



## Summary – Board Meeting 313, 19 September 2019

### Overview

The September Board meeting was held at the Tatura Conference Room.

In opening the meeting, Chairman Diane James AM congratulated Margaret O'Rourke and Alana Johnson on their re-appointment as Directors of GMW. She said this re-appointment indicated the Government's support for the current performance and ongoing stability of the GMW Board. The Chairman also discussed:

- the VicWater Annual Conference held 13-15 September
- Director visits to Water Service Committees during the remainder of 2019

Also present at the meeting were Patrick McNamara (Deputy Chairman), Margot Henty, Margaret O'Rourke, Jonathon Koop and Charmaine Quick (Managing Director).

Directors David McKenzie, Ari Suss, Alana Johnson and Dennis Quinn were apologies.

### Board business – Managing Director

Charmaine Quick, Managing Director, updated the Board on current organisational matters including triggers for North East Water to access groundwater for Wangaratta. GMW was undertaking extensive monitoring and other work to support the permissible consumptive volume in the Lower Ovens Groundwater Management Area.

### Board business – Health, Safety and Wellbeing

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

- GMW's action in response to a significant event: GMW's event investigation had identified improvements in GMW processes
- Staff referrals to the Employee Assistance Program (EAP) had declined: however staff were making greater use of the internal Peer Support Network

### Board business – Price Submission

The Board welcomed Ann Telford, General Manager Customer and Stakeholders, and the Pricing Submission Project Team to the meeting.

Ann Telford and the Team discussed with the Board several pricing topic papers including:

- customer feedback on each topic
- the recommendation of Ann Telford and the Team on each topic

The Board commended the Ann Telford and the Team on the topic papers.





The topic papers included:

- **Bulk Water**, including the merits of basin pricing for these customers
- **Entitlement Storage Fees**, including the competing priorities of customer equity and cost reflectivity and the removal of the categorisation of “Water User” and “Non-Water User”
- **Uniform Pricing**, including the importance of sharing risk in the context of climate change, the benefits of administrative efficiency and simpler customer accounts
- **Infrastructure Access Fee**, including the allocation of costs and the views of customers
- **MDBA and Environmental Water Holders GMID Delivery Fees**, including comparative service levels with other customers and ongoing discussions with DELWP

Also discussed were adjustments to **Service Point Fees, Service Standards, Surface and Sub-surface Drainage and Unregulated Licences**.

Ann Telford reported that one of the pricing submission proposals was for GMW to investigate the feasibility of a 365-day delivery service to customers.

Ann Telford assured the Board that the overwhelming majority of customer issues raised in the engagement process had been addressed in the topic papers.

The Board requested regular updates on the status of GMW’s continued engagement and unresolved pricing topics.

### **Board business - Connection Project**

Patrick McNamara, Project Control Group Chair, reported to the Board on the status of the Connections Project, including that the Project was tracking at 90.3 per cent completion of overall 429GL target (not audited).

### **Board business – Other**

The Board appointed Chairs and Deputies to the Central Goulburn WSC, Rochester-Campaspe WSC, Murray Valley WSC, Torrumbarry WSC and Loddon Valley WSC, dealt with necessary operational matters and also reviewed and discussed:

- GMW’s financial status
- GMW’s Transformation progress
- the latest seasonal update from the Northern Victoria Resource Manager

#### **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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