

Local Government Charter

February 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 June to December 2020.



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 **985** enquiries from local councils were received by Melbourne Water from **1 June 2020** to **31 December 2020**. Of these, **99.7%** have been resolved and the remaining **0.3%** are in the process of being resolved.



We held **71** 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 1: COORDINATION OF WORKS PROGRAMS AND MAINTENANCE ACTIVITIES

Melbourne Water will provide information on our works programs and activities, hold planning meetings with councils and improve coordination of maintenance activities.

Melbourne Water's Regional Services teams across our region continue to establish strong relationships with council colleagues and alignment activities is providing real benefits to the community and local environment.

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
A circular icon containing a white target with an arrow hitting the bullseye.	A circular icon containing a white lightbulb.	A circular icon containing a white magnifying glass.	A circular icon containing a white thumbs up gesture.

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.