

AGENDA
9.30am for 10.00am SHARP – Tuesday 28 September 2010
State Water Corporation Conference Room
Level 8, Signature Tower, 2-10 Wentworth St, Parramatta

- 1. Apologies**
- 2. Declaration of Pecuniary Interests**
- 3. Minutes of Previous Meeting – 22 June 2010**
- 4. Actions Arising from Minutes – 22 June 2010** Attached
- 5. Correspondence** Attached
 - 5.1 Outgoing
 - Chair's Report
 - 5.2 Incoming
 - Email from IPART re public hearings for NSW Office of Water IPART submission
 - Letter from KMH Environmental re input into SWC's draft Environmental Management Plan
 - Letter from NOW re measurement of water extraction in the coastal valleys
- 6. Customer Service**
 - 6.1 Compliance Report M Patterson
 - 6.2 Customer Feedback Report M Patterson
 - 6.3 iWAS Update M Patterson
 - 6.4 The Virtual View of Paterson G Hunt
 - 6.5 Report on Performance Indicators – 2009-10 Report attached
 - 6.6 Update of current business plan
 - 6.7 Review of Customer Service Charter – update Report provided
 - 6.8 Assessment of Meeting report Report provided
- 7. Valley Reports** G Hunt
- 8. Business Development**
 - 8.1 Asset Management Report J Nankivell
 - 8.2 Asset Report - 10/11 works program J Nankivell
- 9. Resource Management**
 - 9.1 Update on Barnard agreement
 - 9.2 NSW Office of Water update A Scott
- 10. Our People**
 - 10.1 State Water Organisation Update
- 11. General Business**
 - 11.1 Hawkesbury-Nepean Metering Project B McMahan

Meeting Review

Close – 3.30pm



Coastal Valleys Customer Service Committee Meeting
