

Aqwest has developed a Customer Advisory Panel to assist with its engagement of a diverse range of groups among its customers, stakeholders and in the local community.

The Panel will play an important role in ensuring that its views are incorporated into the operation of Aqwest’s services, planning and decision making and helping Aqwest to achieve the best possible outcomes for customers and the community.

Responsibilities

- Provide feedback on major projects
- Provide feedback on customer engagement initiatives
- Provide comment on opportunities or challenges identified by Aqwest
- Advise about emerging opportunities or challenges in the community relevant to Aqwest
- Advise whether Aqwest’s services reflect the needs and expectations of customers and the community

Panel members

There will be 12 community members representing a cross section of the community and three Board Directors. Aqwest’s Public Relations consultant will also attend meetings.

Meeting frequency

The Panel will meet twice a year for up to a full day, or as required and on occasion include tours of Aqwest assets. It will be chaired by the Aqwest CEO.

Remuneration

These are voluntary positions, however meeting expenses will be reimbursed.

Code of Conduct

Panel members will be asked to sign and adhere to a Code of Conduct which will help guide the Panel to act in a fair and ethical manner.

Confidentiality

Information provided to the Panel is confidential. Media and public statements will be undertaken by the Chair only.

Declarations of Interests

Panel members will be required to disclose any personal interest or conflict about agenda items being discussed.

Reporting

A record of meeting minutes will be circulated within five business days and published on the Aqwest website. The Chair will provide a report of meeting outcomes to the Aqwest Board.