

Victorian Metropolitan Water Industry Shared Services Scoping Study

the challenge

The Victorian Competition and Efficiency Commission (VCEC) had recently released its final report in relation to the Victorian Water Industry.

This report proposed \$10 million per year in savings and made three broad recommendations relating to: the potential to implement shared services and bulk procurement of materials across the water industry in Victoria; the need to develop a rolling benchmarking program; and the need to investigate opportunities for the streamlining of processes dealing with developers and plumbers.

The Managing Directors of South East Water, City West Water, Yarra Valley Water and Melbourne Water engaged Marchment Hill to work on behalf of these four Victorian water businesses to assess their opportunities to address VCEC's recommendations, develop a detailed project plan, and facilitate the development of a formal industry response to VCEC.

what Marchment Hill did

Marchment Hill analysed all relevant industry recommendations and documents, including reports from VCEC, the Victorian Government, and the individual water businesses. We then met with nominated representatives of the four Victorian water businesses and other key stakeholders including the Department of Sustainability and Environment, and the Department of Treasury and Finance in order to seek input on project objectives, scope, key risks, constraints and dependencies, and develop an acceptable and detailed Project Plan.

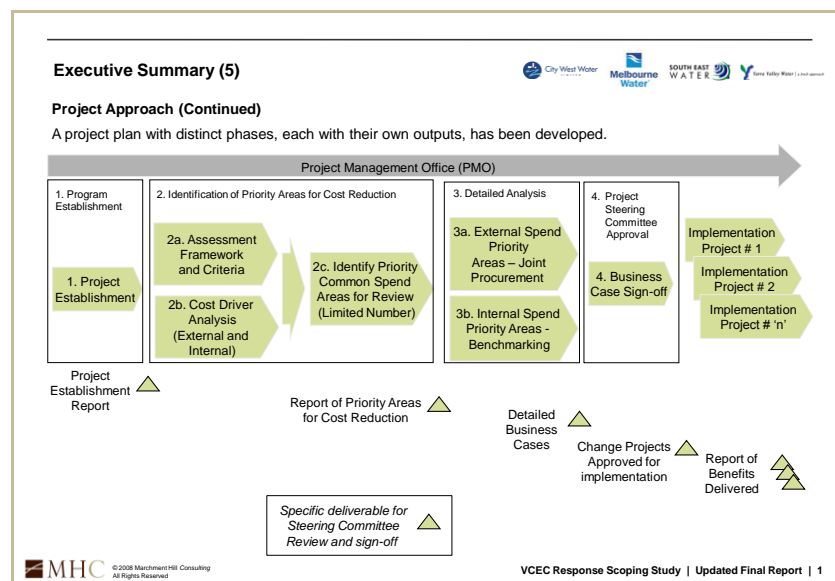


Figure 1: Project Plan

This Project Plan was endorsed by the Managing Directors of the four businesses

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Marchment Hill then identified opportunities from each of the three broad recommendations, and identified the risks and critical success factors related to the successful execution of a Project Plan designed to address these recommendations.

Our findings were documented, discussed and endorsed in a workshop with the leaders of the four Victorian water businesses.

the benefit

The Managing Directors of South East Water, City West Water, Yarra Valley Water and Melbourne Water were delivered a clear scope, approach and timeline in the form of a detailed Project Plan, in order to thoroughly and quickly address VCEC's three broad recommendations.

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