

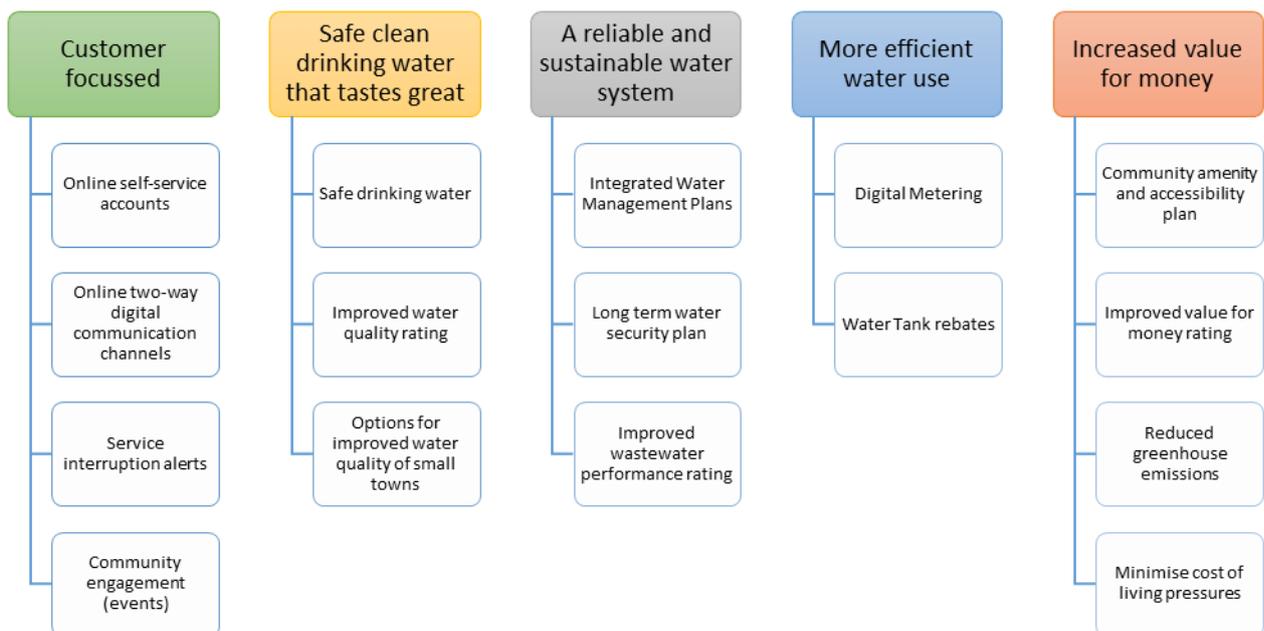
Terms of Reference

Central Highlands Water Customer Advisory Panel (CAP)

Preamble

Central Highlands Water (CHW) is committed to meaningful engagement with our customers, community and other stakeholders in the ongoing review, development and delivery of valued products and services.

Through the Let's Talk Water campaign, a wealth of customer feedback and priorities have emerged. In collaboration with our customers and communities, CHW has reviewed and prioritised this feedback into the following outcomes:



Many new services are included in these Outcomes which are in direct response to our customers' needs. Proposed new services include: online customer account access, SMS/email alerts for planned or unplanned water supply interruptions, options for improved water quality of small towns, addressing cost of living pressures and digital metering for all customers.

Purpose

The Customer Advisory Panel purpose is directly aligned to the CHW 'Strategic Pillar' – Stakeholder partnerships and community engagement:

Leading, influencing, educating and engaging key stakeholders and the community will be crucial to achieving long-term water security. Working to actively strengthen our relationships to positively influence decision making at all levels will be vital.

Throughout the Price Review 2018 engagement, customers and communities told us they seek more information from CHW and increased engagement opportunities with us. Therefore CHW's ongoing commitment will be to continue to inform, engage and collaborate with our customers and stakeholders to better understand the needs, challenges and priorities of the communities and businesses we serve.

Role of the Customer Advisory Panel

The Customer Advisory Panel will provide a mechanism to assist the ongoing engagement commitment with our 15 water supply systems. The CAP representatives will *continue the conversation* during twice yearly meetings that will comprise of peak bodies, individual organisations and/or individuals that represent the various segments of CHW's customer and community base. The CAP will:

- Respond to our customer and community changing needs and expectations.
- Enhance our customers experience through the delivery of tailored and valued information.
- Provide our community with opportunities to engage via digital platforms 24/7.
- Promote our ability to deliver safe, clean drinking water that tastes great.
- Establish trust in our ability to provide a reliable and sustainable water and sewer system.
- Deliver further value to our customers
- Provide a holistic view to the needs of our community
- Receive feedback / recommendations and
- Provide an update on our performance re our customer promises as outline in our Pricing submission commitment 2018-2023

The Customer Advisory Panel will also be encouraged to regularly engage between each meeting through CHW established engagement channels such as:

- CHW Online forum channels
- Small Town Water Quality Engagement (i.e. Learmonth, Waubra and Clunes)
- CHW Annual and region specific customer surveys
- Other relevant CHW engagement event opportunities

Approach to customer and stakeholder engagement

The CAP will highlight valuable customer perceptions and feedback on community satisfaction with CHW's current level of service and general customer experience value.

Strategy 2018 -2021' the following three-step process aims to build strong and trusted relationships with our customers and stakeholders to inform and drive our decision making.



Membership

The Customer Advisory Panel will consist of:

Core Members

- Stakeholder organisations that represent CHW's water supply systems.
- Peak bodies or individual organisations in relevant community sectors such as:
 - Health, Business, Cultural, Indigenous, Education, Environment, Industry, local government, and other market stakeholders.
- CHW General Manager, Customer and Community

By Invitation

- CHW Executive Management Team (EMT) and the Customer and Community Partnerships Committee (CCPC) representatives.
- CHW staff.
- External facilitators (where required).
- Representatives from industry, community or subject matter experts, based on the agenda topic for discussion.

Terms of membership

- Each member will be appointed for a period of 2 years.
- A CHW officer will be the Chair to the Panel.
- A CHW officer will be the Vice Chair to the Panel.
- The Panel Chair may call upon expert advice and co-opt people in order to supplement the Panel's expertise.

Meeting Procedures

Chair (or nominee) must preside at all forum meetings of the Panel. In the absence of the Chair, the Vice Chair will reside. If there is no Chair or Vice Chair, members must appoint a chair for that forum meeting.

- The CAP must meet not less than two times a year and at least once every six months.
- In all other respects the Chair may set its own forum meeting procedures.

Statutory Responsibilities of Members

Panel members are bound by the Pecuniary Interest Provisions of the Local Government Act section 78 & 79.

Panel members must not make improper use of the information acquired as a Panel member and are bound by section 77 of the Local Government Act 1989.

Reporting

The CAP Secretariat will prepare and provide to the Panel members a record of the observations and recommendations following each meeting.

The Chair of the CAP will make presentation of the record from the meeting to the Customer and Community Partnerships Committee.

Authority

CAP authority extends only to making recommendations to the CHW CCPC.

The CAP does not have:

- Executive powers,
- Powers to implement action in areas over which management has responsibility, delegated financial responsibility, nor
- Any management functions.

Review

- A review of the Terms of Reference will occur on an annual basis.