

CUSTOMER SERVICE COMMITTEES

Nominations for 2008-2012 Term of Office

March 2008

State Water has established valley based customer service committees to provide a forum for customer consultation on water delivery strategies, asset management priorities and pricing strategies. Customer Service Committees play an important role in assisting State Water determine levels of service for water users within individual valleys.

Why have customer service committees?

State Water's vision is to be Australia's leading water delivery business. Our purpose is to effectively deliver water and services to customers, the community and the environment to improve life and the economy.

Customer service committees play an important role in helping State Water achieve these goals.

The State Water Operating Licence also requires customer service committees be established as a means of consultation and effective communication with customers. Historically, the major vehicle for consultation with irrigators was through water users associations.

Who is State Water?

State Water is NSW's rural bulk water delivery corporation, annually delivering more than 5,500GL of water to regional NSW on average, along 7,000km of rivers. In accordance with Water Sharing Plans, we also deliver about 9,000GL of water for the environment.

We manage and operate 20 large dams and more than 280 weirs and regulators to deliver water for town water supplies, industry, irrigation, stock and domestic use, riparian and environmental flows.

State Water operations does not include the areas covered by the Sydney Catchment Authority, Sydney Water Corporation, Hunter Water Corporation, and of other water supply authorities.

How many customer service committees are there?

There are eight valley-based customer service committees (CSC):

- Border Rivers CSC
- Gwydir CSC
- Lachlan CSC
- Murrumbidgee CSC
- Namoi-Peel CSC
- Murray-Lower Darling CSC
- Macquarie-Cudgegong CSC
- Coastal Valleys CSC

What do the committees do?

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.

How do the CSCs operate?

The committee discussions and decisions are guided by terms of reference that clearly outline their roles and responsibilities.

In some circumstances, sub-committees are formed to address specific issues or special projects. Community members with a special interest in a particular project or issue are often coopted onto these sub-committees.

Who is on a CSC?

CSC members are nominated by relevant stakeholder groups within the valley, and not by individual application.

The final membership of each committee varies between eight and fifteen, dependent on the needs of the valley, however each committee includes people representing the following user groups;

- State Water customers from regulated rivers, plus unregulated river and groundwater users.
- Irrigation schemes or corporations
- Stock and Domestic water users
- Stock and Domestic Effluent Creek users
- Local Government
- Industry (eg power generation, mining, growers associations, etc)

How often do the committees meet?

CSCs meet for about a day, up to four times a year. Some two-day meetings include site inspections and tours of dams, providing an opportunity for members to improve understanding of State Water's assets and operations.

Are committee members paid?

Committee members are paid a sitting fee for their attendance (in line with Public Sector guidelines). These payments are reported to IPART as part of the cost of running the valley and are reflected in water prices. Sitting fees are paid to members via payroll and tax is deducted accordingly. Travel, accommodation and related expenses are met for non-government employees attending meetings.

How do I become a member?

Requests for members are called every four years in March/April. Nominations for the 2008-2012 term will close on 30 April 2008. Nominations are only accepted from recognised water user groups, industry bodies and local government organisations. Therefore, as an interested individual, you will need to be nominated by your organisation. Nomination forms are available on the State Water website or by contacting your Area State Water office (see details below).

Where can I find out more?

www.statewater.com.au

North Area (Moree)

Border, Gwydir, Namoi and Peel Valleys
Scott Barber ☎ (02) 6751 2700

Central Area (Dubbo)

Macquarie, Cudgegong, Lachlan and Belubula Valleys
Sri Sritharan ☎ (02) 6841 2060

South Area (Leeton)

Murrumbidgee, Murray and Lower Darling Valleys
Lindsay Beck ☎ (02) 6953 0776

Coastal Area (Muswellbrook)

Hunter, Brogo and Iron Pot Creek Valleys
Greg Hillis ☎ (02) 6542 4403