

Board meeting summary: April 2011

Managing Director's report

The items of note for the month were:

- Current residential per person water consumption has remained at 159 l/p/d for the year to date. The lessening of restrictions to Stage 2 is being moderated by the continued wet weather in curtailing demand.
- Customer Service Charter compliance was below target during the month due to five responses exceeding the 10 day threshold.
- Greenhouse Gas Emissions were better than target by 310 tonnes CO₂e.
- 20 water quality and 2 non water quality complaints were received during the month. These figures are better than target levels.
- 17 positive media articles were received during the month.
- The Lead Safety Indicator continues to meet target due to hazard assessment and close-out continuing to be above 95%.

Customer Advisory Group

The Chairperson of the Group reported the outcomes of the last meeting to the Board noting that discussion was held on the current Victorian Government Water Policy including the discussion paper 'Living Melbourne, Living Victoria Roadmap' issued by the Ministerial Advisory Council.

Water supply security

Storage levels in local reservoirs have continued to improve during the month. Melbourne storages have remained stable during the month which is unusual as summer usually sees lowered Melbourne Water storage levels.

Current storage levels as at 28 March 2011 are:

Supply system	Volume in storage (bulk entitlement) ML	% full
Rosslynne (Riddells Creek, Gisborne, Macedon, Mt Macedon, Sunbury)	14,399	65.95
Lake Merrimu (Melton and Bacchus Marsh)	18,780	90.31
Pykes Creek Reservoir (Myrningong)	21,838	92.8
Kerrie, Foster and Wright Reservoirs (Romsey)	370	98.9
Campaspe Reservoir (Woodend)	363	99.1
Anderson, McDonalds, Orde Hill, Willimigongon, Kitty English, Frank Mann Reservoirs (Macedon Storages)	467	98.5
Melbourne Storages (all towns excluding Lancefield and Romsey)	969,200	53.5

Monthly water use was 179 l/p/day during the month. Discussions continue with the Department of Sustainability and Environment on progressing the revised bulk entitlements from the Merrimu System. The next steps in the process involve advertising the proposed new conditions in local newspapers.

Rosslynne System

Following the recovery of the Rosslynne system, Southern Rural Water operating conditions have resumed including environmental releases to achieve a 1ML passing flow in Jacksons Creek at Sunbury.

Melbourne System

The Bulk Entitlement Management Committee will be confirming arrangements for water allocation to Western Water from the augmented Melbourne system. These allocations are necessary to ensure sufficient water is available for the region's growth needs.

Water Restriction By-Law Review

Western Water is working with the metropolitan retailers to review the effectiveness of the current restriction structures in modifying water demand and in recommending any changes to the Government.

Growth Strategy

The Board discussed the progress of the 20 year "Growth Strategy" covering the areas of:

- Infrastructure Planning
- Funding and financial management
- Organisational Growth and People Development; and
- Customer Service Obligations

Corporate Plan 2011

The Board approved the draft Corporate Plan for 2011/12 which outlines key initiatives addressing:

- The management of drinking water supply and customer demand risks
- The ongoing impact of climate change risks
- Planning for future regional growth
- Major operational and environmental risk management; and
- Budgeted financial outcomes and sensitivities.

The Corporate Plan 2011 will be presented to the Department of Treasury and Finance and Department of Sustainability and Environment in May.

Mt Macedon Wastewater Management Improvements

Following long standing concerns about the performance of septic tanks in Mt Macedon, Macedon Ranges Shire Council and Western Water initiated a community consultation program to investigate appropriate community options for improvement. A business case for improvement has been prepared for submission to the Department of Sustainability and Environment seeking funding under the Country Towns Water Supply and Sewerage Program. The strategy was endorsed by the Board.

Recycled Water Strategy Update

An update to the Strategy was provided to the Board noting:

- Wet weather will result in lower volumes of recycled water being utilised than budgeted for 2010/11
- A review of the availability of recycled water from a number of recycled water plants is under way.
- \$1.27M has been provided by the Government to develop the Gisborne GRoWs horticultural precinct; and
- The release of the Ministerial Advisory Council's 'Living Melbourne, Living Victoria Roadmap' document supports the principles defined in the Recycled Water Strategy.