

# Customer Transactions and System Operations Committee Charter

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## Purpose

- 1 The purpose of this Board established Committee (**Committee**) is to assist the Board in ensuring there are effective strategies, evaluations and systems in place to better understand, engage with and service WaterNSW customers, and to better understand, manage and improve water system operations and water delivery.
- 2 The purpose of this charter (**Charter**) is to outline the role of this Committee and how it will undertake its activities.

## Role of the Committee

### Customer Engagement, Services, Value and Satisfaction

- 3 The Committee is to consider the customer value proposition (being the product, service and price mix and approach) and why and how this may need to change, including following customer feedback or input, and the impact of such change on business activities and resourcing.
- 4 The Committee is to oversee the effectiveness and efficiency of the transaction services to customers (including water ordering, water trading, billing and licence transactions), and how this can be better enabled through better process engineering and through contemporary business systems.
- 5 The Committee is to receive periodic reports on key issues raised in customer forums or meetings and oversee action to address or respond to recurring customer issues.
- 6 The Committee is to provide strategic input into the Voice of the Customer and other consultation strategies, programs and initiatives undertaken, or proposed to be undertaken by WaterNSW, and monitor their effectiveness in engaging with customers.
- 7 The Committee is to consider how customer sentiment is measured and reported to senior management and the Board.
- 8 The Committee is to review and evaluate the results of the Voice of the Customer survey so as to:

- a. identify themes and trends in customer feedback and experience;
  - b. assess the impact of current customer programs and initiatives on customer experience; and
  - c. consider and monitor actions to address customer feedback and experience.
- 9 The Committee is to receive and consider reports relating to the water market information that is sought by or provided to WaterNSW customers, including how this can be better enabled through contemporary business systems.

### Customer Complaints and Financial Hardship

- 10 The Committee is to periodically review policies and procedures relating to internal complaints handling and financial hardship.
- 11 The Committee is to consider:
- a. any trends in issues or concerns raised through the complaints process, including timeliness in responding to concerns; and
  - b. any reports on the outcome of any external dispute resolution, including those facilitated by the Energy and Water Ombudsman of NSW or by the NSW Ombudsman.

### Water System Operations

- 12 The Committee is to:
- a. receive and consider proposals to improve WaterNSW's management of water delivery through better contemporary business systems, and to make recommendations to the Board in relation to these proposals;
  - b. receive and consider any significant threats to current and future availability of water and recommend strategies to the Board to minimise the impacts of these threats;
  - c. review and monitor the timeliness and accuracy of water delivery to customers;
  - d. review and monitor reported water losses in the regulated system and recommend to the Board strategies that would minimise water losses; and
  - e. consider business cases and proposals to improve system efficiency and make appropriate recommendations to the Board for approval.
- 13 The Committee is to receive and consider reports relating to the provision of water resource management information to WaterNSW customers, communities and other water stakeholders.

## IPART Reporting

- 14 The Committee is to review and recommend to the Board the Annual Compliance and Performance Report on Customer and Stakeholder Relations to the Independent Pricing and Regulatory Tribunal (**IPART**) (as set out in the Water NSW Reporting Manual).

## Reporting to the Audit and Risk Committee – Assurance Activities

- 15 The Committee will receive internal audit reports, as relevant to the role of the Committee, and set out in the *Annual Internal Audit Plan*, and monitor the implementations of the recommendations.
- 16 The Committee will provide a summary report to the Audit and Risk Committee (on an annual basis) on the assurance activity overseen by this Committee, in relation to customer, if any, or systems operations.

## Committee Meetings and Processes

- 17 The processes and protocols applying to this Committee and the conduct of the Committee's business will be in accordance with the *Protocols for WaterNSW Board Committees*.

## Committee Charter

- 18 This Charter was approved by the Board on 26 June 2019.