

# CITY WEST WATER CUSTOMER COMMITTEE

## TERMS OF REFERENCE

(updated 16 June 2010)

### 1. Purpose

The Customer Committee provides a direct link between City West Water (CWW) and its customers providing advice on community and customer issues, advocating for their interests, and acting as a channel for two-way information flow between these sectors and CWW.

The committee is not a decision-making body but plays an important advisory, 'sounding board' role to CWW, reporting through to management.

The Committee has been established in response to CWW's Statement of Obligations, which requires CWW to "develop and implement open and transparent processes to engage its customers and the community in its planning processes to ensure, among other matters, that the services it provides reflect the needs and expectations of customers".

The Customer Committee operates independently to CWW's Community Liaison Committee, which has an environmental focus and oversight of the business's Environmental Sustainability Plan (ESP). Where possible and appropriate, the two committees will look to share information of joint interest.

CWW believes a direct link with its customers and community ensures that CWW:

- Remains responsive to customer needs
- Can understand issues and possible solutions from the perspective of interest groups, including our customers, community groups, social service organisations, environmental groups and groups representing people with a disability
- Has access to valuable community knowledge
- Receives feedback about our customer service performance
- Is advised about new or modified customer service requirements
- Assists CWW to relay the message about water conservation

### 2. Membership

While members of the committee may advocate for customer and community interests, the main vehicles for contact with CWW will be via its Customer Contact Centre on 131 691 or via its website at <http://www.citywestwater.com.au/contact.aspx>

- 2.1 Membership and recruitment is to be a continued focus for CWW, in an effort to best reflect a range of ideas and opinions of a representative customer group. Membership of the committee is for a period of three years, with the option of further terms on application.
- 2.2 A maximum of ten (10) members will be appointed to the committee from a range of customer interests and community groups.
- 2.3 Membership will be discussed at regular intervals with the committee and CWW representatives to ensure both are satisfied with the make-up of the committee. If necessary, CWW may advertise for new members.
- 2.4 Members will be recruited by using advertising, media releases and articles in local newspapers.
- 2.5 All potential members will be interviewed by the Manager, Communication, Customers and Community to ensure committee suitability and a fair representation of City West Water's customer base.

### **3. Committee Governance**

- 3.1 The Committee will have a Co-ordinator, appointed by CWW.
- 3.2 The Committee Co-ordinator will work on an ongoing basis to ensure membership reflects a fair representation of CWW's customer and community base.
- 3.3 Committee meetings will be facilitated by an independent facilitator. The facilitator will be remunerated for his/her preparation time and attendance at all meetings.
- 3.4 The independent facilitator's role is to act in the interests of a fair and constructive meeting process. In that role s/he will endeavour to be impartial.
- 3.5 If the committee facilitator is unavailable, the Manager, Communication, Customers and Community shall have the responsibility to act as meeting chair.
- 3.6 A quorum of five (5) committee members plus the facilitator is required for any meeting.
- 3.7 The Committee Co-ordinator will offer remuneration of \$150.00 per meeting to committee representative on a bi-annual basis. Acceptance of remuneration is at the discretion of each committee member and will be paid directly into each member's bank account twice yearly.
- 3.8 The Customer Committee will be kept informed and involved in forward planning of the committee, including Meeting Guidelines, Terms of Reference, make-up of the committee and timing of meetings.
- 3.9 Management will review effectiveness of the Customer Committee on an annual basis.
- 3.10 Members who are unable to attend a scheduled Customer Committee meeting are to contact the Committee Co-ordinator by telephone or email and advise of their absence.

### **4. Committee Meetings**

#### **4.1 Agenda Items:**

- 4.1.1 Regular updates will be provided at each meeting of the Customer Committee, covering a wide range of issues and projects.
- 4.1.2 Committee agenda items are to include relevant suggestions or requests from Customer Committee members
- 4.1.3 Agenda items will be compiled by the Committee Co-ordinator, after discussion with the Customer Committee and in consultation with relevant CWW department managers.
- 4.1.4 Agendas may be provided for public viewing on the CWW internet, prior to each regular meeting.
- 4.1.5 Regular updates to be provided on:
  - Communication Department activities
  - Customer Contact Centre updates
- 4.1.6 Relevant feedback and suggestions made by Customer Committee members are to be minuted as "action items" and the Committee Co-ordinator will pass these items to the relevant department for follow-up and discussion at future committee meetings.

## **4.2 Varying the Customer Charter:**

- 4.2.1 Any changes to the Customer Charter will follow consultation with the Customer Committee at a normal or special meeting and will be submitted to the Essential Services Commission (ESC).

## **4.3 Minutes of meetings:**

- 4.3.1 The Committee Co-ordinator will record minutes of each meeting, including attendance and apologies.
- 4.3.2 The independent facilitator will review initial draft notes of committee meetings, prior to their circulation as a final draft to members, to ensure they reflect a balanced record of each meeting.
- 4.3.3 Draft minutes of meetings will be provided to Committee members within three weeks of each meeting, with a request to provide feedback or changes to the Committee Co-ordinator within a week.
- 4.3.4 Minutes will be finalised between meetings in the light of comments from members, unless there are issues that cannot be resolved until the committee next meets.
- 4.3.5 Once finalised, committee minutes will be made available to customers on request.
- 4.3.6 Committee minutes will be provided to the Environmental and Social Sustainability Committee of the City West Water Board for noting as soon as practicable after each meeting.

## **5. To remain as a Committee member**

A committee member must, while that person is a Committee member:

- (a) Attend a minimum of two meetings in any calendar year, unless written approval for absence is provided by CWW
- (b) Comply with the obligations and protocols of the Customer Committee Terms of Reference.
- (c) Failure to abide by (a) and (b) above may result in a decision by CWW management to discontinue membership of the Customer Committee.