



IWA CONFERENCE

The Strategic Context



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our event sponsors
TRILITY and **Vision Super**



19 and 20 November, 2015
RACV City Club, 501 Bourke Street, Melbourne



IWA CONFERENCE PROGRAM > Friday 20 November, 2015

9:00 am

Registration

9:30 am

Welcome and context for the Conference

Joe Adamski, IWA President 2015/16

9:40 am

Keynote address: The State Water Plan

*Sara Harbidge, Director Water Plan, Department of Environment, Land, Water & Planning
An overview of the State Water Plan currently being developed for Victoria.*

10:10 am

Pricing determinations

Dr. Ron Ben-David, Chairperson, Essential Services Commission

An update regarding the Water Pricing Approaches Review, which will underpin pricing approaches for the next water price review and regulatory period.

10:40 am

Morning Tea

11:00 am

Sponsors address

Francois Gouws, Managing Director, TRILITY

11:10 am

Panel discussion: Legislative change & policy that may influence pricing submissions

Aleksy Bogusiak, Project Delivery Team, WSAA Climate Change Adaptation Guidelines

Penny Armytage, Chair, Ministerial Advisory Committee, EPA Inquiry

Gillian Sparkes, Commissioner for Environmental Sustainability, Victoria

The panel discussion will include presentations on key aspects of The Climate Adaptation Guidelines, EPA Inquiry and Environmental Sustainability, before taking questions as a panel.

12:15 pm

Is the customer always right? – A UK example of customer engagement and segmentation

Chris Vinson, Stakeholder Engagement Manager, Thames Water until 2014 (currently Public Affairs Manager, British Gas)

Case study of how Thames Water - the UK's largest water utility - developed and delivered, a customer and stakeholder engagement strategy to inform its 2014 regulatory price review submission; including the use of customer research to segment the company's 14 million household customers.

12:45 pm

Lunch and close

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SPECIAL INTEREST GROUPS > Thursday 19 November, 2015

In conjunction with this conference, the following Special Interest Groups of the IWA will be meeting on the above date. For details of these meetings please contact the convenors listed below:

Special Interest Group	Convenor	
Corporate Governance	Jo Riley (North East Water) e: jriley@newater.com.au	p: (02) 6022 0586
Customer Service	Grant Colling (Yarra Valley Water) e: grant.colling@yvw.com.au	p: (03) 9872 2414
Educators	Mary Catus-Wood (Melbourne Water) e: mary.catus-wood@melbournewater.com.au	p: (03) 9679 6608
Energy & Greenhouse	Megan Kreutzer (Coliban Water) e: megank@coliban.com.au	p: (03) 4408 5451
Executive Assistants	Joanne McBain (Wannon Water) e: joanne.mcbain@wannonwater.com.au	p: (03) 5565 6611
Finance	Michael Clamp (Gippsland Water) e: christinab@gvwater.vic.gov.au	p: (03) 5177 4619
Human Resources	Christina Bassani (Goulburn Valley Water) e: christinab@gvwater.vic.gov.au	p: (03) 5832 4846
Information Technology	Craig Lindley (Yarra Valley Water) e: craig.lindley@yvw.com.au	p: (03) 9872 1216
Communications and Engagement	Michael Grant (Gippsland Water) e: michael.grant@gippswater.com.au	p: (03) 5177 4784
Technical Services	Paul Northey (Barwon Water) e: paul.northey@barwonwater.vic.gov.au	p: (03) 5226 9201

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Barwon Water Biosolids Facility, VIC

CONFERENCE DINNER

Thursday 19th November 2015

When: 6:30pm (pre dinner drinks)

**Where: RACV City Club, Level 2,
501 Bourke Street, Melbourne**



ENTERTAINMENT

Our guest speaker for the Conference Dinner is 'King of the Turf' and media personality Simon Marshall, who will be seen on Channel 7 throughout the Spring Racing Carnival analysing the ins-and-outs of racing. Simon was Australia's premier weight-for-age jockey in the early to mid-90s. Riding such stars as Super Impose, Naturalism, Better Loosen Up, Hareeba, Poetic King, All Our Mob, Mahogany and Mannerism. With over 700 winners to his credit, Simon, has been recognised by both Gai Waterhouse and Lee Freedman as having no peer as a tactician in weight-for-age races.

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CONFERENCE ACCOMMODATION

For enquiries regarding accommodation at the Conference venue, please call the RACV City Club, Melbourne direct on (03) 9944 8888.

Please remember to mention the reservation is for the 'Institute of Water Administration' Conference when booking to determine if there are any conference room allocations still available. Discounts are available for RACV general members.

REGISTRATION FORM – *The Strategic Context*

To register for the **IWA Conference** please return this form to VicWater by **Thursday 12th November 2015**.

Please return by email, fax or mail.

Email: vicwater@vicwater.org.au Fax: (03) 9639 8860

Mail: IWA, C/- Suite 1. Level 6, 2 Collins Street, Melbourne, 3000

Tax Invoice: ABN 96 103 789 875

ORGANISATION:

ATTENDEES		Purchase Order Number	Thursday Dinner		Conference and Lunch	
			Members* \$155	Non-Members \$180	Members* \$155	Non-Members \$180
Name	Please provide email address of person attending					
Totals						

* Members are individual members of IWA and/or AWA

Please list the names of any attendees who would like a take away lunch (please note limited options), rather than a sit down lunch for the Conference

[Please tick option for payment]

Attached is a cheque for \$ made payable to *The Institute of Water Administration Inc.*

Please Invoice:

Name:

Company:

Address:

Email:**

**Please ensure you provide this information all invoices will be emailed.

Remittances should be emailed to David Thomas (IWA Treasurer) on david.thomas@westernwater.com.au

Next IWA Conference
25 and 26 February 2016



Venue: RACV Healesville Country Club, 122 Healesville-Kinglake Rd, Healesville