

Board Meeting Overview

17 October 2014

Present: Chairman: Trevor Nink
Managing Director: Murray Jackson
Members: Geoff Coleman, John Duscher, Roland Lindell, Carol Pagnon, and
Barbara Wagstaff

Attending: General Manager Operations: Steven Porter
Acting General Manager Business Services: Graeme Rocke
General Manager Customer Service: Sadie Warkotsch
Acting General Manager Risk, Regulation & Resources: Benita Russell
Board & Executive Coordinator: Taylor Hammond

Apologies: Member: Wilson-Browne

BOARD APPROVALS

- The Board resolved to approve the review and amendments to the Customer Consultative Panel Charter version 1.
- The Board resolved to approve the submission of the 2014-15 First Quarter Performance Indicators report to Department of Environment & Primary Industries

BOARD REPORTS

In addition to the standard reports, the Board received and noted the following:

- The Board discussed the theme, topics and activities associated with the 2014 Annual Strategic Planning Workshop to be held over two days in November 2014, and attended by the Board, Executive and Senior Managers of Westernport Water.
- The Board received an updated status of the new Utility Billing System development, which has successfully achieved a significant milestone on 15 October 2015 with data transitioned into the new Utility Billing system.
- The Board noted and discussed the 2014 Annual Customer Satisfaction Survey being conducted for the first year within the Gippsland Strategic Alliance producing a cost saving of approximately \$40,000 per annum, as well as providing results for benchmarking purposes.
- The Board noted the cancellation of the Customer Consultative Panel (CCP) October 2014 meeting due to the MotoGP event held on Phillip Island and its impact on the CCP members. Member Pagnon will be rescheduled to attend a CCP meeting in early 2015.

GENERAL BUSINESS

The Board acknowledged the significant work conducted by Westernport Water management and support staff to achieve Board and Regulatory requirements during particularly demanding times, and further recognised the achievements of the Acting General Managers over the previous twelve months.

Board meeting closed at 12.10 pm

NEXT MEETING: Tuesday 18 November 2014 Newhaven