

# Board meeting summary: June 2010

## Managing Director's report

The items of note for the month were:

- Recycled water substitution of potable water is approximately 1.4 billion litres for the 11 months to the end of May 2010.
- Residential per capita water consumption was 147 litres per person per day in May 2010.
- Greenhouse gas emissions are 20,265 tonnes CO2 equivalent, 2733 tonnes above target largely due to additional pumping of Melbourne water to the Bacchus Marsh irrigation district. In accordance with the Water Plan, greenhouse offsets of 2494 tonnes have been purchased.
- No new lost time injuries occurred in May 2010.
- Customer Contact Centre response times continue to be excellent with 96% of calls answered within 30 seconds.

## Water supply security

Over 90% of supplies for the region continue to be sourced from the main Melbourne system due to the prolonged drought and low levels in local reservoirs.

Current storage levels as at 1 June 2010 are:

Supply system	Volume in storage (bulk entitlement) ML	% full
Rosslynne (Riddells Creek, Gisborne, Macedon, Mt Macedon, Sunbury)	1124	4.43
Lake Merrimu (Melton and Bacchus Marsh)	3100	9.53
Pykes Creek Reservoir (Myrning)	1180	5.33
Kerrie, Foster and Wright Reservoirs (Romsey)	174	41
Campaspe Reservoir (Woodend)	180	49
Anderson, McDonalds, Orde Hill, Willimigongon, Kitty English, Frank Mann Reservoirs (Macedon Storages)	355	75
Melbourne Storages (all towns excluding Lancefield and Romsey)	592,000	32.7

## Water restrictions

The region has now fully transitioned to Stage 3 water restrictions.

## Customer market research

A presentation on the annual market research was provided to the Board. The outcomes included the continued high level of customer satisfaction (8.3 out of 10). Rising water prices are a concern for customers and key drivers of satisfaction include value for money, customer service and response and overall water supply services.

## Victorian Ombudsman enquiry into openness and transparency of water corporations

The Board noted the progress of the Ombudsman's enquiry.

## Intelligent networks strategic positioning

A presentation was provided on the early strategic work being carried out on "intelligent networks" across the Victorian Water Industry. Intelligent networks includes improved use of technology to better management pipeline flows and pressures, water sourcing, information to customers and a range of other "smart" ways to manage water resources.

Seven key tasks have been identified by the strategy committee and include:

- Knowledge sharing
- Customer interaction
- Governance
- Technology and standards
- Leakage and capital efficiency
- Information management
- Business case model.