



MERBEIN

**CUSTOMER SERVICES
ADVISORY COMMITTEE**

MINUTES

Venue: LMW 14th Street Tower Room
Date: Thursday 18th December 2008
Time: 5:00pm – 6.00pm

1.0 APOLOGIES

Roslyn Hudson, Alan Greatz

ATTENDANCE LMW

Owen Russell	General Manager – Customer Service
Leesa Corless	Customer Relations Officer
John Bergin	Manager Financial Services

ATTENDANCE CSAC

David Beard	Deputy Chair
Malcolm Bennett	
Larry Dicheria	Chair
Richard Wells	

2.0 WELCOME **OWEN RUSSELL**

Owen welcomed all members and distributed name badges for Chair and Deputy Chair.

3.0 FINANCIALS **JOHN BERGIN**

Hand out: ***LMW Operating Statement for the year ended 30th June 2008***

John Bergin gave an overview of the financials for 07/08 for the Merbein district. Revenue, Expenditure, Operating profit, Net profit, Net loss was discussed and an overview was given. Operating loss was \$120,000 for 07/08 for the Merbein district.

Balance sheet

Current assets, non-current assets, current liabilities, non-current liabilities, equity were discussed and an overview was given.

Operating Activities

Operating income, Investing activities, Financing activities, net cash from financing, Cash at end were discussed and an overview given. Renewals is currently at \$3.7M at end of 07/08 financial year.

Budget for 2008/09

John gave an overview on revenue, expenditure, renewals and depreciation.

ACTION ITEM 1: Owen Russell to supply usage figures to the Committee for 2006/07 season compared to the 2007/08 for the Merbein district.

LMW ANNUAL REPORT 2007/08 OPERATING STATEMENT **JOHN BERGIN**

John Bergin gave an overview of the entire business financial Operating Statement for the year ended 30 th June 2008.		
4.0	APPOINTMENT OF NEW BOARD MEMBER	OWEN RUSSELL
Owen Russell gave an overview regarding the appointment of Peter Jones to the LMW Board.		
5.0	GENERAL BUSINESS	OWEN RUSSELL
Richard Wells mentioned that the weeds in the channel will become a problem after the recent rains and will need to be addressed over the Christmas period. Owen Russell to investigate what happens to the transformer that was blown, will it be fixed and returned to the district?		
Lead times – majority of customers are at 2 hours, Merbein would like to try those customers who are currently at 3 hours to reduce to 2 hours to align the district		
ACTION ITEM 1: Owen Russell to discuss with Darren Raeck the issue of reducing lead times within the Merbein district to 2 hours across the board as a trial during the off-peak times/season.		
Internet ordering system During the update period (12.05am) have a message that can be displayed to say that the system is currently updating and will be offline for a short period.		
Meeting closed at 6.10pm		