

**6.5 COASTAL VALLEYS – CUSTOMER SERVICE COMMITTEE
BUSINESS PLAN
2010-2011**

State Water's Objectives	Key CVCSC Issues	Specific Actions (How)	Status	WHO/WHEN	PERFORMANCE TARGETS (What)
<p>Our Vision To be recognised by our customers, shareholders and other stakeholders as the best value for money water utility in Australia</p> <p>Our Purpose To efficiently deliver water and services for people, agriculture, industry and the environment, to be an integral service industry supporting sustainable growth in regional NSW</p> <p>Themes</p> <ul style="list-style-type: none"> ▪ Protect, operate and maintain our water assets with increasing efficiency ▪ Maximise the delivered water available from each megalitre flowing into the regulated river system ▪ Provide water-related services that respond to the growing variety of customer needs - specifically recognising the value of water, the environment, and customer service ▪ Improve business outcomes ▪ Achieve our strategic objectives through capable, committed, safe and skilled workforce 	Effective community input into appropriate water pricing for each coastal valley	<ul style="list-style-type: none"> • Distribute water pricing schedules to local water user groups 			
	Transparent pricing structures for costs attributed to storing and delivering water	<ul style="list-style-type: none"> • Review SWC financial reports • Monitor apportionment of costs – direct and indirect • Provide suggestions on improved financial reporting 			
	Equitable resource allocation procedures	<ul style="list-style-type: none"> • Provide input into developing and changing water sharing plans and, if necessary, facilitate better outcomes for customers in implementation of WSPs • Review and communicate resource allocation forecasts including notices provided to customers 			
	Optimal service delivery based on an agreed level of service	<ul style="list-style-type: none"> • Undertake at least one public process with key customers in each valley to discuss level of service • Review implementation of agreed levels of service in each valley • Develop at least one performance indicator for customer service in each valley • Provide input into development of valley drought management plans 			
	Equitable and cost effective assessment of water use	<ul style="list-style-type: none"> • Review and comment on standards and guidelines as they are developing • Facilitate cost effective metering of water use 			
	Effective and appropriate communication pathways for all stakeholders	<ul style="list-style-type: none"> • Support SWC in maintenance of customer databases • Review participation of customers in customer contact databases • Monitor dispute resolution and debt management processes in all valleys • Monitor customer satisfaction with implementation of new technology 			
	Efficient asset management	<ul style="list-style-type: none"> • Review and comment on asset management programs 			
	Environmental consciousness in all activities	<ul style="list-style-type: none"> • Review the development and implementation of SWC Environmental Management Plan 			
	Maintenance of a regional service	<ul style="list-style-type: none"> • Provide opportunities for all CSC members to table issues at meetings • Monitor implementation of cost structure reforms • Conduct at least regional forum in each valley 			
A CSC responsive to customer needs	<ul style="list-style-type: none"> • Provide input into customer surveys • Establish an email address for direct customer input to CSC issues 				

THIS PLAN SHOULD BE REVIEWED, AMENDED AND PRIORITISED AT EACH MEETING