm** | **Customer notifications framework** | Paula Strong, East Gippsland Water |
| **12.20pm** | **Lunch** |  |
| **1.20pm** | **Annual Report update (TBC)** | David Bomford, DEECA |
| **1.50pm** | **Community Insights funding update (TBC)** | Sarah Jenkins, DEECA |
| **2.30pm** | **Water units upgrade and event activations (TBC)** | Wannon Water |
| **3.00pm** | **Roundtable**   * What’s on? | All |
| **3.30pm** | **Discussion**   * Topics for November | All |