

Board meeting summary: November 2011

Managing Director's report

The items of note for the month were:

- October residential consumption continues at a very low 144 L/p/day which is 6% lower than the same period last year. Year to date residential consumption is 141 L/p/day with total consumption 180 L/p/day.
- Three assisted referrals and one level 1 complaint were received by EWOV.
- Capital expenditure is on track.
- Greenhouse gas emissions of 8,190 tCO₂e are above the target of 6,189 tCO₂e due to the change in emissions factors announced by the Commonwealth.
- Reliance on Melbourne System Bulk Entitlement was less than plan due to continued low water use and the use of local storages.
- Non revenue water losses are currently 8.6% falling from 8.7% in the previous billing period.
- 18 complaints were received during the month (13 water quality and 5 other). 5 compliments were received.

Board Committees

Reports from the Capital Works Committee and Audit Committee were received by the Board.

Water supply security

Storage levels in local reservoirs have remained stable during the month. Melbourne storages have increased slightly.

Current storage levels as at 27 October 2011 are:

Supply system	Volume in storage (bulk entitlement) ML	% full
Rosslynne (Riddells Creek, Gisborne, Macedon, Mt Macedon, Sunbury)	14,607	72.5
Lake Merrimu (Melton and Bacchus Marsh)	17,335	87.2
Pykes Creek Reservoir (Myrning)	22,099	99.9
Kerrie, Foster and Wright Reservoirs (Romsey)	388	100
Garden Hut Reservoir and Basin (Lancefield)	109	97.5
Campaspe Reservoir (Woodend)	341	93
Anderson, McDonalds, Orde Hill, Willimigongon, Kitty English, Frank Mann Reservoirs (Macedon Storages)	479	96
Melbourne Storages (all towns excluding Lancefield and Romsey)	1163	64.2

Water Supply Demand Strategy

Western Water is progressing with the water supply demand strategy for the Water Plan. Key issues being considered include:

- Levels of service (similar to Melbourne with restriction frequency no more than once in 20 years for no longer than 12 months and at a severity no more than stage 2).
- Demand forecast consistent with population growth and taking into account customer demand changes in recent years.
- Western Water system yield assumptions from local reservoirs to mitigate the need for Melbourne bulk supplies.

Statewide Water Restrictions By-Law and Permanent Water Saving Plan

Following the direction from the Minister to review Water Restrictions and Permanent Water Savings Plans across the state, the VicWater and Dept of Sustainability and Environment Working Group has completed the review.

A new model By-Law and Plan has been presented to the Minister and public consultation is in progress. Assuming no material changes are necessary, it is likely the Minister will issue the new By-Law and Plan later in November. The Board agreed to consider the By-Law and Plan by circular resolution to enable any necessary changes to restriction levels across the region.

Information Technology Strategy

The Board approved the 2011-2013 Information Technology Strategy. Key areas of the Strategy include: Strategic IT, Customer, Efficiencies, Asset Management, Knowledge Management, Infrastructure, Mobility, Staff and Governance, Project Management and Business Analysis. A key focus in the new strategy is enhancing service offerings to customers.

Water Plan 2013-2018

The Board considered the guidance paper from the Essential Services Commission in relation to the next Water Plan. Key changes from past Water Plans are an increased focus on risk management, an option for a Water Plan greater than 5 years, the requirement for Guaranteed Service Levels, a review of non-contractual obligations, the exclusion of drought related costs, a recommendation to review tariff structures in particular the inclining block tariff and improved consultation with customers.