

Local Government Charter

December 2019 Progress Report

In our Local Government Charter, we are committed to report on our performance against our service standards and on progress against five themed performance measures every six months. This report provides an update for the period July to December 2019.



Melbourne Water Service Standards

The Local Government Charter outlines our ongoing commitments to Local Government as we deliver highly valued water services. We continue to review and evolve how it reports against the Charter and welcome any feedback. Key measures concerning our relationship with Local Government are outlined below.



A total of **1,059** enquiries from local councils were received by Melbourne Water from 1 June 2019 to 30 November 2019. Of these, **98%** have been resolved and the remaining **2%** are in the process of being resolved.



We held **86** proactive meetings with councils to discuss significant issues and responses.

Local Government Charter Key Themes

Melbourne Water will work across five key themes in implementing our Local Government Charter. These selected performance measures help us to better track and report our progress in delivering on the Charter.

CHARTER FOCUS AREA 2: CLARIFICATION OF ROLE AND RESPONSIBILITIES

We will actively participate in, and support, the Department of Environment, Land, Water and Planning's review of Melbourne Urban Stormwater Institutional Arrangements (i.e. the 60 ha review). We will also participate in other reviews and processes to clarify roles and relationships

Working with our project partners, DELWP and the MAV, progress in being made on the review of Melbourne's Urban Stormwater Institutional Arrangements (60ha review). This includes regular meeting being held with internal and external stakeholders at a number of levels to determine the recommendations that will help form the future direction of stormwater management in Melbourne.

Melbourne Water's commitment to Local Government

Underpinning the working relationship with Local Government is our commitment to four key principals:

RESPONSIVENESS



INNOVATION



TRANSPARENCY



EASY TO DEAL WITH



Further Information and Enquiries

Please contact Andrew Camenzuli, Local Government Segment Manager at local.government@melbournewater.com.au or phone 131 722. Your questions and feedback are of great value to Melbourne Water.