

MINUTES

SUBJECT WATERCARE SERVICES BOARD MEETING

VENUE Hobson Room, Jubilee Building, 545 Parnell Road, Parnell, Auckland

DATE 27 June 2014

TIME 09:00

STATUS Open Session

	<p>Present:</p> <p>M Allen D Clarke (Chairman) N Crauford P Drummond C Harland J Hoare T Lanigan</p> <p>A Delany (Board Observer)</p>	<p>In Attendance:</p> <p>D Blow R Chenery R Fisher D Hawkins R Jaduram T Langridge B Monk T Munro R O'Connor D Sellars D Worsnop</p>	<p>Public in Attendance:</p> <p>Three members of the public</p>
1.	<p>Apologies</p> <ul style="list-style-type: none"> • M Ford • S Huria 		
2.	<p>Minutes of Previous Meeting</p> <ul style="list-style-type: none"> • The Board resolved that the Minutes of the public section of the Board meeting held on 29 May 2014 at 09:00, be confirmed as correct. 		
3.	<p>Directors Corporate Governance Items</p> <ul style="list-style-type: none"> • Corporate Planner 2014 The Corporate Planner for 2014 was noted. • Disclosure of Interests There were no changes required. • Organisational Chart The Board noted the organisational chart. The Board also passed on their best wishes to Peter Gaskin. • Public Deputation The Board was addressed by Ms Penny Bright who said she was representing the Water Pressure Group. She requested the Board to cease pursuing members for disputed Metrowater bills together with legal costs, to remove charging orders and cease current court proceedings. The basis for the request was the role played by the Group in relation to the charging and other practices of Metrowater as set out in the Report of the Auditor-General and the Report of the Local Government and Environment Committee, which are attached. The Board reserved its position on the matter. 		

4.	<p>Chief Executive's Report</p> <ul style="list-style-type: none"> Customer Services <p>The Board were concerned by the failure of Customer Services to meet all the indicators.</p> <p>Trish Langridge advised that the grade of service is down slightly because of the nine new staff taking time to settle in, and a higher than usual volume of calls resulting from the publicity relating to the new non-domestic wastewater tariff. She noted that 70% of calls are answered within 20 seconds.</p> <p>Catherine Harland supported those comments and said that the matter of the non-domestic water tariff was complicated and phone calls might have a longer duration than usual.</p> <p>In response, Trish Langridge confirmed that calls on that issue frequently take 30 minutes to resolve compared to the average call time of three minutes.</p> <ul style="list-style-type: none"> Infrastructure and Planning <p>The Chairman reminded management of the need to have projects approved by the Capital Review Group or the full Board where the original project was approved in line with delegated authorities.</p> <ul style="list-style-type: none"> Operations <p>David Worsnop advised that dam levels had risen to just under 70% full.</p> <p>The Acting Chief Executive advised that the company was undertaking the testing of a representative sample of water meters and would report results to the Board in September 2014.</p> <ul style="list-style-type: none"> Statutory Planning <p>Rob Fisher said that Watercare, as part of the Council 'family', was having considerable input into the Unitary Plan process and management would be looking for solutions.</p>
5.	<p>Water Resources Update</p> <ul style="list-style-type: none"> David Worsnop spoke to the report. He said that with the recent rainfall dam levels had risen to 69% by the time of the Board meeting. However, it was intended to continue the take from the Waikato River in order to conserve the levels of stored water in the dams. He also advised that the full rate of the permitted take of 150 MLD will be possible before November 2014.
12.	<p>General Business</p> <ul style="list-style-type: none"> The meeting closed at 10:00.

CERTIFIED AS A TRUE AND CORRECT RECORD

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Chairman