

# BOARD MEETING OVERVIEW



**WESTERNPORT**  
WATER

**Date** Friday 18 October 2013

**Time** 8.30 am

**Venue** Newhaven

**Present**

Chairman:	Trevor Nink
Managing Director:	Murray Jackson
Members:	Geoff Coleman
	Roland Lindell
	Barbara Wagstaff
	John Duscher
	Guy Wilson-Browne
	Carol Pagnon

**In Attendance**

GM Business Services:	Kylie White
GM Customer Service:	Sadie Warkotsch
GM Risk, Regulation & Resources:	Peter Winterburn
GM Operations:	Steven Porter
Acting GM Business Services:	Graham Rocke
Board & Executive Coordinator:	Taylor Hammond

## Board Reports for Noting

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

- The results of the annual 2013 Customer Survey were presented to the Board. The overall 9 year trends of this survey show improvement in customer feedback for water quality, customer response, and performance of maintenance activities. It was noted that the community was not fully aware of Westernport Water's contributions to the environment and community in general. Management will consider how they could make these activities clearer at the appropriate time. The Board also noted the good trends and encouraged management to keep on the path of continuous improvement.
- The Strategy Planning Workshop was conducted earlier in the month at Phillip Island Nature Park conference centre at the Nobbies. The themes were *Innovation and Efficiency* and the good ideas developed are being refined into actions that will see more focused improvement on the way Westernport Water delivers its products and services to customers.
- Changes in personnel were noted with recruitment for a maternity leave position of an Acting General Manager Business Services, as well as a new Purchasing Manager and new Customer Service Team Leader.

## Board Reports Approved

For some time now Westernport Water has been co-operating with other Regional Water Corporations to improve operations of all entities. The Board decided in-principle to form a strategic alliance with Gippsland water corporations to further develop the efficient capture, treatment, delivery and disposal of potable water and sewerage effluent.

The Board nominated Member Wagstaff as a Project Control Committee representative on the governance structure of the Utility Billing Project being undertaken.

### **General Issues**

Now that Westernport Water is into the first year of the five year Water Plan 3, capital projects supporting the capacity of our wastewater systems are the main focus of our discussions. In coming months specific proposals will be reaching the Board for approvals.

In the area of Integrated Water Cycle Management, Westernport Water has been working closely with the Office of Living Victoria on the feasibility study for capturing wastewater and stormwater, and finding ways to viably treat for the substitution of potable water. This study involves strategic planning in conjunction with the Bass Coast Shire Council.

The Board meeting closed at 2:45 pm