

Minutes

Date 7/12/11

Time 6.00pm **Location** South East Regional Office, Gate
12 Worsley Road, Bangholme

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| Chairperson | Joy Humphreys | Meeting Subject | Quiet Lakes Extraordinary Meeting Customer Service Charter |
| Attendees | Committee Members: Anthony Moffatt (PLQLOR) Jeff Welsh, Nanne Stubbs & Rolf Daniels (PLAC) Melbourne Water (MW) Tim Seipolt & Wendy West | | |
| Apologies | John Thompson | | |
| Note Taker | Alan Clements | | |

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| 1. Agenda item | Welcome & Apologies | Presenter | Joy Humphreys |
| Discussion | Joy welcomed everyone to the meeting and thanked them for their attendance. Joy asked for any additional apologies. | | |
| 2. Agenda item | Pricing Proposal Update | Presenter | Wendy West |
| Discussion | <p>Wendy gave a pricing proposal update which included a handout of the power point presentation given by the pricing and strategy team to the PLAC committees. The pricing reform will go to the MW board on 16th December 2011 for their approval. The 2012/13 and 5 year water plan will then be submitted to the ESC</p> <p>There was discussion by members of the committee that they had received feedback by some residents who did not want Waterfront & Non Waterfront properties components within the pricing review. They thought everyone should be a standard amount within the Quiet Lakes. MW thought it was the fairest option to all residents and 52% of residents indicated in the survey they did want changes to the current rating format.</p> <p>A committee member raised the issues that they thought most people did not want change and queried if MW was going to release the Mendelsons pricing survey results. MW informed the committee that a copy of the complete survey would go onto the PLAC website.</p> | | |
| 3. Agenda item | Customer Service Charter | Presenter | Wendy West |
| Discussion | <p>A letter of response from the Quiet Lakes sub committee to the Customer Service Charter was tabled.</p> <p>Wendy informed the committee that the draft customer service charter was a service level agreement contained in one document between MW and the</p> | | |

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| | <p>residents of the Quiet Lakes & Tidal Waterways. So residents have a clear understanding of Melbourne Water's role and services at Patterson Lakes.</p> <p>There was discussion by the committee that believed that the current resident's directory & 1994, 2001 & 2008 MOU were already in place and provided an adequate amount of information and therefore questioned what Melbourne Water were trying to achieve. They also thought the CSC charter did not contain enough information and had not mentioned the words swim or swimming.</p> <p>Wendy informed the committee that the resident's directory was out of date and there were none left to distribute. That these opinions above along with the Quiet Lakes subcommittee letter of response to their review of the draft customer service charter will all be reviewed and we will make known our comments to PLAC early next year.</p> |
| <p>4. Meeting Close</p> | <p>Meeting Closed: 6.30pm</p> <p>Christmas function to follow meeting at Cove Hotel, Patterson Lakes</p> |