



Institute of Water
Administration

JOINT IWA/AWA CONFERENCE

“The Evolving Water Business”

**25TH & 26TH JUNE 2009
RACV CLUB, 501 Bourke Street
Melbourne**

Proudly sponsored by South East Water



**SOUTH EAST
WATER** 

SPECIAL INTEREST GROUPS- THURSDAY 25th June 2009

In conjunction with this conference the following Special Interest Groups of the IWA will be meeting on Thursday 25th June at the RACV Club. For details of these meetings please contact the convenors listed below.

Special Interest Group	Convenor
Information Technology	Marcus Darbyshire (South East Water) (03) 9552 3015
Customer Service	Stephen Carter (Central Highlands Water) (03) 5320 3123
Technical Services	Owen Phillis (Melbourne) (03) 9325 2110
Human Resources	Peter Drummond (GMW Water) (03) 5381 9896
PR/ Communications	Mary Connelly Gale (Goulburn Valley) (03) 5832 0471
Finance	David Thomas (Western Water) (03) 9218 5425

IWA Conference Program- Friday 26th June 2009

Conference Theme - "The Evolving Water Business"

8:45am Registration

9am Introduction and Welcome – South East Water

9:10am Context for the Conference – Ian Johnson, IWA President

9:15am Stuart Wilson, Manager Regulatory Strategy and Pricing, Sydney Water

Third Party Access – the Sydney Water Experience

As Regulatory Strategy Manager for Sydney Water, Stuart Wilson has had firsthand experience in dealing with the evolution of third party access regimes into the Sydney water sector. Stuart will discuss the details around Services Sydney and the establishment of a state based access regime. Stuart will also discuss the implications for the strategic direction of Sydney Water operating under the access regime.

9:50am Warwick Tudehope, Manager Network Regulation and Compliance, Jemena (Sydney)

Third Party Access – experiences of an energy business

Jemena is an energy infrastructure business providing gas and electricity services in a number of jurisdictions. It has also established a water business with a focus on recycling. Warwick will talk about the private sector experience with access regimes, licensing arrangements and other learnings including points raised in Jemena's submission to the current ESC access review.

10:25am Morning Tea

10:50am Andrew Fennessy, Director Urban Water Regulatory Reform, Department of Sustainability and Environment

The Water Grid

A key element of the Government Water Plan is an integrated network of pipelines which will facilitate the flexibility of movement in water to ensure ongoing security of supply. The nature of the Grid Manager is still evolving

but it is clear there will be changes to the way existing water businesses will operate. Andrew will provide an update on progress and provide insights into his thinking on its impacts.

11:20am Mr Lewis Jones, Director – Quantitative Research, Sweeney Research

What are customers saying about today's water businesses?

We all use market research to provide inputs to the strategies and plans developed to meet the evolving needs of customers. Sweeney Research has been engaged to work with Barwon Water on this issue and Lewis's presentation will outline the outcomes and learning's that may apply to other water businesses.

11:55am Luisa Munoz, General Manager Customers and Communication, Barwon Water

Shaping a water business into the future

Luisa has been at Barwon Water for 25 years and has recently been appointed to the position of General Manager – the first female to be appointed internally to that level. Luisa will provide an overview of how Barwon Water undertook staff, customer and stakeholder perception surveys and how the results underpinned the organisation's new strategic direction.

12:25pm Scott Chapman, Director Commerce and Marketing, City of Melbourne

How has City of Melbourne evolved to meet the needs of its stakeholders?

All businesses must be adaptive and change to meet the needs of stakeholders. Scott has been invited to speak from a different perspective, that of a major Council. Scott will provide an insight into the City's highly successful City Marketing Campaign and how it transpired.

1:00pm Lunch

1:45pm Close

ACCOMMODATION

The RACV Club, 501 Bourke St, Melbourne has rooms available starting at a rate of \$230 room only, and \$250 including full buffet breakfast. Please quote "Institute of Water Administration" when booking your accommodation.

RACV Club
501 Bourke St
Melbourne, 3000

Tel: (03) 9944 8888

CONFERENCE RATES

Conference segments are available at the following rates:

Segment	IWA/AWA/VWIA/Member	Non-Member
Thursday Dinner	\$120	\$135
Friday Conference & Lunch	\$120	\$135

Please advise Sarah Johnston (East Gippsland Water) Ph: (03) 5150 4418 of any special dietary requirements

CONFERENCE DINNER

The Conference Dinner, which includes beverages, will be available from 7:30 pm on Thursday, 25th June 2009, in the Bayside Room at the RACV Club, Level 2, 501 Bourke Street. Pre-dinner Drinks will be served from 7:00 pm.

Entertainment for the evening will be provided by Shane Jacobson or "Kenny" best known for his warm and charismatic portrayal of the "fairdinkum Aussie bloke". He has been described by many as "one of the most entertaining speakers in Australia" a performance not to be missed.





Institute of Water
Administration

INSTITUTE OF WATER ADMINISTRATION

ABN 96 103 789 875

TAX INVOICE

Please return (along with your cheque, made payable to "Institute of Water Administration Inc.") to:

IWA Treasurer
C/- East Gippsland Water
PO Box 52
BAIRNSDALE 3875

Email: sjohnston@egwater.vic.gov.au
Tel: (03) 5150 4418
Fax: (03) 5150 4477

I will/will not *be attending the Conference to be held at the RACV Club, Melbourne, on Thursday and Friday, 25th and 26th June 2009.

* Please delete the answer not applicable and insert numbers attending in the area provided.

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1. Thursday Dinner _____ @ \$ _____ (Incl. GST) \$ _____

2. Friday Conference/Lunch _____ @ \$ _____ (Incl. GST) \$ _____

Please make cheques payable to
"Institute of Water Administration Inc"

TOTAL PAYMENT \$ _____



Institute of Water Administration

Alternatively, direct payment details are:

BANK: Bank of Melbourne (now Westpac)
 Branch: Colac
 BSB Number: 033217
 Account Number: 510547
 Account Name: Institute of Water Administration
 ABN: 96 103 789 875

Confirmation of direct deposits should be emailed to David Cappellari (Treasurer IWA) on david.cappellari@sewl.com.au

Name:

Business:

Address:

E-Mail:

Please Return by Wednesday 18th February 2009

Next Joint IWA/AWA Conference
 Date - 12th and 13th November 2009
 Venue: RACV Club 501 Bourke St
 Melbourne 3000