

GMW - Strategic Advisory Panel

Terms of Reference

The Strategic Advisory Panel is to contribute to a sustainable GMW with lower prices, renewed customer focus and a reputation as a regional leader by:

- Reviewing GMW's cost and pricing pathways, asset management, structure and governance and customer and stakeholder input in accordance with the evaluation questions below.
- Identify areas currently being addressed by GMW (e.g. through its Strategic Plan initiatives) and what further areas would support and develop this work
- Recommend short, medium and long-term actions to address identified gaps.
- Brief the Minister for Water and the GMW Board on the review recommendations
- If required, provide guidance to GMW to enable successful implementation of recommendations.

The review will look at:

- **Costs and pricing pathways**
 - How can GMW ensure service delivery continues to be cost effective for customers?
 - How will current and future pricing reflect efficiencies that new technology delivers?
- **Asset management**
 - What is the current strategy for delivery infrastructure and how does that align with future requirements?
 - Are there opportunities to complement Connections asset analysis to maximising value for money in service delivery and maintenance and support ongoing cost reductions for customers?
 - What needs to happen to ensure assets continue to be cost effective in meeting customer service level standards?
- **Structure and governance**
 - Does the organisation have the structure, size and skill mix that is fit for purpose and matched to manage the updated system and reduced water availability?
 - Are current decision-making arrangements appropriate to allow responsive and strategic decisions to be made while being clear about statutory or other obligations?
- **Customer and stakeholder input**
 - What actions will continue to build a culture of service delivery that fosters continuous improvement and strong business practice?
 - How will the organisation embed customer-focussed interactions in delivering all services?
- **Project management**
 - What learnings from the reset of the GMW Connections Project can improve GMW's project management approach?

- **Regional confidence**
 - What opportunities exist to build GMW's reputation as a regional leader?
 - How can GMW help the region position itself to maximise investment confidence?