

Appendix C

Initiatives

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Perspective	Key Strategic Initiative
Customer	<p>Replacement of Billing System.</p> <p>Customer Self Serve website.</p> <p>Extend the water Smart Homes and Gardens Rebates Scheme for a further four years.</p> <p>Water Efficiency Labelling and Standards scheme.</p> <p>Implement a strategy to manage key customers based on results of Business Market Research.</p> <p>Undertake projects to meet water conservation targets.</p> <p>Extend the regional Our Water Our Future behavioural change program until 2015.</p> <p>Continue to research and explore aquifer storage and recovery opportunities.</p> <p>Upgrade the existing Melbourne-Inner West connection and purchase additional water rights from the Melbourne Pool.</p> <p>Develop a well field between Romsey and Lancefield.</p> <p>Increase storage capacity in the Romsey/Lancefield system.</p> <p>Interconnect water supply systems and expand water markets in the Central Region.</p> <p>Purchase additional entitlements from Pykes Creek Reservoir.</p> <p>By 2010 reduce demand for drinking water by at least 850ML per year through potable substitution of recycled water.</p>
Stakeholder	<p>Smart Water Fund continued participation.</p> <p>Conduct School Education Programs target of 80 schools by 2009.</p> <p>Report annually to the Minister for Water on large non-residential water users in Annual Reports.</p> <p>Statutory audit of sewer system for 1 in 5 year rainfall events.</p>
Financial	<p>Business Continuity Plan Crisis Centre.</p> <p>The Growth Areas Authority to promote water conservation and recycling in new developments in the growth areas of Melbourne.</p> <p>SCADA Security Upgrade.</p>
Sustainable Internal Processes	<p>Improve water quality treatment for Romsey, Riddells Creek, Macedon and Bulla.</p> <p>Continued policy of provision for Hardship.</p> <p>Investigate and monitor unaccounted for water to reduce losses to 10% by 2010.</p> <p>Adopt a water saving target of a 15% per capita reduction in consumption by 2015 (relative to the</p>

	<p>1990's average) increasing to 30% by 2020. Achieve 84% recycled water target by June 2008. Development of opportunities for substitution of treated recycled water from Surbiton Park for non-potable uses in new residential and commercial developments in Eynesbury and Melton South. Have 1,040ML under contract from Sunbury/Melton recycled water system by June 2008. Implement recycled water initiatives at all Recycled Water Plants. Adoption and implementation of Greenhouse Gas Strategy. Rehabilitation of former sludge disposal area and expansion of biodiversity values.</p>
Our People	<p>Engage managers in strategic HR development Enable training and development of all staff. Offer traineeships and new graduate programs. Undertake improved performance reviews. Enhancement of the Recognition and Well Being Program. Implement new HR supporting software programs. Undertake HayGroup Job Evaluation Reviews.</p>