

Board meeting summary: May 2011

Managing Director's report

The items of note for the month were:

- Current residential per person water consumption has remained at 158 L/p/d for the year to date.
- Customer Charter compliance was amber during the month due to 4 responses exceeding the 10 day threshold.
- Greenhouse gas emissions were better than target by 529 tonnes CO₂e.
- 15 water quality and 3 non water quality complaints were received during the month. These figures are better than target levels.
- 5 positive media articles were received during the month.
- There were no lost time injuries in April.

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 April 2011 are:

Supply system	Volume in storage (bulk entitlement) ML	% full
Rosslynne (Riddells Creek, Gisborne, Macedon, Mt Macedon, Sunbury)	14,318ML	66%
Lake Merrimu (Melton and Bacchus Marsh)	18,031ML	88%
Pykes Creek Reservoir (Myrning)	21,678ML	98%
Kerrie, Foster and Wright Reservoirs (Romsey)	387ML	99%
Campaspe Reservoir (Woodend)	362ML	99%
Anderson, McDonalds, Orde Hill, Willimigongon, Kitty English, Frank Mann Reservoirs (Macedon Storages)	468ML	99%
Melbourne Storages (all towns excluding Lancefield and Romsey)	975,100 L	53.8%

Victorian Environmental Water Holder

The Department of Sustainability and Environment are working on the details of establishing the Victorian Environmental Water Holder (VEWH). The VEWH will hold and manage environmental water entitlements and will improve coordination of all environmental water across the State.

Water Restriction By-Law Review

Western Water continues to work with the metropolitan retailers to review learnings from the recent drought and their applicability to potential future Victorian wide changes to Water Restrictions.

Aquifer Recharge and Groundwater Extraction

Barwon Water representatives presented to the Board their work in the Geelong Region on aquifer recharge and groundwater extraction. A number of projects are underway examining the feasibility in their region. The Board resolved to further investigate opportunities in Western Water's region.

Human Resources Strategy Update

The Board was provided with an update on the current Human Resources Strategy covering the following aspects of the Strategy:

Leadership and Organisational Development, Workforce Culture, Workforce Engagement, Employee Relations and Enterprise Agreement, Employee Competence and Skill, Human Resources Information System, Job Design, Recruitment and Selection, Diversity and EEO, Employee Development, Reward and Remuneration, Health and Well Being, HR Metrics and Scorecard, Resourcing and Structure.

The Board noted that a key impact going forward will be the Growth Strategy and requested further work be carried out on "metrics" to better understand impacts of the strategy across the organisation.

2011/12 Tariffs

The Board approved the proposed tariffs for the 2011/12 period, noted the changes are fully in line with the approval of the Essential Services Commission and the current 5 year Water Plan. The projected real increases in tariff are 7.7% for water and 2.6% for sewerage.

National Performance Report 2009/10

The Board noted the release of the 2009/10 National Performance Report for Urban Water Utilities noting Western Water had performed well in its category of 20,000 to 50,000 customers in the areas of:

- Residential customers had one of the largest reductions in water use per property
- The highest level of recycled water supplied
- Second largest decrease in unplanned water interruption time
- Equal lowest number of complaints.

Growth Strategy – Customer Service Emerging Issues

- The Board discussed and noted the progress of the customer component of the growth strategy which outlined the following issues:
- Need to respond to substantial changes in population composition with a significant increase in Cultural and Linguistically Diverse Communities
- Increase the focus on customer engagement and partnership strategies
- Expansion of services beyond the traditional water utility services
- Enhance community centric planning processes
- Review and enhance customer evaluation processes to improve service response.