

Annual Report 2014-15

Consultancy Expenditure (valued at \$10,000 or greater)

In 2014-15, there were eighteen consultancies (individual projects) engaged during the year (2013/14: forty five individual projects), where the total fees payable to the consultants was \$10,000 or greater. The total expenditure incurred during 2014-15 in relation to these consultancies was \$1,143,744 (excl. GST) (2013/14: \$4,201,985 (excl. GST)).

Detailed information on consultancies (,000 excl. GST):

| | Purpose | Start | End | Total approved project fee | Expenditure 2014-15 | Future expenditure |
|-----------------------------|--|--------------|-------------|-----------------------------------|----------------------------|---------------------------|
| Accenture Australia Pty Ltd | Engaged to develop a framework for management to support the Customer Service Model. This involved mapping out customer interactions across Developers & Local Government segments. The output of the engagement was a series of reports with recommendations on the next stages of the Customer Service Model implementation. | 16 Mar 2015 | 16 Apr 2015 | \$79 | \$79 | - |
| Accenture Australia Pty Ltd | Engaged to develop options for an enterprise wide Customer Service Model. The output was a series of reports with recommendations for the Corporation to consider. | 1 Dec 2014 | 31 Jan 2015 | \$160 | \$160 | - |
| Accenture Australia Pty Ltd | Provision of strategic advice to Melbourne Water project leaders responsible for delivering key organisational change projects necessary to adopt the new customer centric business model. | 20 Jun 2014 | 14 Aug 2014 | \$53 | \$34 | - |
| Aecom Australia Pty Ltd | Provision of technical advisory services on functional requirements, tender requirements and concept design for the Western Treatment Plant (WTP) Stage 2 Augmentation project (pump station and associated infrastructure). | 5 Mar 2014 | 1 Sep 2014 | \$200 | \$32 | - |

| | Purpose | Start | End | Total approved project fee | Expenditure 2014-15 | Future expenditure |
|---|---|--------------|-------------|-----------------------------------|----------------------------|---------------------------|
| Aither Pty Ltd | Economic assessment of future land use for WTP. | 11 Jun 2014 | 30 Jul 2014 | \$90 | \$47 | - |
| Alchimie Pty Ltd | Provision of procurement advice relating to the delivery of the Stage 2 WTP Augmentation project. | 1 Jul 2013 | 31 Aug 2014 | \$182 | \$32 | - |
| Arup Pty Ltd | Provision of advice to support development of Melbourne Water's Asset Management Strategy. This involved a significant environmental scan of global best practice approaches to guide the development of a key enabling strategy that will drive value in delivering customer service through efficient and effective asset management. | 8 Oct 2013 | 30 Jul 2014 | \$186 | \$34 | - |
| Australian Continuous Improvement Group | Provision of integrated water management (IWM) related market research, customer satisfaction survey, situation analysis and strategic business improvement recommendations. | 2 Apr 2015 | 30 Jun 2015 | \$47 | \$44 | - |
| BECA Pty Ptd | Evaluation of options for Emergency Generator System at the Eastern Treatment Plant (ETP). A business need was identified to update the existing 40 year old Emergency Generator at ETP. The engagement was to identify and evaluate options and make a recommendation for providing emergency supply to ETP. | 18 Nov 2013 | 31 Mar 2015 | \$23 | \$22 | - |
| CQI Consulting Pty Ltd | Engaged to review telecommunication services from a holistic perspective. The outcome from the review included advice around expenditure reductions. | 20 Apr 2015 | 31 Aug 2015 | \$26 | \$20 | \$6 |

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|-------------------------------------|---|--------------|-------------|-----------------------------------|----------------------------|---------------------------|
| Everything Infrastructure Services | Engaged to undertake a maintenance services procurement review to review and identify improvement opportunities for the service delivery group's maintenance service providers and ongoing contractual arrangements. | 30 Jan 2015 | 30 Jun 2015 | \$136 | \$121 | - |
| E2 Design P/L | Provision of work to complete a strategic report, modelling and investigation in relation to Integrated Water Cycle Management planning for Northern and Western Growth Areas. | 1 Jul 2014 | 24 Sep 2014 | \$146 | \$137 | - |
| Farrier Swier | Engagement involved providing advice on the Water entitlement reform options and impacts from changes in regulatory instruments. | 12 Jan 2015 | 31-Dec-15 | \$150 | \$73 | \$77 |
| Frontier Economics | Engagement involved providing technical economic advice in preparation for the 2016 Price submission and other regulatory advice. | 1 Feb 2015 | 31 Dec 2015 | \$255 | \$130 | \$125 |
| Frontier Economics | Provision of a literature review, discussion and options papers outlining Melbourne Water's approach in utilising insurance in its decision making in managing flood risks. | 15 Jun 2015 | 20 Jul 2015 | \$44 | \$30 | \$14 |
| Human Capital International Pty Ltd | Engaged to provide strategic advice on the Customer Service Model implementation. This involved assisting management with the development of a change in management framework to support the team's Customer Focus Program. The output from the engagement is a report, with a series of recommendations with a relevant implementation plan. | 4 May 2015 | 6 Aug 2015 | \$42 | \$32 | \$10 |

| | Purpose | Start | End | Total approved project fee | Expenditure 2014-15 | Future expenditure |
|--------------------------------|--|-------------------|-------------------|-----------------------------------|----------------------------|---------------------------|
| Newgate Communications Pty Ltd | Provision of strategic advice to inform the planning and implementation of Melbourne Water's 2016 Price Submission consultation process. The outcomes of the engagement influenced the preparation of clear, easy to understand consultation processes with end-consumers, to satisfy expectations of the Essential Services Commission and consumer groups. | 15 Apr 2015 | 30 Oct 2015 | \$97 | \$36 | \$61 |
| The Resolute Partnership | Engaged to provide a business wide strategies and capabilities review. The outputs included the creation of a Capability Heat map for management and a team development plan with a focus on capability build, structure and performance. | 1 May 2014 | 31 Aug 2015 | \$105 | \$80 | \$24 |
| TOTAL > \$10 | | | | \$2,020 | \$1,144 | \$317 |