



# Summary

## Board Meeting 240

30 October 2014

### Health, Safety and Wellbeing

The Board reviewed GMW's OH&S performance and noted no Lost Time Injuries occurred in September.

### Customer Survey Results

Charlotte Bartrum-Terrill, General Manager Customer Operations, presented to the Board on the 2014 GMW customer survey. The survey showed customer satisfaction:

- overall is stable
- is generally lower for diversions and groundwater
- is higher across all areas for modernised customers

### Gateway Review

The Board received the Gateway Review Report concerning the Connections Project. The Gateway Review process was adopted by the Victorian Government in 2003 as a means of independently reviewing all major asset investment projects at key decision points.

### Connections Forecast

Gavin Hanlon, Managing Director, presented updated forecasts concerning the status of the Connections Project.

### SCP Prioritisation

The Board received a report on the prioritisation of Strategic Connections Projects (SCPs) as part of the Connections Project.

### End to End SCP Delivery

The Board approved the end to end delivery of a limited number of Connections Project SCPs by a consortium led by Transcom. This delivery is part of a trial to continuously improve delivery of the Connections Project.

### Conditions Determination

The Board received a report on the uses of a Conditions Determination to make clear customer expectations including expectations concerning delivery of the Connections Project.

### Compliance Policy

The Board approved a GMW Compliance Policy. This Policy outlines how GMW will identify, assess and monitor its compliance.

### Information Reports

The Board discussed:

- Tariff Strategy
- Sustainable Diversion Limits

### Chairman's Report

Sarah Scales reported to the Board on her activities since the last Board meeting.

### Managing Director's Report

Gavin Hanlon reported to the Board on his activities since the last Board meeting.

### Business Performance Report

The Board reviewed the Business Performance Report for September 2014 including GMW's finances.

### Board Committee Reports

The Board received reports from Committees of the Board on their activities.

### Water Services Committees

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

## Board of Goulburn-Murray Water

**Chairman:** Sarah Scales

**Directors:** Frank Whitford, Ian Mansbridge, Dennis Moon, Dick Ranken, Neil Pankhurst, Barry Steggall, Peter McCamish, Margaret O'Rourke

**Managing Director:** Gavin Hanlon

*For all queries on Board matters, contact Chris Dalton, Corporate Secretary  
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