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| **Meeting Agenda**Customer Special Interest Group – July 2025Teams **10:00am – 2.30pm** |  |

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| **Customer Service SIG Purpose**  | The Customer Service SIG exists to provide a forum for sharing, collaboration, networking, problem solving and professional development for people working in Customer domains in the Victorian water industry, ultimately contributing to improved products, services and customer experiences. |

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| Time | Agenda Item | Presenter |
| 10:00 | **Welcome** * Acknowledgement of country
* Confirmation of minutes of previous meeting
* Confirmation of minute taker
 | **Alison Flintoff,** Yarra Valley Water |
| 10.10 | 1. **Backbilling Working Group update**
2. **ESC Guideline 2 (2025): Adjustment of bills**
 | 1. **Peter Dichiera,** Lower Murray Water
2. **All**
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| 10:55 | **Family Violence Working Group Update** | **Amy Rouse**, Coliban Water  |
| 11.10 | **Debt Collection Working Group Update** | **Amy Rouse**, Coliban Water |
| 11.20 | **What is the Thriving Communities Australia – One Stop One Story Hub and how can customers benefit from it?**. | **Rob Morgan**, Yarra Valley Water**Stephen McLean**, South East Water |
| 11.45 | **Language Preferences in CRM** | **Hannah Ellingford,** South East Water |
| 12:00 | **Lunch** |  |
| 12:30 | **Caveats – Lessons & learnings from LMW** | **Wendy Davison**, Lower Murray Water |
| 1.00 | **Complaints Working Group Update** | **Alison Flintoff for Anna Whitworth,** Yarra Valley Water |
| 1:05 | **Collections Approaches & Effectiveness, including impact of restrictions if used** . | Everyone to pre submit 1-2 slides |
| 1.35 | **2 slides – Hardship Programs** | Go through slides as a group & discuss / ask questions |
| 2:05 | **DFFH Working Group update** | **Rob Morgan**, Yarra Valley Water |
| 2:10 | **General Business***
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| 2:25 | **Meeting wrap up – what worked well, what didn’t what do we want on agenda for 20 November in person meeting?** | All |
| 2:30 | **Meeting end** |  |

**Next Meeting: In person - Novotel Geelong – Thursday 20th November**