



**South East Water Corporation
Customer Service Solutions Committee Charter**

1. Purpose

The Customer Service Solutions Committee (the Committee) has the powers and responsibilities delegated by the South East Water board to develop, review and monitor South East Water strategies, frameworks, plans and processes for the delivery of services to South East Water's customers, community and stakeholders. The Committee will provide direction and oversight of strategic planning and sustainable delivery of services, to ensure that performance is delivered in an effective, efficient, affordable and environmentally sustainable manner.

2. Responsibilities

The Committee is responsible for:

(a) Customer, Community and Stakeholders

- (i) Reviewing and monitoring the development, progress and effectiveness of South East Water's customer, community and stakeholder engagement approach and activities as well as South East Water's customer experience strategy and activities
- (ii) Providing direction and assessment of the approach to customers, community and stakeholders to ensure that outcomes are fair, sustainable and affordable
- (iii) Reviewing South East Water's brand strategy and monitoring the reputational impact of South East Water's customer, community and stakeholder strategies and practices and any relevant external developments likely to impact South East Water's reputation
- (iv) Reviewing and monitoring the support for specific stakeholders including Aboriginal groups, people facing hardship and recreational users to ensure cultural values and economic factors are considered
- (v) Reviewing and monitoring the delivery of the South East Water Reconciliation Action Plan.

(b) Service Planning and Delivery

- (i) Reviewing the proposed expenditure of major infrastructure projects
- (ii) Overseeing and monitoring the effectiveness of South East Water's infrastructure and asset strategy through regular progress reports against corporate plan targets and the initiation, progression and completion of major projects
- (iii) Reviewing and assessing the performance of the delivery of services and ensuring innovative and new approaches are considered as part of the delivery of services

- (iv) Reviewing and monitoring strategic procurement performance to ensure the procurement practices are compliant, sustainable and consistent with South East Water's planning objectives and policies
- (v) Monitoring the key financial and non-financial risks across the responsibility areas of the committee (or as requested by the Finance Assurance and Risk Management Committee) and reporting on the key risks to the Finance Assurance and Risk Management Committee as required.

(c) Long term Strategic Planning

- (i) Reviewing and assessing performance against the Water Price Regulatory Decision and the review of relevant regulatory policies, issues, submissions and developments
- (ii) Considering the social, economic and environmental impact of South East Water service activities, setting standards and monitoring compliance with South East Water's sustainability policies and practices
- (iii) Ensuring that Aboriginal cultural values are embedded into South East Water's planning and operations, including that South East Water notifies Traditional Owners of planning cycles and engages on areas of interest as identified by Traditional Owners, honouring their status as partners in natural resource management matters and meeting statutory obligations.
- (iv) Monitoring research and development activities, including emerging technologies, industry trends and technology developments and their implications for South East Water and its customers.

(d) Other Responsibilities as delegated by the Board

The Committee may also exercise any powers or perform any function or discretion delegated to it by the Board in accordance with the Water Act 1989 (Vic) and as prescribed in the South East Water Instrument of Delegation.

3. Membership

- (a) The Board of Directors will appoint the committee members. The secretary of the Committee will be the corporate secretary
- (b) A minimum membership will be two (2) independent non-executive directors and the Board Chair
- (c) The term of appointment of the two (2) independent non-executive directors will be for a period of two (2) years or such period determined by the board and these directors are eligible for re-appointment subject to the composition and skill requirements for the Committee

- (d) Each member must understand the technical operations of the business with at least one member having an engineering or related qualification and experience and be allowed to explore relevant skills development opportunities when they occur
- (e) The Chair of the Committee will be appointed by, and be other than, the Board Chair
- (f) Attendees at committee meetings will, subject to the discretion of the Committee, comprise: Managing Director, General Manager Customer and Community , General Manager Liveable Water Solutions, General Manager Service Delivery, General Manager Digital Utility and the Corporate Secretary
- (g) The composition of the Committee will be reviewed at least every two (2) years or such period determined by the board.

4. Authority

The Committee has delegated authority, within the scope of its responsibilities, to:

- (a) Obtain any information it requires from management and employees or external parties
- (b) Obtain expert advice, where necessary, following consultation with the board chair
- (c) Arrange for the attendance of any officer or employees at meetings as appropriate
- (d) Investigate any matter within the scope of its responsibility and make appropriate recommendations to the Board.

5. Meetings

- (a) A quorum for any meeting of the Committee will be two (2) committee members who are non-executive directors
- (b) Should the Committee Chair be absent from the meeting, the members of the committee present will appoint another chair or non-executive director member to act as Chair
- (c) A standing invitation is issued to all non-executive directors to attend with the consent of the Chair
- (d) The Committee may invite such other persons to its meetings as it deems necessary, including persons to provide expert advice as considered necessary by the Committee. Committee members may not appoint an alternate to attend on their behalf
- (e) The Committee will meet at least four (4) times a year and will hold additional meetings as required. Internal and external auditors may request a meeting if they consider that it is necessary

- (f) Members must declare any conflicts of interest at the start of each meeting or before discussion of the relevant agenda item or topic. Details of any conflicts of interest should be appropriately documented and resolved to the satisfaction of the Chair (or the Corporate Secretary)
- (g) The Committee Chair will meet with the Finance Assurance and Risk Management Committee Chair as required to discuss relevant responsibilities and matters
- (h) The Chair of the Committee will regularly update the Board about Committee activities and make appropriate recommendations
- (i) All matters endorsed by the Committee will be transmitted to a subsequent board meeting for approval and action
- (j) For a circular resolution to be passed it must be signed by a majority of members that would have been eligible to receive a notice of meeting if it were held. The circular resolution becomes effective at the time when the majority of eligible directors have signed the circular resolution. A copy of any passed resolution will be provided to all members as soon as practicable. The circular resolution may be signed in counterpart.

6. Review Cycle

- (a) The Committee's charter will be reviewed annually
- (b) Any changes to the charter must be approved by the Board.

7. Review of Committee Performance

The Committee will periodically evaluate its performance against its responsibilities as set out in the charter.

An external evaluation of the Committee's performance will occur no less than every two (2) years.