



# SUMMARY

## Board Meeting 276

22 February 2017

### **Occupational Health and Safety**

The Board reviewed and discussed GMW's OH&S performance for December and January.

### **Connections Project**

Frank Fisseler, Connections Project Director and Mike Walsh, Chair Project Control Group provided a status update of the Connections Project.

### **Customer Satisfaction Survey**

The Board received the results of the 2016 Customer Satisfaction Survey, which showed overall satisfaction with GMW had improved.

### **Strategic Plan**

The Board received an update on the progress of the Strategic Plan project.

### **Customer Segmentation**

The Board received a report on customer segmentation which GMW provided to the February 2017 Strategy Development Workshops.

### **Water for Victoria**

The Board discussed the implications for GMW and its stakeholders from Chapters 3, 5, 6, 7 and 10 of the Victorian Government's *Water for Victoria* document.

### **Financial performance**

The Board reviewed the financial performance of GMW's business for December 2016 and January 2017.

### **Board Charter**

The Board approved minor revisions to the Board Charter.

### **Lake Buffalo Spillway Gates**

The Board approved a revised budget for the Lake Buffalo Spillway Gates and Hoists project.

### **Broken Bulk Entitlement**

The Board approved minor amendments to the Bulk Entitlement Conversion Order.

### **Drone Usage Policy**

GMW has purchased several drones which will be used for operational purposes such as asset surveying. The Board approved a Policy that specifies the acceptable usage of drones.

### **Emissions Reduction Pledge**

The Board approved GMW's Emissions Reduction Pledge 2018-2025 and its submission to DELWP.

### **Multiple Road Bridges**

The Board approved the contract for the replacement of multiple road bridges on the East Goulburn Main and Waranga Western Main channels.

### **Annual Price Review**

The Board received a report on preparation of its annual 2017-18 pricing submission to the Essential Services Commission.

### **Chair's Report**

Joanne Anderson reported to the Board on her recent activities.

### **Managing Director's Report**

Pat Lennon, Managing Director, reported to the Board on his recent activities and GMW's performance since the last Board meeting.

### **Water Services Committees**

The Board received reports on the activities of Water Services Committees.

### **Board Committee Reports**

The Board reviewed and discussed Committee reports.

#### **Board of Goulburn-Murray Water**

**Chair:** Joanne Anderson

**Directors:** Margot Henty, Alana Johnson, Gayle Lee, Patrick McNamara, Dennis Moon, Margaret O'Rourke, Dennis Quinn, Ari Suss

**Managing Director:** Pat Lennon

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