

Local Government Charter

August 2021 Progress Report

In our Local Government Charter, we are committed to reporting 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 January to June 2021.



Melbourne Water Service Standards

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



A total of **804** enquires from local councils were received by Melbourne Water from **1 January 2021** to **30 June 2021**. Of these, **99%** have been resolved and the remaining **1%** are in the process of being resolved.



We held **84** proactive meetings with councils to discuss significant issues and responses over the last six months.

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 ROLES AND RESPONSIBILITIES

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

Through the MUSIA project working group, the project steering committee and the project's Joint Reference Group, Melbourne Water has maintained strong participation in the DELWP-led review which has helped to deliver a short-list of preferred options which are currently under consideration, with a view for all parties to develop a way forward over the coming months.

Melbourne Water's commitment to Local Government

Melbourne Water's commitment to Local Government Underpinning the working relationship with Local Government is our commitment to four key principles:

RESPONSIVENESS



INNOVATION



TRANSPARENCY



EASY TO DEAL WITH



Further Information and Enquiries

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