



# LOWER MURRAY WATER

## CSAC TERMS OF REFERENCE

## 1.0 Purpose of this Document

The purpose of the Customer Services Advisory Committee Terms of Reference is to provide a sound framework for Committees to operate and give advice to the Board of Lower Murray Water on its service to customers.

## 2.0 Scope

These Terms of Reference apply to all members of the Customer Services Advisory Committees (CSAC's)

## 3.0 References

- Committees Protocols
- Water Act 1989

## 4.0 Definitions

An 'irrigation customer' for the purposes of eligibility must be:

- The owner or operator of irrigable land with an area in excess of 5000 sq metres;
- The owner or operator of an irrigable commercial enterprise;
- A full time active employee of an irrigable commercial enterprise and carrying the endorsement of its owner or operator.

A customer of the Millewa Rural District must own rateable land in the Millewa District.

## 5.0 Terms of Reference

### 5.1 Introduction

Lower Murray Water (LMW) seeks to achieve meaningful relations with its irrigation customers and their representatives by utilising an effective customer representative advisory structure.

LMW has established six democratically elected rural CSAC's being in the pumped districts of Merbein, Mildura, Red Cliffs and Robinvale, the Millewa Waterworks District and to represent the Private Diverters between Nyah and the South Australian border as the platform for this relationship.

The CSAC's are established pursuant to section 122C of the Water Act 1989.

### 5.2 Purpose of the Committees

The purpose of the CSAC's is to provide advice to the Board and Management of LMW on a range of water and service related matters. LMW may seek advice from the Committees on planning embracing maintenance priorities, capital expenditure requirements, service levels, tariff changes and billing regimes and any other matters of mutual interest referred to the Committees.

The CSAC's do not have a negotiation or decision making role.

Committee Members will act as a customer liaison point for irrigation customers in their districts. This role is intended to provide a local point of contact for irrigation customers regarding service and supply issues of an operational nature. Complaints or queries of a non service related nature should be referred directly to the office of LMW.

In addition, the Board will meet with the representatives of the Committees at least annually.

### **5.3 Committee Membership**

#### **5.3.1 Eligibility**

To be eligible for membership of a CSAC candidates must be irrigation customers or a customer of the Millewa Rural District in accordance with the 'Definition' above and must not:

- a. Be a Director or employee of LMW
- c. Be an undischarged bankrupt or
- d. Have been prosecuted for an offence under the Water Act 1989 or
- e. Have been convicted of any indictable offence within the last 5 years or
- f. Have a debt with LMW beyond 90 days, without having entered into an arrangement with LWM that would apply to a similar class of debtor, and candidates must have signed a statutory declaration that, upon appointment, the Committee member will comply with the Committee Protocols. Candidates will be supplied with such documents as a pre-condition for nomination.

#### **5.3.2 To remain as a Committee Member**

A Committee Member must, while that person is a Committee Member:

- a. Continue to comply with item 5.3.1. A sitting Member whose eligibility ceases would, immediately upon becoming known to the Corporation, have Committee Membership terminated.
- b. Continue to comply with the Committee Protocols and these Terms of Reference.
- c. Attend a minimum of two meetings in any calendar year, unless written approval for absence is given by LMW.

### **5.4 Committee Composition**

There shall be six members elected to each Committee in the Merbein, Mildura, Millewa, Private Diverters, Red Cliffs and Robinvale areas.

### **5.5 Term of Office**

The normal term of office will be four years

Elections will be called every two years for three positions.

### **5.6 Elections**

#### **5.6.1 Calling for Candidates**

Advertisements will be placed in regional newspapers seeking nominations from eligible candidates in accordance with Clause 4.

#### **5.6.2 Timing**

Elections will be held every two years subject to the number of nominations exceeding the number of vacancies.

### **5.6.3 Insufficient Candidates**

Where there are insufficient nominations for the available vacancies, nominees will be deemed elected and vacancies will be filled by secondment at the discretion of the Board. The Board will set the term of any vacancy.

### **5.6.4 Undertaking of Elections**

The election will be conducted by an independent party, using a postal voting system. Successful candidates will be determined on a first past the post basis.

### **5.6.5 Appointment by the Board**

The Board will formally appoint successful candidates to the Committees pursuant to S122C of the Water Act 1989.

### **5.7 Filling of a Casual Vacancy**

In the event of a vacancy occurring the position will be filled by secondment at the discretion of the Board. The Board will set the term of any vacancy.

### **5.8 Chair and Deputy Chair**

Each Committee shall annually elect a Chair and Deputy Chair. Where there is a voting deadlock for the position of Chair and/or Deputy Chair the matter will be decided by a ballot undertaken by the Managing Director.

### **5.9 Meetings**

#### **5.9.1 Meeting Procedures**

Meetings of CSAC will be conducted in accordance with generally accepted meeting procedures.

#### **5.9.2 Regular Meeting**

The Committees shall meet at least three times in each 12-month period

#### **5.9.3 Meeting with the Board**

The Chair and Deputy of each committee will be invited to separately meet with the Board annually.

#### **5.9.4 Quorum**

A quorum of three Committee Members is required for any meeting, with one Member taking the Chair by agreement in the absence of the Chair or Deputy.

#### **5.9.5 Consensus in Decision Making**

The CSAC shall decide on its preferred view by the consensus method. Should a matter remain unresolved the Board shall be advised that a consensus was unable to be reached. The Chair does not have a casting vote.

#### **5.9.6 Meeting Notice/Agenda**

A notice of meeting and an agenda will be prepared by LWM and provided along with relevant information papers prior to scheduled regular meetings.

### **5.9.7 Administrative Support**

LMW will provide administrative support for all regular meetings. Senior Management will attend meetings and provide the necessary support information to enable informed discussion. Other information may be provided upon request and at the discretion of the Managing Director.

### **5.10 Sitting/Travel Fees**

In accordance with Section 122C (5) of the Water Act (5) A member of a Committee is entitled to be paid any fees and allowances as set by LMW.

Payment of sitting fees and travel expenses shall be made:

- From attendance records, as noted in regular meeting minutes;
- In accordance with regulations set by Victorian Government (Guidelines for the Appointment and Remuneration of Part-time Non-executive Directors of State Government Boards and Members of Statutory Bodies and Advisory Committees 1998) or
- As determined from time to time by the Minister; and
- Shall be for regular meetings of the Committees and special meetings requested by LMW.

### **5.11 Relationship with LMW**

- Committees will provide advice to LMW.
- Day to day communication with LMW will be through a nominated LMW Officer
- CSAC minutes of meetings will be provided to LMW Board

### **5.12 Customer Liaison and Complaints**

Committee members are encouraged to liaise with fellow customers and to provide a local point of contact where service or supply problems can be reported. Such problems can then be channelled into LMW and addressed.

LWM will actively promote and support committee members in this role.

Committee members should direct any non service type of complaint directly to LMW.

### **5.13 Induction and Training**

LWM will provide each person appointed to membership of a Committee with a copy of:

- Terms of Reference for CSAC's
- The Committees Protocols
- Details of relevant sessional fees;
- The most recent Annual Report; and

LMW will also provide each Committee member with induction training, as soon as possible after the Committee member is appointed; to assist the Committee member to understand the business and procedures of the Committee.

## **6.0 Process Flow Chart**

Not applicable

## **7.0 Documents / Forms**

Not applicable

## **8.0 Review**

- 8.1** It is the responsibility of the Custodian of this procedure to ensure this procedure is reviewed every 24 months, as per the review due date listed in the record table.
- 8.2** The people listed as “to be advised of amendments” must alert the Custodian to the need for procedure review if any amendments are required to the procedure before the review due date.

## **9.0 Appendices**

Not applicable