

Board meeting summary: October 2010

Managing Director's report

The items of note for the month were:

- A presentation from staff from Growth Areas Authority outlined the growth challenges across our region.
- Following the easing of restrictions, residential per person water consumption has increased to 146 L/p/d for September.
- The ESC Customer Charter Compliance Balanced Scorecard Measure was amber during the month due to two items of correspondence exceeding 10 days and a low water pressure event at Long Forest Rd.
- Continued rains have significantly improved storage levels.
- Capital Expenditure is under target at present due to the wet weather.
- There were 16 positive articles in the media in September.
- There were no Lost Time Injuries during the month and the measure continues to be green.

Water supply security

Continued rains during the month have improved the storage levels in the smaller reservoirs around Woodend, Macedon and Romsey and inflows have also occurred to Rosslynne, Merrimu and Pikes Ck. Similarly Melbourne storages have also improved.

Current storage levels as at 1 October 2010 are:

Supply system	Volume in storage (bulk entitlement) ML	% full
Rosslynne (Riddells Creek, Gisborne, Macedon, Mt Macedon, Sunbury)	3037	12
Lake Merrimu (Melton and Bacchus Marsh)	6781	28.9
Pykes Creek Reservoir (Myrniong)	10534	47.6
Kerrie, Foster and Wright Reservoirs (Romsey)	363	94.4
Campaspe Reservoir (Woodend)	366	100
Anderson, McDonalds, Orde Hill, Willimigongon, Kitty English, Frank Mann Reservoirs (Macedon Storages)	442	94
Melbourne Storages (all towns excluding Lancefield and Romsey)	859000	47.5

The Board noted that the Minister has approved an additional 7GL of Bulk Water Entitlement for Western Water. This brings Western Water's entitlement from the Melbourne System to 18,250ML.



Human Resource Strategy

The Board was provided with an update of progress with the Human Resources Strategy and noted the initiatives in 2010/11 include:

- Health and Wellbeing Program
- Training and Competency Framework
- Leadership Development Programs
- Human Resources Information System
- Values Toolkit
- Employer of Choice
- Enterprise Bargaining Agreement, and:
- Human Resources Scorecard

OHS Policy and Plan

Following the completion of a project to review OHS within Western Water, a new Occupational Health and Safety Policy and detailed Plan was presented to the Board for discussion. The Plan focuses on efforts to change culture to improve OHS outcomes. The Board requested some changes to the Policy.

Equal Employment Opportunity (EEO)

A presentation outlining EEO at Western Water was provided to the Board. The discussion noted that Western Water processes follow the advice of the Victorian Equal Opportunity and Human Rights Commission. It was noted that EEO responsibility lies with Board members, management and all employees. Training is carried out for all employees. Western Water has six EEO contact officers.

Greenhouse Gas Reduction Strategy

The Board discussed the update to the Greenhouse Gas Reduction Strategy noting that greenhouse gas reduction targets in the Strategy have been augmented by sections covering adaptation responses. The four key areas of adaptation include:

- Capacity to adapt
- Building Resilience
- Managing Climate Change Risks
- Using a Robust Decision Making Process

The Strategy reaffirms Western Water's commitment to the target of zero net emissions by 2017/18.

Integrated Billing Information System

The Board was provided with an update on the progress of the new integrated billing information system noting that work is progressing in three major areas. These include:

- Converting all existing billing and transaction data to the new system
- Interfacing the core billing software to other internal and external systems
- Staff change management and training.

User acceptance testing is in progress and staff training is expected to commence in Q1 in 2011.