

2008-2012 State Water Customer Service Committees Terms of Reference

CSCs provide a forum for communication and consultation between State Water and its customers. In these forums, the committees ensure that the interests of all water users are considered when State Water develops projects, policies and priorities.

CSC members and State Water exchange information so that a positive, constructive and efficient service provider-customer relationship can be maintained.

The terms of reference of the CSCs are:

1. To create an environment for operationally successful valleys.
2. To provide a link between customers and State Water to identify customer service requirements and appropriate service delivery standards.
3. To monitor, review and enhance information exchange and communications between State Water and its customers.
4. In consultation with the CSM, provide input to the development of valley business plans.
5. To provide input to water delivery strategies that promote efficient and compliant use of water and assist in the development of Annual Operating Plans, where relevant.
6. To review and advise on asset management priorities in relation to assets critical to water delivery, including asset renewal, levels of service and maintenance.
7. To provide input to water pricing strategies for recommendation to IPART, including provision for a charge for valley specific projects.
8. To review financial and other business information, provided in accordance with IPART requirements.
9. To review State Water's billing policies and advise on debt management strategies, as required.
10. To review policy and advise in the resolution of disputes between customers and State Water, as required.
11. To annually review the performance of the CSC in relation to representing customer needs and supporting State Water in continuous improvement in customer service.
12. To identify and develop partnerships for collaborative projects.
13. In partnership with the CMAs and other government agencies, to work with and advise State Water on implementation strategies and the planned review of the Water Sharing Plans.
14. To recommend improvements in customer service based on IPART's annual review of the Customer Service Charter.
15. To advise on human resources matters relating to valley operations where appropriate, including recruitment.