



**Summary of  
Board meeting 184  
Wednesday 14 July, 2010  
Tatura**

Stephen Mills  
Chairman

Craig Cook  
Deputy Chairman

John Brooke OAM  
Director

Claire Penniceard  
Director

Des Powell  
Director

Catherine Scott  
Director

Suzanna Sheed  
Director

David Stewart  
Managing Director

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The Chairman welcomed all in attendance and in particular welcomed the newly appointed Director, Suzanna Sheed, to her first meeting. The Chairman also recognised the contribution of Peter Fitzgerald, who completed his term on 30 June, 2010. The Chairman acknowledged that the Directors presented with varying skills and talents and that these should combine to add value to the Board and to G-MW.

### **Monthly Reports**

The following was discussed and noted from the monthly reports –

- The International Water Association's project innovation award for Asia Pacific was awarded to the FutureFlow Alliance and the award was recently accepted in Singapore by the Managing Director.
- The Board was briefed on the "Full Throttle" program for change. The program centers on customer focus, personal commitment and positive achievement. Full integration of the program was expected by the end of the year.
- The Board was advised in broad terms of the outcomes of the recent customer satisfaction survey, most importantly that 84% of surveyed customers are satisfied with G-MW.
- DSE has been advised that G-MW is compliant with dam safety requirements

### **Delivery Service Management**

The Board considered the current framework for managing delivery shares and casual use and noted that G-MW and NVIRP are developing options for managing delivery service in a modernised system.

### **Strategic Program**

The Board noted the Pricing Project Steering Committee was developing a high level strategic costing model with the assistance of external consultants, noting also that G-MW will soon be commencing customer dialogue in relation to the Modernised Irrigation Business and pricing reform.

### **Business Model**

The Board further considered and adopted the business plan for the Modernised Irrigation Business and noted progress to date in the formation of the new business unit.

### **People & Technology**

The Board noted the following from the People & Technology Report

- Information Services will be separated from Information Technology to maintain focus of service and purpose
- The technology area was well positioned in terms of people and direction, and was 80% complete against target
- Key initiatives over the next 6 months focus on customer care, unified communications, the property management system, which will be driven by internal staff and a newly formed “Information Group”

### **Water Services Committee Appointments**

The Board considered the list of persons nominated in Board paper #2884185 for membership of named Water Services Committees and appointed each named individual to the respective Water Services Committee of the Board for the period indicated.

### **Amalgamation of regional Committees – Loddon and Campaspe Regional Water Services Committees**

The Board agreed to amalgamate the Loddon Regional WSC and the Campaspe Regional WSC to form the Loddon-Campaspe Regional WSC, and appointed the following individuals to the new Committee –

John McKinstry  
Norm Suckling

Russell McKay

Gary Addlem  
Andrew Maher

**Water Services Committee Report**

The Board noted the discussions occurring at the various Water Services Committees at their meetings held over the last month.

The Board considered the recommendations made by the committees and a response will be forwarded via the Corporate Secretary.

David Stewart  
Managing Director  
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Russell Barnier  
Corporate Secretary  
19 July, 2010