

Automated Water Booking meeting
29 April 2019

Present: Cass Gye, Ian Loughton-Smith, Nikki Gibson, Boyd Attewell, Robyn Iredale, Jay Savage (by phone)

A. Concern about water monitors' role and work load

Feeling that SIRA does not understand the amount of time they spend. Some bookings take a lot of time. Troubleshooting is also time consuming. However, feedback from the monitors about the new system is generally positive. It is working as intended.

B List of Current Issues with the system

1. System is set so that when ordering water, the buyer will receive information about who is scheduled to receive water before them, and who is scheduled after. However, the system doesn't note the amount of time prior or after, or whether there is a time gap at all. Can the information to buyers be more explicit?
2. Some people have an 'agent' getting their water for them – but the agent does not get the reminders, emails, etc. Can there be two nominated email addresses receiving notifications?
3. Problem of 2 email addresses on some accounts; Can the Monitors have access rights to correct email addresses in membership database?
4. Encourage people to use the app to check and change information – rather than sending emails
5. At present, there is no easy way for a monitor to make a provisional booking or to hold a booking slot for someone who does not have their membership or water agreement in order. Is there a work-around?
6. In addition to the information email that is sent to the booker, can they also see real-time info on the dashboard in the app?
7. What is the Phase 3 timeline?
8. Will there be a battery back-up if the power is out on the island?
9. EFTs take a few days to show up and there are other problems—agreed that possibility of paying by EFT should be terminated at end of June. It is anticipated that they will work out how to pay with help of monitors
10. Change of fees could be more fully discussed with monitors

11. Advice of some banks that Polipay is not safe – some people are anxious

Actions

SIRA to send out note to 6 people who pay by EFT re termination of this method of payment at end of June.

Boyd to send monitors a template for information that they need to provide to him.

Boyd to investigate BPay option for invoice payments.

Cass to make a list of dot point issues

Next meeting—mid-June.