

Board meeting summary: June 2011

Managing Director's report

The items of note for the month were:

- Current residential per person water consumption has dropped to 155 l/p/d for the year to date.
- Customer Charter compliance was amber during the month due to 3 responses exceeding the 10 day threshold.
- The leadership capability assessment has been completed.
- Greenhouse Gas emissions were better than target by 1594 tonnes CO₂e.
- 15 water quality and 3 non water quality complaints were received during the month. These figures are better than target levels.
- Non revenue water losses currently stand at 8.7%.
- Capital works completion is behind target due to wet weather across the summer period and into winter.
- There were no lost time injuries in May.

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 1 June 2011 are:

Supply system	Volume in storage (bulk entitlement) ML	% full
Rosslynne (Riddells Creek, Gisborne, Macedon, Mt Macedon, Sunbury)	14,287ML	66%
Lake Merrimu (Melton and Bacchus Marsh)	17,569ML	87%
Pykes Creek Reservoir (Myrning)	21,738ML	98%
Kerrie, Foster and Wright Reservoirs (Romsey)	386ML	99%
Campaspe Reservoir (Woodend)	365ML	99%
Anderson, McDonalds, Orde Hill, Willimigongon, Kitty English, Frank Mann Reservoirs (Macedon Storages)	470ML	99%
Melbourne Storages (all towns excluding Lancefield and Romsey)	988,700ML	54.6%

Growth Strategy – Infrastructure Servicing Strategy

Information on the servicing strategy for water, sewerage and recycled water in the Melton area was presented to the Board for discussion. This was presented in the context of major growth occurring in this corridor over the next 20-30 years. The Board noted that a further report would be presented as part of the overall growth strategy.

Toolern Recycled Water Storage

The Board discussed a report on the options for the new Class A Recycled Water Storage to service the Toolern area.

Trade Waste Acceptance Standards

The Board approved the updated list of trade waste acceptance standards noting that current Trade waste customers will not be impacted by the any changes. The Board noted that a further report would be presented on the application of the new Trade Waste Customer Service Code when it is adopted by the Essential Services Commission.

Information Technology Strategy Update

The Board noted the progress in reviewing the current IT Strategy and the projects currently underway including the new billing system, the intranet/knowledge management project, the human resources management system and the Asset Management system.

Sewer Spill Prevention Strategy

The Board noted the excellent progress in the first year of implementation of the Sewer Spill Prevention Strategy. The Board noted that the improvement in performance in lowered numbers of blockages is ahead of schedule with total blockages and associated spills lowering from 140 in FY 09/10 to 119 to date.