

# MINUTES

SUBJECT	WATERCARE SERVICES BOARD MEETING
VENUE	Boardroom Level 2, Watercare Services Limited, 73 Remuera Road, Remuera, Auckland
DATE	26 June 2015
TIME	11:00
STATUS	Open Session

	<b>Present:</b>	<b>In Attendance:</b>	<b>Public in Attendance:</b>
	M Allen D Clarke (Chairman) N Crauford P Drummond C Harland J Hoare T Lanigan D Thomas  M Kingi (Board Observer)	M Bridge R Chenery S Cunis R Fisher D Hawkins R Jaduram B Monk T Munro R O'Connor B Taplin J van Brink S Webster D Whittaker	None
1.	<b>Apologies</b> <ul style="list-style-type: none"> <li>There were no apologies.</li> </ul>		
2.	<b>Minutes of Previous Meeting</b> <ul style="list-style-type: none"> <li>The Board <b>resolved</b> that the Minutes of the public section of the Board meeting held on 29 May 2015 be confirmed as correct.</li> </ul>		
3.	<b>Directors Corporate Governance Items</b> <ul style="list-style-type: none"> <li>Corporate Planner 2015 The Corporate Planner for 2015 was noted.</li> <li>Disclosure of Interests Senior Executive interests are to be noted.</li> <li>Organisation Chart The organisation chart was noted.</li> </ul>		
4.	<b>Chief Executive's Report and Scorecard</b> <ul style="list-style-type: none"> <li>Customer Services Marlon Bridge advised that there had been a slight drop in satisfaction levels within the performance of the maintenance crews. He advised that KPI measures are being adjusted with a greater emphasis on resolution of matters as opposed to calls being completed in a given time period.</li> <li>Service Delivery Storage lake levels have improved but are still slightly below the storage levels at the end of May. The pumping from the Waikato River is regularly up to 140MLD averaging around 130MLD.</li> </ul>		

	<ul style="list-style-type: none"> <li>Finance</li> </ul> <p>Brian Monk advised that water and wastewater revenue was up slightly as a result of a small increase in volumes sold.</p> <p>IGC revenue is also up reflecting greater building activity.</p> <p>There have been savings in interest costs.</p> <p>Debt levels are about \$80m less than projected.</p> <p>The Board was advised that when applying restrictions, management takes a very conservative approach.</p> <p>The Chief Executive advised that, in future, a list of total contract sums awarded to contractors and suppliers will be provided on the website.</p>
5.	<p><b>2015/2016 Budget</b></p> <ul style="list-style-type: none"> <li>Brian Monk spoke to the paper, noting the Board had previously seen the budget as part of the Council's Long Term Plan process.</li> </ul> <p>The budget provides for a 2.5% increase in water and wastewater volumes as a result of population growth.</p> <p>The Board resolved to approve the capital expenditure budget of \$396.8m and operating budget of a net surplus of \$26.07m for the year ended 30 June 2016.</p>
6.	<p><b>Customer Focus Business Plan</b></p> <ul style="list-style-type: none"> <li>Marlon Bridge gave a presentation on the enhanced approach to customer focus including a timeline for specific initiatives such as 'Voice of the Customer', an enhanced website and smart meters.</li> </ul> <p>The Board received the presentation.</p>
7.	<p><b>General Business</b></p> <ul style="list-style-type: none"> <li>Peter Gaskin gave a presentation on the results of the Employee Survey 2015. There was an 87% response rate which was an improvement on previous surveys. There were improved results in key focus areas such as creating a supportive culture, and making the most of people through development.</li> <li>The Board received the presentation.</li> <li>The public section of the meeting closed at 12:45.</li> </ul>

CERTIFIED AS A TRUE AND CORRECT RECORD

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Chairman