



LOWER MURRAY WATER

CUSTOMER CONSULTATIVE COMMITTEE TERMS OF REFERENCE

PREAMBLE

The Corporation is committed to providing excellent customer service and intends to proactively seek advice from the community on its activities.

The Urban Committee will be called the Customer Consultative Committee (CCC).

The objective of establishing this Terms of Reference is to provide a sound framework for the Committee to operate and give advice to the Corporation on its service to urban customers.

1 ESTABLISHMENT

A Customer Consultative Committee is to be established by the Corporation. The Committee is established by the Board of the Corporation pursuant to Clause 122(c) of the Water Act 1989.

2 PURPOSE

The purpose of this Committee is to provide advice to the Board of the Corporation on a range of water and wastewater related matters. They are not established as forums to lobby for specific outcomes. The Corporation may seek advice from the Committee on Corporate 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 by the Board.

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

Responsibility for making policy decisions remains with the Board. This Committee has an advisory role, not a decision making role.

3 ELIGIBILITY

3.1 For Appointment

Candidates must be an urban potable water, wastewater or commercial customer of LMW.

A Candidate:

- (a) Must not:
 - (i) Be an undischarged bankrupt;
 - (ii) Have been prosecuted for an offence under the *Water Act 1989*,
 - (iii) Been convicted of any indictable offence within the last 5 years; or
 - (iv) Have a debt with the Corporation beyond 90 days, without having entered into an arrangement with the Corporation that would apply to a similar class of debtor; and
- (b) Must, upon appointment, sign an acknowledgement to comply with the Protocols for Customer Consultative Committees. Candidates will

be supplied with such documents as a pre-condition for nomination.

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 3.1;
- (b) Comply with the Committee Protocols and these Terms of Reference.

4 APPOINTMENTS

4.1 Timing - Appointments will be made every four years normally in July.

4.2 Appointments - Will be sought by advertising in the local media seeking expressions of interest.

4.3 Process of Appointment - The Board of the Corporation shall determine the appointees at its absolute discretion and generally based on achieving a cross section of customer types. LMW values diversity and will endeavour to consider appointees with a broad range of backgrounds and experience including women, indigenous Australians, people with a disability and people from culturally and linguistically diverse backgrounds.

4.4 Insufficient Candidates - Where there are insufficient candidates for the available vacancies further candidates will be sought.

4.5 Chair/Alternate Chair - The Committee shall appoint a Chair for a period of two years. In the absence of the Chair the Corporation will provide an alternate.

5 TERM OF OFFICE

Committee members will have a term of four years. Originally, the Committee shall have half of its membership selected for a term of 2 years and the balance for 4 years. (The terms will be drawn by random selection.)

6 COMMITTEE COMPOSITION

There shall be up to eight members appointed to the Committee which should desirably contain an even mix of members from the Northern and Southern areas serviced by the Corporation, plus:

- 1 Board Representative
- 1 Management Representative (A nominee of the Managing Director)

It is recognised that the committee may still operate with a lesser number of members.

7 FILLING OF A CASUAL VACANCY

In the event of a vacancy occurring refer to Section 4.4 - Insufficient Candidates.

8 MEETINGS

8.1 Regular Meeting - The Committees shall meet with the Corporation at least twice in each 12-month period

8.2 Meetings will be held at various locations within the Region and may include Video link hook-ups between Northern and Southern areas.

8.3 Meeting with the Board - The Committee may be invited to separately meet with the Board annually.

8.4 Information forums with individual Committees will be convened upon request and with approval of the Managing Director.

9 QUORUM

A quorum of three (3) Committee members (a minimum of two (2) of which are to be community members) is required for any meeting, with one (1) member taking the Chair by agreement in the absence of the Chair.

10 VOTING

The Committee's aim is to achieve consensus on all decisions. In the event that there is a formal vote on an issue, all members including the Chairman have an equal vote. Any deadlock votes shall be recorded as such in the meeting minutes, and noted as an "Unresolved Issue".

11 ADMINISTRATIVE SUPPORT

The Corporation will provide administrative support for all regular meetings. Senior officers 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.

12 MEETING PROCEDURES

Meetings shall be conducted in accordance with generally accepted meeting procedures.

13 MEETING NOTICE/AGENDA

A notice of meeting and an Agenda shall be prepared by the Corporation and provided along with relevant information papers five clear days prior to scheduled regular meetings.

14 SITTING/TRAVEL FEES

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 the Victorian Government from time to time;
- As determined from time to time by the Minister; and
- Shall be for regular meetings of the Committees and special meetings requested by the Corporation.

15 RELATIONSHIP WITH CORPORATION

- (a) Committees shall provide advice to the Corporation or its delegate.
- (b) Day to day communication with the Corporation shall be through the Managing Director or nominated delegate.

16 CUSTOMER COMPLAINTS

Committees are not a customer complaints service or customer liaison service. Any complaints shall be forwarded to the Corporation without delay. Committee members shall not advocate for complainants.

17 INDUCTION AND TRAINING

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

- Terms of Reference for Customer Consultative Committees;
- The Protocols for Customer Consultative Committees;
- Details of relevant sessional fees;
- The most recent Annual Report; and
- The current Corporate Plan or Water Plan as appropriate.

The Corporation 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.

Each Committee member is required to undertake further training from time to time as a committee member. The Corporation will pay for the cost of the training.

18. PROCESS FLOW CHART

Not applicable

19. DOCUMENTS / FORMS

Not applicable

20. REVIEW

It is the responsibility of the Custodian of this document to ensure it is reviewed as per the review due date listed in the record table (if there is one) or per the metadata of the master controlled document within the Records Management System.

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 document before the review due date.