

Board meeting summary: March 2011

Managing Director's report

The items of note for the month were:

- With the continued rain, all reservoir supply sources are now available for use. Rosslynne Water Filtration Plant recommissioning is continuing and Merrimu Water Filtration Plant is now supplying Bacchus Marsh and Melton North.
- Current residential per person water consumption has risen to 159 l/p/d for the year to date. This is now slightly above below comparative levels in 2009/10 of 158 l/p/d as reflects moving from Stage 3a to Stage 2 water restrictions.
- Greenhouse Gas Emissions were better than target 178 tonnes CO₂e.
- Capital expenditure continues to be below target principally due to the previous wet weather over summer.

Committee reports

Reports were provided by the Chairpersons of the:

- Policy Review Committee
- Capital Works Committee

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 February 2011 are:

| Supply system | Volume in storage (bulk entitlement) ML | % full |
|--|---|--------|
| Rosslynne (Riddells Creek, Gisborne, Macedon, Mt Macedon, Sunbury) | 14,663 | 66.6 |
| Lake Merrimu (Melton and Bacchus Marsh) | 19,340 | 93.1 |
| Pykes Creek Reservoir (Myrningong) | 22,139 | 100 |
| Kerrie, Foster and Wright Reservoirs (Romsey) | 372 | 99.4 |
| Campaspe Reservoir (Woodend) | 366 | 100 |
| Anderson, McDonalds, Orde Hill, Willimigongon, Kitty English, Frank Mann Reservoirs (Macedon Storages) | 470 | 99 |
| Melbourne Storages (all towns excluding Lancefield and Romsey) | 972,600 | 54.1 |

Monthly water use was 179 l/p/day during the month.

Discussions continue with the Bulk Entitle Management Committee to discuss annual processes for ordering water from the desalination plant. Further discussions were also held on the Bulk Water Supply Agreement, with a view to having the new agreement completed by October 2011.

Social Media Policy and Strategy

The Board received a report on the issues associated with Social Media including communications channels such as Facebook, YouTube, Linked In, Website traffic and Twitter. The Board adopted a Policy associated with Social Media and endorsed the Strategy which will see Western Water enter the Social Media space in a staged process.

Corporate Social Responsibility Strategy

The Board approved the first Corporate Social Responsibility Strategy. The Strategy reflects Western Water's commitment to supporting local communities including volunteering efforts by Staff. The emerging leaders in the organisation presented an action plan identifying the key areas of focus for 2010/11.

Corporate Plan 2011

The Board was presented with the key assumptions and prioritised strategic initiatives for the drafting of the Corporate Plan 2011. The initiatives have been sourced from the Strategic Plan 2011, Water Plan 2008-2013, Board adopted strategies and new Board and Management initiatives.

Integrated Billing and Information System

The Board noted that the new Integrated Billing and Information System went live on 1 March with all key internal customer service systems operational. First bills are due to be sent out in weeks 2 & 3 of March.

Improved Sewerage Management for Sewer Spill Prevention

The Board noted Western Water's work with the EPA to develop improvements to sewerage system management including the development of a sewer spill prevention strategy, education programs associated with the strategy and work with local communities to enhance environmental outcomes.