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# 2005/2006 Highlights



- 2005-2008 Water Plan comes into effect in July 2005.
- BECA Consulting conduct the first ESC audit in September 2005. Overall audit very successful.
- In October 2005 Mijo Darveniza retires as Chairman of Goulburn Valley Water after 12 years at the helm and over 32 years involvement in the water industry, and in November 2005 Jenny Houghton appointed as Chair of Goulburn Valley Water.
- In January 2006 the management and operations of Wallan's water and sewerage services officially transferred to Yarra Valley Water.
- A Land for Wildlife area was declared at the Alexandra wastewater management facility in February 2006.
- 32 key employees undertake an intensive Community Engagement Training program in June 2006.



# Overview

Aub Cuzens Reservoir Marysville

## Vision – Our Shared Aspiration

*To be a leader in water management delivering quality customer service.*

## Mission – Our Core Purpose

*To deliver sustainable water services in a safe, efficient and effective manner.*

## What We Value

### Honesty and Integrity

Goulburn Valley Water will operate with honesty and integrity in all that we do and be respectful of the views of others.

### Staff Well-Being and Life-Balance

We value our staff, acknowledge the importance of life balance and will assist staff to manage work, personal and family commitments.

### Teamwork and Professionalism

We will strive to achieve excellence in all areas of our business through teamwork, professionalism and a culture of continuous improvement.

### Innovation

We will utilise innovation to create best value for stakeholders.

### Health and Safety

The health and safety of our people and the community is a total commitment.

### Optimism and Enthusiasm

We will be positive and approach our respective roles with enthusiasm and commitment and celebrate our successes.

## Who we are and what we do

On March 1, 1994, Goulburn Valley Region Water Authority (trading as Goulburn Valley Water) was constituted by Ministerial Order, under powers conferred by Division 2 of Part 6 of the Water Act 1989 and all other available powers. Goulburn Valley Water is a Statutory Authority responsible to the Minister for Water, The Hon. John Thwaites MP and is governed by a Board of seven members appointed by the Minister for Water. The Board sets policy and direction and is supported by the senior management team.

Goulburn Valley Water provides world standard urban water and wastewater services to a population of over 118,000 and 56,232 properties in 54 towns and cities from the outskirts of Melbourne in the south to the Murray River in the north. Bulk water supply is principally from the Goulburn/Broken, Murray, Steavenson, Rubicon and Delatite River systems and a number of smaller local streams such as Sunday Creek and Sevens Creek.

Goulburn Valley Water generated annual revenue in 2005/2006 of around \$45 million and managed an asset base valued at over \$483 million. This infrastructure includes 40 water treatment plants, 26 wastewater management facilities, 340 pumping stations, 92 tanks and reservoirs, 1,600 kilometres of water mains and 1,100 kilometres of pressure and gravity sewers.

The Authority directly employs around 180 people, in operational, engineering, financial and administrative roles. This workforce is complemented by partnerships with consultants and contractors to undertake a range of business, technical and operational functions.



Laurie Gleeson, The Hon. John Thwaites & Jenny Houghton

## Relationship with Government

Goulburn Valley Water is a State-owned Government Business Enterprise (GBE). In accordance with the provisions of Section 41 of the Water Industry Act, the Minister issued a *Statement of Obligations* (SoO) to Goulburn Valley Water which took effect from 28 July, 2004.

This Statement imposes obligations on the Authority in relation to the performance of its functions and exercise of its powers. Compliance with the Statement of Obligations will be subject to independent audits under the auspices of the Essential Services Commission.



## Essential Services Commission (ESC)

The Water Industry Regulatory Order 2003 (WIRO) which came into operation on 1 January, 2004, provides a framework for economic regulation by the Essential Services Commission (ESC) for the services provided by the regulated water industry in Victoria.

The WIRO requires the Commission to be satisfied that the prices proposed by the Authority for the services it provides are sufficient to provide a revenue stream that allows for the recovery of:

- Operational, maintenance and administrative costs;
- The cost of renewing and rehabilitating existing assets;
- A rate of return on assets as at 1 July, 2004, and on investments made after 1 July, 2004.

On 1 July 2005, the first three year regulatory period commenced. In 2005, the ESC required regulatory audits to be undertaken by all urban water businesses in accordance with the Commission's risk assessment framework. In September 2005, BECA Consulting carried out an audit of the Authority's performance on behalf of the ESC. The audit scope included the performance information captured and reported by the Authority, compliance with the Customer Service Code and five key areas of the Statement of Obligations relating to risk management, incident management, emergency response, asset management, dam safety and river health. Overall the results of the regulatory audit of Goulburn Valley Water were excellent. The auditors saw the Authority as a robust organisation with many strengths and with the ability to undertake improvements quickly.