



Summary – Board Meeting 314, 23 October 2019

Overview

The October Board meeting was held in the Tatura Conference Room. All Directors were present with no apologies.

In opening the meeting, Board members reflected on the success of the previous day's workshop in strengthening the relationship between GMW Directors and General Managers.

Diane James AM, Chairman:

- reported on visits with Charmaine Quick to GMW's largest customers and their key messages to the business
- encouraged Directors to attend a Water Services Committee meeting before the end of 2019
- underlined the importance of demonstrating the success of GMW's Transformation as significant milestones were reached

Managing Director Report

Charmaine Quick, Managing Director, discussed with the Board:

- a draft report into the Permissible Consumptive Volume (PCV) in the Lower Ovens Groundwater Area and the needs of North East Water
- her engagement with DELWP and Commonwealth representatives on potential development projects
- a possible GMW and Better Boating Victoria partnership to develop recreational facilities

Health, Safety and Wellbeing

Glenda Smith, General Manager People, Culture & Safety, discussed with the Board:

- learnings from a recent power line incident involving a sub-contractor and GMW's zero tolerance with respect to safety risks
- GMW's existing processes and training to manage customer distress and/or aggression
- GMW's employee support services and recent participation in R U OK? Day

Transformation update

Daniel Irwin, General Manager Strategy and Services Planning, discussed with the Board their endorsement of completion dates for key Transformation actions. These actions include bringing forward the innovative capital and maintenance program development (what is known as Channel by Channel assessment).





Pricing Submission

Ann Telford, General Manager Customers and Stakeholders, discussed with the Board:

- a draft copy of the submission provided to Directors to review content and give them a “feel” for what the final report would look like
- the timeline for the final feedback, review and Board approval of the submission
- the generally positive external feedback concerning the proposals detailed in the *A fairer deal for all* document

Daniel Irwin discussed with the Board the status of GMW’s consideration of bulk water pricing.

Connection Project

Frank Fisseler, Project Director, discussed with the Board the:

- high level of co-operation between the Connections Project and the rest of GMW
- Project achieving 92.4 per cent of the overall 429GL Stage 2 target

Seasonal update

The Board discussed with Mark Bailey, Head of Water Resources:

- potential incidents of water theft
- water levels at storages such as Lake Eppalock and the impact on recreational use

General business

The Board re-appointed Craig Reynolds as Chair and Tom Sexton as Deputy Chair of the Shepparton Water Services Committee. The Board also reviewed and discussed:

- GMW’s financial status and quarterly capital performance
- GMW’s customer service performance

Board of Goulburn-Murray Water

Directors: Diane James AM (Chairman). Patrick McNamara, Margot Henty, Alana Johnson, David McKenzie, Jonathan Koop, Margaret O’Rourke, Dennis Quinn, Ari Suss

Managing Director: Charmaine Quick

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