

# CUSTOMER COMMITTEE CHARTER

## 1. Introduction

1.1 The Board of Directors (“Board”) continuously reviews current trends and best practice in relation to corporate governance. As part of the Board’s plans to fulfil its obligations in this area, it has constituted a Customer Committee to assist the Board in:

- Improving our quality on decision making through effective customer engagement
- Provide a primary engagement link between East Gippsland Water and its customers.

1.2 The Board recognises that the charter is a document giving the Customer Committee sufficient independence to carry out its functions. It also recognises that the role of the Customer Committee is to represent the views of the customers to inform decision making into the future.

1.3 This charter sets out specific responsibilities delegated by the Board to the Customer Committee and details the manner in which it will operate.

## 2. Administration matters

2.1 The Customer Committee is an advisory group to the Board. Its recommendations are not binding on the Board.

### *Membership and attendance at meetings*

2.2 The Customer Committee will comprise of six to ten customer members with the aim of having age and gender diversity, from various geographic locations in East Gippsland to represent our customer base.

2.3 Membership of the Customer Committee shall be residential and/or commercial customers of East Gippsland Water. Upon joining, members must clearly state which membership category they are representing. Members may represent either category in their deliberations where they are both a residential customer and also representing a commercial customer.

2.4 Membership of the Customer Committee will be on a voluntary basis. Reasonable expenses incurred in the execution of obligations in this charter will be covered by East Gippsland Water.

- 2.5 Membership appointment to the Customer Committee will be approved by the Board.
- 2.6 Members will be appointed for a three year term and can apply to be reappointed at the end of their term to a maximum of three terms.
- 2.7 Decisions will be made by consensus, however if consensus cannot be reached, voting shall be conducted via a show of hands. In the event of a tied vote, feedback will be provided to the Board on the voting outcome and relevant background issues.
- 2.8 A quorum shall be of at least 50 per cent of the membership of the Committee before a meeting can proceed.
- 2.9 A minimum of four meetings will be held per year at a date and time coordinated by the secretary in consultation with the Committee. Additional meetings may be convened as required.

### **3. Responsibilities**

- 3.1 To report any matter identified during the course of carrying out its duties that the Committee considers should be brought to the attention of the Board.
- 3.2 To perform or undertake on behalf of the Board any such other tasks or actions as the Board may from time to time authorise.
- 3.3 To report and review any identified innovations that the Committee considers should be brought to the attention of the Board.
- 3.4 To ensure that the Board is aware of any matters that might have significant impact on the operations or affairs of East Gippsland Water.

#### *Chairperson's responsibilities*

- 3.5 The Chairperson shall be elected by the Customer Committee for a period of twelve months. The Chairperson's responsibilities shall include:
  - Guiding the meeting according to the agenda and time available
  - Ensuring all discussion items end with a recommendation, action or definite outcome
  - Reviewing and approving the draft minutes before distribution
  - Evaluation of meeting outcomes
  - Ensuring that the committee has access to information from staff to make informed recommendations to the Board
  - Present to the Board annually.

In the event of the Customer Committee not appointing a Chairperson, the role of a facilitator shall be undertaken by an East Gippsland Water officer.

The responsibilities of the facilitator will be limited to:

- Guide the meeting according to the agenda and time available
- Ensuring all discussion items end with a decision, action or definite outcome.

As the facilitator is an officer of East Gippsland Water, they will have no voting rights.

3.6 Customer Committee members will cease to be a member if they/or the represented organisation:

- Resign from the Committee
- Fail to attend three consecutive meetings
- Membership is cancelled by the Board.

#### *Secretary's Responsibilities*

3.7 The Customer Committee Secretary will be an East Gippsland Water officer.

The Customer Committee Secretary will:

- Schedule meetings and notify committee members
- Invite presenters to attend meetings when requested by the Committee
- Prepare agendas in conjunction with the Customer Committee Chairperson.
- Arrange circulation of the agenda and supporting documentation to the Customer Committee within five working days before each meeting
- Take and prepare minutes of the meetings
- Distribute the minutes to all committee members within five working days
- Ensure that the minutes are checked by the Committee Chairperson/Facilitator and presented for acceptance by committee members as a true and accurate record at the commencement of the next meeting.

#### *Other responsibilities*

3.8 The Customer Committee will perform an annual self-assessment and report outcomes to the Board.

3.9 The Customer Committee will review their charter annually and make recommendations to the Board on any changes considered necessary.

#### 4. Pecuniary / Conflict of Interest

- 4.1 Customer Committee members will declare any pecuniary interest as well as any conflict or perceived conflict of interest in any matter prior to the start of a meeting.

A conflict of interest can be actual, potential or perceived. It may relate to circumstances where a Committee member is or could be directly influenced.

Customer Committee members should ensure their personal, professional or financial interests do not influence or interfere with the performance of their role, and seek to ensure the interests of family members, friends, or associates do not influence or could be perceived to influence their performance.

Committee members will update details of their interests at the beginning of their nomination to the Committee or when circumstances change.

#### Review

This policy will be reviewed every two years.