



Institute of Water
Administration

IWA Annual Report 2008/2009



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Objectives

- To advance the science of water and wastewater administration by providing the opportunity for members to elevate their professional and general knowledge.
- To increase the proficiency of water industry management.
- To promote the highest standard of integrity in the work of Institute members.
- To foster efficiency and effectiveness in water resources utilisation and development through professional management.
- To maintain high standards of service from the water industry to the community generally.
- To ensure members participate in and contribute to future directions in the water industry.

Presidents Report

I would like to commence my report by thanking everyone for the opportunity of being President for the last 12 months. It has been a privilege and allowed me to grow as an individual.

That said, the outcomes we achieved over the year are a direct result of the Executive supporting myself, the attendees at our conferences, the SIG convenors and SIG attendees, our speakers and sponsors.

This year we continued to deliver on our agreed objectives of increasing the knowledge of our members, improve the business efficiencies (as evidenced by the SIG numbers) and provide a networking opportunity for everyone in the water sector. Our challenge though will be to continue to evolve and find new ways of meeting the needs of members and the industry. There is real competition to our programs and awards from other industry bodies and we need to be smart and adaptive.

Our conferences continued to be a success with nearly 300 attendees in the 12 months just gone and at least 90 for tomorrow. Our speakers covered a broad spectrum of issues and sectors.

We had a false start with the study tour – the global financial crisis can take part of the blame – but it will be incumbent on all of us to support our staff in taking the opportunities to attend and incumbent on the committee to target such tours at the right segments. That said we did send two future leaders to Singapore as part of their 2009 awards.

For the 2010 awards we received 3 great applications but wouldn't it be good for the selection committee to have many great ideas for skills advancement to select from – this would show strong support from our businesses to support their staff on their learning journey.

The IWA is an old and well established institution and folk law and legends abound, the challenge will be to find the new legends for the IWA in order to meet the challenges of our competitors and make a unique organisation for the future.

Finally there is Sarah and Kim – when Sarah had holidays during the year I found out firsthand how hard it is to put a total program together, ignoring the bit Kim did. These two ladies are legends in their own life time and no committee nor organisation can survive without troopers like them.

Thanks again for the opportunity.



Ian Johnson
President IWA
30 June 2009

Special Interest Group (SIG) Reports

Customer Service SIG

Membership

The IWA Customer Service Special Interest Group (SIG) has again had a very productive year. Membership of the group remains strong, with regular attendees representing all Urban and some Rural Corporations.

Group Committee

2009 is the first year of the current committee, comprising:

- Stephen Carter (Central Highlands Water) Convenor;
- John Morris (North East Water) Deputy Convenor;
- Kerri Carr (Coliban Water);
- Chris McLeod (Barwon Water);
- John Robertson (South East Water);
- Carol Ross (East Gippsland Water);
- Murray Cornwall (Gippsland Water); and,
- Nick Varnis (Central Highlands Water).

Meetings

The meetings of the group continue to have very full agendas. A wide variety of topics relevant to customer interaction have been raised for discussion in 2009, including:

February 2009

- **Election** of Officer Bearers
- **High usage undetected leaks policy review** – development of an industry guideline for these contacts

- **Standpipe – management / maintenance and payment** – workshop / discussion on various options available and being used.
- **Customers in Hardship** - discussion about this as an increasing matter due to GFC. Forthcoming EWOV Hardship Conference to be attended by members.
- **Video** – highlighting issues in the Murray Darling Basin.
- **Water Restrictions Update** – members provided an update about their Corporation's circumstances.
- **Recent Bushfires** – members provided an update on the effects and customer service responses being provided.
- **General business** (Various matters)

June 2009

- **High usage undetected leaks policy review** – update on the development of an industry guideline for these contacts
- **ConnectNow/ConnectOne** – presentation on the company's services.
- **Shared Services Program** – presentation on opportunities for Metro and Regional Corp's.
- **Veda Advantage** – presentation on the company's services.

- **EWOV** – Update on relevant issues from the Deputy Ombudsman.
- **EWOV CHAC** – Update from Water Industry Representative of EWOV’s Case Handling Advisory Committee.
- **General Business**
Metering issues at multi-occupancies
Gal service policies
Customer debt levels
Authorised Water Officer training

November 2009

- **High usage undetected leaks policy review** – update on the development of an industry guideline for these contacts
- **Update on GVW’s G.I. Water Service Policy**
- **YVW presentation on its Disaster Recovery Plan for customer contacts**
- **SEWL presentation on Call Centre Management**
- **OnLine On Hold** – presentation on the company’s services.
- **Water Restrictions Update** – members provided an update about their Corporation’s circumstances.
- **EWOV matters**
CHAC
EWUGS
Recent developments
- **General business (inc.)**
Flyce payment options
Customer service benchmarking

Key Issues and Benefits (2009)

An industry guideline pertaining to higher than normal customer accounts from unexplained or hard to detect leaks has been developed to promote consistency in managing these types of customer requests. This guideline, which mirrors the practises of the much of the industry, has been forwarded to VicWater for distribution and discussion.

Water restrictions and drought management continue to have a strong focus for the group, although several water corporations have vastly improved circumstances this year, hence there is generally more optimism coming into the 2009/10 summer than for several years.

Disaster recovery following the 2008/09 summer bushfires provided some testing experiences for many corporations, with event management, planning and learning discussed in subsequent meetings.

Matters pertaining to customers in financial hardship also continues to be a focus with the approaches taken by various corporations being shared amongst the group at its meetings. The potential impacts on staff relating to these matters has also been discussed with corporations sharing coping strategies for their team/s.

Meetings of the group have provided an efficient means for various companies providing services for the industry to promote their offerings, and for members to discuss and provide feedback about the company and others offering similar products and services.

There were several operational and strategic presentation to the group from member corporations.

The meetings have also provided an opportunity for members to provide feedback to the Water Industry Representative on the EWOV's Case Advisory Handling Committee regarding any opportunities for the EWOV and the Industry to improve the management of complaints.

An ongoing key outcome of the group is the peer support for customer service managers and staff working in water corporations. The mutual trust and openness in relation to information sharing is highly valued by members of the group. The active email communications culture assists group members seeking information on policies or practices on a particular issue.

The group will continue to lobby regulatory authorities in relation to matters of common concern.

The group thanks the IWA for support given to all SIGs, and welcomes the opportunity to continue to grow and develop in the coming years.

Stephen Carter

Convenor

IWA Customer Service Special

Interest Group

25 November 2009

Information Technology SIG

The Information Technology Special Interest Group (IT SIG) continued to deliver valuable information sharing opportunities to its members, attracting a wider attendance from across the State as the year progressed.

The SIG met three times throughout the year, in November 2008, February 2009 in Shepparton and June 2009 and November 2009 in Melbourne. Around 26 IT leaders from the urban, rural and metropolitan water businesses now regularly attend the three SIG meetings.

The November 2008 meeting saw presentations from the Department of Innovation, Industry and Regional Development on the Broadband Development program, Telstra products geared towards utilities and from the DSE on spatial data custodianship. Eamonn Tobin from North East Water kindly organised and hosted this meeting.

The Shepparton regional meeting in February 2009 saw presentations from Hewlett Packard on Green IT software solutions and from Messagelabs on managed email filtering services. A member presentation by GWM Water's IT Manager, Brendan Nitschke on 'back to base' metering was a highlight with members of the customer SIG sitting in for this.

The June 2009, Melbourne meeting focussed on mobile computing case studies with presentations from 'us' – Utility Services, City West Water and GWM Water/IComm. This provided a great opportunity to discuss the lessons learnt from mobile computing initiatives. A presentation by South East Water on how to create contemporary PowerPoint slide shows was also of great interest.

The November 2009 meeting, also in Melbourne's RACV club, saw presentations from IT industry Analysts, Gartner, on emerging IT trends and technologies and from Microsoft on the next release of the popular SharePoint platform. The highlight though was a presentation from Goulburn Valley Water's Ryan McGowan on how they restored control systems to the destroyed Kilmore water treatment plant following the 'black Saturday' bushfires.

The implementation of the PR/Communications SIG has provided a valuable opportunity for communication representatives in all fields of the water industry to come together and exchange views, network, provide support, improve professional skills and most importantly, develop friendships and mutual respect. On behalf of the group, I would like to thank the IWA for the opportunity to establish this network.

At each of the meetings the group spends half of the day discussing their respective companies IT projects and initiatives, sharing 'warts and all' insights and asking questions of their peers. This, combined with networking opportunities, is considered highly valuable to the group. A number of water businesses have adopted or shared IT solutions based on discussions at this year's SIG events. Overall the IT SIG events are working very well and highly regarded by the members.

Marcus Darbyshire
Convenor

Technical Services SIG

Group Purpose

The Technical Services Special Interest Group is designed to facilitate the discussion and resolution of various technical issues affecting the Victorian Water Industry.

Issues raised and resolved November 2008 to November 2009

The most significant issue raised and discussed by the Group during the year was the effect of and management of fire affected areas. Discussion centred on the management of emergency situations during a bushfire, and the process of delivering adequate supply after the bushfire. Changes in asset design standards, a better understanding of the resources required to manage fire emergencies, and the establishment of bushfire preparation committees were also discussed.

Additional issues raised and discussed included:

1. The difficulties surrounding the preparation and management of Cultural Heritage Management Plans. These plans are designed to protect natural and archaeological assets. Their implementation at present results in significant delays to delivery and cost escalation in projects. Presentations from Aboriginal Affairs Victoria attempted to clarify this issue, but it remains problematic for the industry.
2. Corporate EPA licences. Overwhelmingly, these licences are viewed as advantageous for water businesses in their improvement in efficiency and their ability to grow relationships between the Water Business and the EPA. These licence arrangements also led to a presentation by the EPA on their

revised structure and its effect on Water Businesses.

3. Changes to OHS rules related to contractors. The Office of Federal Safety Commissioner presented to the group and stimulated a valuable discussion of contractor supervision and management.
4. WSAA asset management benchmarking. A presentation by GHD provided an insight into the role and activities of WSAA for non-members and illustrated the strengths and weakness in asset management amongst Australian authorities
5. The Victorian Water businesses which have formed to a group to develop improved collection and approval of information on developer works provided an insight to the development and benefits of their system. Improved accuracy and consistency of information, and reduced administration costs are the perceived benefits of the new system.
6. VicTrack continued to pose problems for Victorian Authorities. Recent drafting of MoUs between VicTrack and Goulburn Valley Water appear to show some progress toward resolution of this impasse.

Capital Works Sub-Group

The TSSIG has a very broad range of matters to consider. Capital Works was viewed as a particularly important aspect of business which warranted specific attention. Consequently, a specialised Capital Works Sub Group was established and is chaired by Glenn Bewicke of Goulburn Valley Water. This sub-group meets as needed, and to date has met once

to discuss:

1. Performance of consultants
2. Performance of contractors
3. Application of liquidated damages
4. Aggregation of projects esp. water main renewals, sewer rehabilitation.
5. How Corporations are managing within the current Water Plan period
6. Proposals for managing within the next Water Plan period
7. How Corporations are managing internal resources
8. Qualifications on contracts – how to manage
9. Effectiveness of Consultant Panels
10. Material Supplies (impact on timelines)
11. Effective planning
12. Managing Stakeholders (community consultation)
13. Managing small contracts
14. Sustainability
15. Alliances
16. Risk Assessments
17. E- tendering

Outstanding matters of interest to TSSIG

A number of matters remain outstanding at November 2009. These include;

- 1) Telstra Network Protection Plans. These plans appear to be overly conservative and could result in significant delays, cost increases and complications in asset installation. The creation of the National Broadband Network provides an opportunity for the water industry to:
 - a. Assert its powers under the Water Act regarding installation of water assets near other utility assets
 - b. Seek improvements in infrastructure information and installation standards from Telstra

It is proposed to raise this issue further with VicWater.

- 2) Plumbing Industry Commission. This organisation is charged with maintaining the quality of private plumbing assets. Private assets have a significant effect on the operation of public systems and the ability of water businesses to meet performance goals. For these reasons it is considered important for the TSSIG to learn more about the PIC operation and nature. Discussions with the PIC have proved difficult to organise to date because of circumstance preventing PIC representatives attending the TSSIG sessions.
- 3) Management of Septic Tanks. The management of septic tanks is an ongoing problem for the community. There is some doubt that Councils, the responsible authority for the management of Septic Tanks, may in some situations lack the resources and skills to adequately manage these systems. The TSSIG is concerned that the industry does not have a clearly defined position on whether or not water businesses should take over the management of these assets. This matter should be discussed further by the IWA executive and at VicWater.

TSSIG Membership and attendance

The membership of the TSSIG has remained stable over the course of the year. An average of 17 representatives, mainly from Water Authorities, attend each metropolitan session with lower numbers at the regional meetings.

FINANCE SIG

Convenor: DAVID THOMAS. Manager, Finance. Western Water

Meetings:

- 1. 24 February 2009: Shepparton**
- 2. 12 November 2009. Melbourne**

The Shepparton meeting was attended by 24 attendees from 11 Water Corporations plus DSE.

There were two presentations plus an asset tour of NVIRP.

1. DSE presented on proposed changes to BIP1 process, and the red tape reduction initiative.
2. Julie Green, Project Manager, Future Flow, presented on some financial issues faced when rolling out the Food Bowl Modernisation project. This was followed by a tour of some the channel lining and automatic gates that had been installed.

The Melbourne meeting in November was held away from the RACV Club to ease the meeting room accommodation shortage, and this assisted the TechOne user group to meet in the morning at the same venue. There were 28 attendees from 15 water corporations, plus DSE.

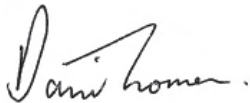
There were six presentations:

1. CPA Australia provided an update on the changes to the CPA Program for graduates.
2. Valuer General's Office gave advance warning to plan well ahead for the 2010-11 revaluation cycle, as well as the upcoming infrastructure valuation.

3. Wannon Water presented on how their strategic purchasing policy was proving benefits some two years after implementation.
4. DTF provided an overview of the Public Finance Accountability Bill, which will replace four existing Acts. The most notable change will be the 30 September date for tabling of Annual Reports each year, not just in election years.
5. Victoria Auditor General's Office advised there were no qualified financial statements or performance statements in the water sector for 2008-09. There was some room for improvement on how water corporations gathered and presented data to the auditors for the Performance Reports.
6. DSE presented on how they were implementing a Performance Framework to monitor performance of water corporations. This presentation had been individually delivered to all water corporations over recent months. Emphasis was made that it was a tool for DSE to pull together data that was already gathered by them and other stakeholders (ESC).
7. In addition, DSE was seeking feedback on the issue of Penalty Interest on water accounts. With the Metro's coming across to the Water Act, they would in the future be in a position to charge penalty interest for the first time, but there was consumer concerns that the rate of around 12%. Whilst some rural's don't charge interest at all, some other's use the penalty charge on those who choose not to pay rather than on those that can't pay. Consensus from those that did charge interest was that it was used as a tool to encourage

payment, as any 'cheap' penalty rate would encourage consumers (and particularly rural businesses) to use the water corporation as a banker and pay their water accounts last. Business interest rates from banks were nowhere near 6% as proposed by the DSE methodology of using the TCV 10 year bond as a benchmark.

Whilst there were no takers for the 2010 convenor at this stage, discussions are underway to rotate a fresh face after having spent two years convening the Finance SIG.



David Thomas

24 Nov 09

Human Resources SIG

The year started with a journey to Shepparton hosted by Goulburn Valley Water and the resignation of Steve Morell from North East Water as State Convenor for the HR SIG.

Eleven water corporations were in attendance as well as one Catchment Management Authority (CMA) and a representative from the Northern Victorian Irrigation Renewal Project (NVIRP).

Steve Wilson and Rob Wall were in attendance representing VECCI and discussing the new Workplace Relations Act, Award Modernization and the National Employment Standards (NES).

Rod Wells from Workforce Victoria (formerly Industrial Relations Victoria, IRV) spoke about the Enterprise Agreement approval process, operative dates and the Victorian Government Policy Manual being revised.

Tony Nippard, Executive Director Knowledge Management and Governance with the State Services Authority (SSA) updated everyone on the timelines for the implementation of the 2009 People Matter Survey in April. Tony was looking for a business within the public sector to work with so that a customized survey could be delivered to provide greater value and accuracy to the stakeholders. A sub-committee has since been formed and has been working closely with Tony and his department in customizing a water industry specific survey that will be released in March 2010 with buy in from all the regional corporations and 2 metropolitan corporations. This model will then be circulated as a benchmark for all the other public sector businesses to follow. Jenny Singleton from the SSA also

gave an update on the multitude of kits and guidance material available through the SSA.

Nicole Latham, Melbourne Water was successful in winning an IWA Development Award in 2008 for Attraction and Retention Strategies in the USA water industry. Nicole presented her findings based on the 4 businesses she visited.

The next meeting was in June at the RACV Club in Melbourne. Thirteen corporations were in attendance as well as NVIRP and one CMA.

The first speaker was David Sheehan from the Department of Human Services (DHS) to discuss the Draft Code of Practice for Water Treatment Operators. As a result of this meeting a sub committee has been formed to work with DHS and offer advice on the impact some of these guidelines may have, especially in relation to quality training providers. This sub committee has been meeting with DHS on a regular basis and reporting back to the HR SIG on any developments either at the SIG meetings or by email.

We also had a presentation from the Department of Planning and Community Development on developing a Disability Action Plan (DAP) and the support processes in place for those corporations that need to comply.

City West Water in conjunction with Victoria University gave a presentation on their Technical Officer Cadetship program. VECCI and SSA gave updates on National Employment Standards and the People Matter Survey respectively.

Further updates were given by Workforce Victoria before spending time with

open discussion about relevant workplace issues.

The November meeting in Melbourne was well attended by thirteen corporations and the themes continued with updates on industrial relations issues. SSA also gave an update on the final timelines for the People Matter in Water Survey scheduled for early 2010.

The collaborative work that has been undertaken by the Water Corporations and SSA has been outstanding and the industry should reap the benefits of this work next year when the SSA delivers a quality report that will be invaluable for water corporations to act upon.

The IWA HR SIG has certainly been well attended and a highly beneficial networking opportunity for all of the participants. It is strongly supported by the regional corporations with limited attendance from the metropolitan corporations. There has been a turnover of HR staff in some corporations this year and the HR SIG provides the ideal opportunity for the new members to quickly get up to speed on relevant water industry issues.

All the corporations are to be congratulated for supporting the SIG concept and the individuals for the generous camaraderie, information and knowledge sharing that exists within the group.

Peter Drummond
Manager People and Culture
GWMWater
IWA HR SIG Convenor

PR/Communications SIG

The PR/Communications SIG has officially been established for 12 months and as such members felt it was an opportune time to evaluate the group. The evaluation was undertaken at the June 2009 meeting with the aim of identifying the key benefits and any opportunities for improvements that would ensure the long term vitality of the group.

The key benefits identified by the group included the opportunity to network with peers, the strong relationship building that has resulted from meeting each other face to face and the knowledge sharing that is now taking place.

Opportunities for improvement that were identified included utilising different techniques for the presentations, running mini regulator panels and inviting additional guest speakers.

The group also indicated that they would like to work on one or two projects for the Victorian water industry. The two projects identified are

- 1) Work with DSE to develop a set of guidelines for the Operations Report for the Annual Report. (This is different to the VicWater Guidelines for the Financial Section of the Annual Report.)
- 2) Develop a marketing strategy for the water industry.

The scope of these two projects will be determined at the November 2009 meeting in Melbourne.

These two projects are aligned to the vision for the SIG that was developed in June 2008.

Vision

The IWA PR/Communications Special interest Group will provide a platform to enhance members' professional knowledge and skills to better influence the strategic communications of the water industry.

The SIG met three times throughout the year, in November 2008 in Melbourne, February 2009 in Shepparton and June 2009 in Melbourne. The meetings have been attended by representatives from urban, rural and metropolitan water corporations.

12 water corporations were represented at the November meeting. At this meeting Anne McCaig a consultant for DSE ran a focus group to find out how DSE Communications and water corporations could improve their working relationship and improve communications. The group also participated in presentations and discussions on crisis communications, and communication the water conservation message. The SIG also joined with the Customer Service SIG to discuss water restrictions.

The February regional meeting was held in Shepparton with representatives from 8 water corporations. Wendy Milsom and Bridget Cull from DSE made a presentation to the group on DSE communications and the department priorities for 2009, environmental watering and the education water wagon. This provided a great opportunity to discuss the difficulties both DSE and the corporations face in communicating with each other and the tight deadlines that are sometimes imposed on water corporations. The group also heard from Lindy Nieuwenhuizen from GMW and Merrill Boyd from NVIRP on their organisations and the foodbowl modernization project. After the

presentations the SIG joined other SIGs on a bus tour highlighting various aspects of the foodbowl modernization project.

The June meeting was very interactive and provided a great opportunity for networking and knowledge sharing between the 13 water corporations represented. The meeting focused on customer surveys, annual reporting, internal communications and the evaluation of the SIG. Helen Bartley from Bartley Consulting made a presentation on the collaborative approach that East Gippsland, Gippsland and South Gippsland take in relation to their customer perception surveys and in the afternoon Grant Watkinson from DSE discussed the annual report process and requirements.

The implementation of the PR/ Communications SIG has provided a valuable opportunity for communication representatives in all fields of the water industry to come together and exchange views, network, provide support, improve professional skills and most importantly, develop friendships and mutual respect. On behalf of the group, I would like to thank the IWA for the opportunity to establish this network.

Mary Connelly-Gale
Convenor

IWA Development Award

The 2010 Executive of the Institute inaugurated the IWA Development Award which has been established to encourage the development of members to the betterment of themselves, the water industry and the Institute. The recipient of the award receives a grant from the institute to assist with the costs of undertaking a professional development project.

The applicants for the 2010 award were:

Clare Lombardi- Water Conservation program Co-ordinator, City West Water

Brian O'Sullivan- Manager, Communication and Customers, City West Water

Andrew Jeffers- General Manager Service Delivery, Wannon Water

The 2010 development award winner was Andrew Jeffers. Andrew's proposal was to increase knowledge and awareness of smart metering and smart water systems. Andrew recognized through DSEs recent cost/benefit analysis that North East USA is an area where a number of smart water meter projects are underway. As such Andrew proposed to attend the ACE10 which is the annual conference and exposition of the American Water Works Association. Andrews overall objectives are threefold- implementation learning's from other leading water companies, technology status and future direction, and gaining a more comprehensive understanding of both the tangible and intangible benefits of smart water meter projects.

Executive Council 2008/2009

- PRESIDENT:** **Ian Johnson** B Eng (Civil), Grad Dip Business Admin, AIWA
General Manager Regulation
South East Water
- PUBLIC OFFICER:** **Sarah Johnston** BCom, BLaw, ASA
Revenue & Customer Services Coordinator
East Gippsland Water
- Kim Calvi**
Information Services Infrastructure Coordinator
City West Water
- TREASURER:** **Andrew Hunt** BEc, CPA, FAICD, AIWA
Executive Manager Business Services
Coliban Water
- David Cappellari** CPA, A.Fin
Manager Treasury & Financial Analysis
South East Water
- MEMBERS:** **Neil Brennan** Grad Dip Mgt, MBus, FIWA
Managing Director
Central Highlands Water
- Les Mathieson** B. Arts, Dip. Frontline Man, FIWA, MAIM, FACID
Managing Director
East Gippsland Water
- John Wilkinson** BCom, FCPA, RCA, FIWA, FAICD
Managing Director
Western Water
- Peter Quinn** AAPI, CPV, MBA(Exec), FIWA, MAICD
Managing Director
Goulburn Valley Water
- David Heeps** BE(Agric), MEngSci, Grad Dip App Corp Gov, FIWA
General Manager, External Affairs
City West Water
- Michael Malouf** FIPAA, FAICD, FIEA, MIWA
Managing Director
Barwon Water
- Grant Green** MBA, Grad. Dip. Man., Dip. BS (Acc.), FCPA, MAICD, AIWA
Managing Director
Wannon Water
- Steve Evans** Dip.Eng (Mech), FAIM, MAICD, AIWA
Managing Director
South Gippsland Water
- Les Mclean** BBus, FCPA, FIWA, GAICD
General Manager Commercial Services
Western Water

Conference Sponsors and Presenters

13th & 14th November 2008

RACV Club, 501 Bourke St, Melbourne
"Beyond Garnaut"

Features:

- Roger Jones, Principal Research Scientist CSIRO Marine & Atmospheric Research- Response to the Garnaut report
- Michael Nolan, Principal Consultant Sustainability, Maunsell AECOM- Garnaut climate change review
- Dave Plunkett, Climate Change Manager Qenos- Qeno's response to climate change
- Ian Nerthercote, Chief Executive, Loy Yang Power- Implications of climate change on the electricity industry
- Chris Mobbs, Industry Advisor Community & Industry Partnerships Branch, Department of Environment, Water, Heritage and Arts- GHD Challenge Plus and Beyond
- PANEL- Green house gas and Carbon Trading
 - Ben Fumage, General Manager Strategic Planning, Melbourne Water- Representing Large Energy Users
 - Alison Dodd, Solicitor Planning and Environment, Phillips Fox- Representing Legal Advisors
 - Stephanie Gillespie, Manager Renewable Resources, Western Water- Representing a small energy usage Corporation



East Gippsland **Water**

26th & 27th February 2009

Parklake Country Comfort Shepparton
"Sustainable Water in the North"

Features:

- John Corby, Managing Director, Corby Fresh Fruits- Regional Leadership and Foodbowl unlimited
- Murray Smith, CEO Northern Victorian Irrigation Renewal Project (NVIRP) - Irrigation renewal in Northern Victoria
- Richard Evans, Principal Hydrologist, Sinclair Knight Merz- Groundwater issues specific to the Northern SWS
- Victoria Leavold, President Young Water Professionals (YWP)- Objectives and aspirations of the YWP
- PANEL- Northern Region Sustainable Water Strategy with:
 - Richard Anderson, Chair VFF Water Resources- Irrigator Views
 - Craig Heiner Managing Director, North East Water- Urban issues
 - Mark Lawlor, Chair of Goulburn Valley Water- Environmental Perspectives



25th & 26th June 2009

RACV Club, 501 Bourke St, Melbourne

“The Evolving Water Business”**Features:**

- Stuart Wilson, Manager Regulatory Strategy and Pricing, Sydney Water- Third Party Access- The Sydney Water Experience”
- Warwick Tudehope, Manager Network Regulation and Compliance, Jemena Sydney- Third Party Access- experience of an energy business
- Andrew Fennessy, Director Urban Water Regulatory Reform, Department of Sustainability and Environment- The Water Grid
- Lewis Jones, Director Quantitative Research, Sweeny Research- Today’s water business the customer perspective
- Luisa Munoz, General Manager, Customers and Communication, Barwon Water- Shaping a water business into the future
- Scott Chapman, Director Commerce and Marketing, City of Melbourne- How the City of Melbourne has evolved to meet the needs of its stakeholders



Membership Register 30 June 2009

FELLOWS - (HON. LIFE)		FELLOWS - (HON. LIFE RET.)		Andrew Chapman	South East Water
Robin Fletcher		Jack Austin		Mary Connelly-Gale	Goulburn Valley Water
Barry Leach		Mijo Darveniza		Murray Cornwall	Gippsland Water
John Maglen		Ron Dudley		Stephen Costley	
David Roberts		Laurie Gleeson		Jason Dagger	Goulburn Valley Water
		Robert Jordan		Andrew Dilley	Wannon Water
		Robert Leslie		Phillipe Du Plessis	South Gippsland Water
		Jim Martin		Peter Everist	Water Infrastructure Group
				Nigel Finney	Savewater Alliance
FELLOWS		CFA		Thomas Fricke	GHD Pty. Ltd.
Mick Bourke		Central Highlands Water		Darren Heritage	Coliban Water
Neil Brennan		ESC		Anthony Hernan	North East Water
Dennis Cavagna		City West Water		Daniel Hogan	Goulburn Valley Water
David Heeps		Lower Murray Urban		Paul Houlihan	Central Highlands Water
Ronald Leamon		& Rural Water		John Huf	Wannon Water
		East Gippsland Water		Peter Jacob	Marsden Jacob Associates
Leslie Mathieson		Western Water		Andrew Jeffers	Wannon Water
Jeff Mayo		SMEC Australia		Les Johnson	Wannon Water
Les McLean		Wannon Water		Jenni Kalstrom	Coliban Water
Barry Norman		Goulburn Valley Water		Lynley Keene	Gippsland Water
Damien O'Doherty		Western Water		Paul Kerrins	Goulburn Valley Water
Peter Quinn				Andrew Kneebone	Cradle Mountain Water
John Wilkinson				Victoria Leavold	VicUrban
Russell Worland				Tony Leonard	Westernport Water
				Michael Malouf	Barwon Water
FELLOW (RET.)		Central Highlands Water		John Morris	North East Water
Robert Illig				Chris Murdoch	Goulburn Valley Water
Mr Geoff Michell				Kevin Murphy	Lower Murray Water
				Anthony Norrish	GHD
ASSOCIATES		Goulburn Valley Water		Paul O'Donahue	Central Highlands Water
Glenn Bewicke		Coliban Water		Andrew Osborne	Osbourne Management
Kerri Carr		Lower Murray Urban		Prevos Peter	Coliban Water
Loris Davis		& Rural Water		Roslyn Salmon	Coliban Water
		Western Water		Greg Sharpley	Sharp Coefficient
Peter Donlon		South Gippsland Water		Michael Smit	Savewater Alliance
Stephen Evans		Goulburn Valley Water		Malcolm Speirs	SMEC Australia
Allen Gale		Wannon Water		David Thomas	Western Water
Grant Green		Goulburn Valley Water		Meryl Todd	Westernport Water
Bruce Hammond		North East Water		Robert Tommasini	Central Highlands Water
Craig Heiner		DSE		Donald Vincent	GHD
Andrew Hunt		South East Water		George Wall	Water Industry Operators
Ian Johnson		Goulburn Valley Water			Association
Graeme Jolly		Barwon Water		Greg Ward	Central Highlands Water
Chris McLeod		Cradle Coast/ North West Water		Ian Watson	Coliban Water
Mike Paine		Aecom Engineering		Mark Wilkin	Goulburn Valley Water
Peter Robinson		Goulburn Valley Water		Peter Wood	
Noel Squires					
Eamonn Tobin		Central Highlands Water		RETIRED MEMBERSHIP	
Nick Varnis				Peter Dorling	Committee for Geelong
Colin White		Grampians-Wimmera		John Dyer	
Mark Williams		Mallee Water		Terence Larkins	
		Central Highlands Water		Vernon Robson	
Tony Wright				Malcolm Taylor	
				Merv Hair	
MEMBERS		Central Highlands Water			
Katrina Baddely		United Water – Ballarat Region		HONORARY MEMBERS	
David Both		Coliban Water		Bernie Cummins	
Frances Callinan		Central Highlands Water			
Stephen Carter					

CORPORATE MEMBERS

- Actaris
- Barwon Region Water
- Central Gippsland Water
- Central Highlands Water
- Coliban Water
- City West Water
- East Gippsland Water
- Ecowise Environmental
- Local Authorities Solutions Civica Pty Ltd
- Goulburn Valley Water
- Grampians Water
- GHD
- Lower Murray Water
- MAPS Group
- Aecom
- North East Water
- PBJ & Associates
- Russell Kennedy Solicitors
- South East Water Ltd
- South Gippsland Water
- Water Infrastructure Group
- United Water
- VWIA
- Wannon Water
- Western Water
- Westernport Water
- Yarra Valley Water
- RMCG- RM Consulting Group

MEMBERSHIP OF THE INSTITUTE AS AT 30/6/2009

Members	
Corporate	28
Members	103

Made up of:

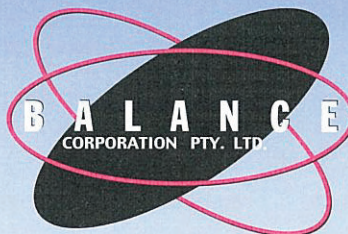
Honorary Life Fellows	4
Honory Members	1
Honory Life Fellows Retired	7
Fellows	13
Retired Fellows	2
Associates	21
Retired Members	6
Members	49

Total Members	131
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Financial Statements

INSTITUTE of WATER ADMINISTRATION Inc.			
ABN 96 103 789 875			
Profit/Loss for Period Ended			
30-Jun-09			
<u>Full Year Budget</u>			<u>Actual</u>
	Revenue		
	<u>Subscriptions</u>		
\$5,527	Individual	\$6,322	
\$196	Retired	\$147	
<u>\$11,835</u>	\$17,558 Corporate	<u>\$11,837</u>	\$18,306
	<u>Conferences</u>		
\$18,787	November Fees	\$20,658	
\$4,832	November Sponsorship	\$2,700	
\$0	November Expenditure Recovery	\$1,359	
\$19,687	February Fees	\$22,527	
\$4,832	February Sponsorship	\$2,700	
	February Expenditure Recovery	\$938	
\$17,550	June Fees	\$18,655	
\$4,832	June Sponsorship	\$2,700	
	\$70,520 June Expenditure Recovery	<u>\$1,744</u>	\$73,981
	\$5,670 Interest		\$6,325
	\$250 Miscellaneous		\$0
	\$2,500 Award Sponsorship		\$1,973
	\$96,498 Total Income		\$100,585
	Expenses		
	<u>Conferences</u>		
	November		
\$21,750	- Venue	\$20,800	
\$4,700	- Guest Speakers	\$5,001	
	February		
\$19,200	- Venue	\$19,773	
\$4,700	- Guest Speakers	\$2,259	
	June		
\$21,750	- Venue	\$23,516	
\$4,700	- Guest Speakers	<u>\$7,000</u>	\$78,349
	\$400 Audit Fees		\$340
	\$300 Bad Debts		\$0
	\$500 Special Projects		\$0
	\$0 Special Projects - Overseas Tour		\$5,850
	\$3,500 Additional Venue Hire - SIG's		\$0
	\$550 Annual Report		-\$250
	\$2,550 Honorariums		\$2,400
	\$5,200 IWA Awards and Certificates		\$10,095
	\$2,000 Operators Award		\$2,000
	\$50 Bank Charges		\$81
	\$2,000 Administration		\$3,321
	\$93,850 Total Expenses		\$102,186
	\$2,648 Surplus/Deficit		-\$1,601

INSTITUTE of WATER ADMINISTRATION Inc.			
ABN 96 103 789 875			
Balance Sheet as at			
30-Jun-09			
<u>At 30 June 2008</u>			<u>At 30 June 2009</u>
	Assets		
	<u>Current Assets</u>		
\$0	Cheque Account	\$1,323	
\$12,053	Trading Account	\$2,073	
<u>\$142,016</u>	\$154,069 Investment Account	<u>\$128,088</u>	\$131,484
	\$9,286 Accounts Receivable		\$19,815
	\$1,818 Prepayments		\$1,818
	\$1,395 Undeposited Funds		\$0
	<u>\$166,568</u> Total Assets		<u>\$153,117</u>
	Liabilities		
	<u>Current Liabilities</u>		
\$16,110	Sundry Creditors	\$6,545	
<u>\$1,139</u>	\$17,249 GST Payable	<u>-\$1,355</u>	\$5,190
	<u>\$17,249</u> Total Liabilities		\$5,190
	<u>\$149,319</u> Net Assets		<u>\$147,927</u>
	Equity		
\$118,062	Opening Equity	\$118,062	
\$21,779	Retained Earnings	\$31,466	
<u>\$9,478</u>	Net Income	<u>-\$1,601</u>	
	<u>\$149,319</u> Total Equity		<u>\$147,927</u>



CHARTERED ACCOUNTANTS

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
INSTITUTE OF WATER ADMINISTRATION INC.**

Scope

We have audited the financial report, being a special purpose financial report, of Institute of Water Administration for the year ended 30 June 2009. The Committee is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the requirements of the Associations Incorporation Act Victoria and are appropriate to meet the needs of the members. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of Institute of Water Administration. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporation Act Victoria. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 so as to present a view which is consistent with our understanding of the Association's financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

In our opinion, the financial report of Institute of Water Administration presents a true and fair view of the financial position of Institute of Water Administration as at 30 June 2009 and the results of its operations and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

The special purpose financial report and committee's responsibility

The special purpose financial report comprises the balance sheet, income statement, accompanying notes to the financial statements, and the statement by members of the committee for Institute of Water Administration (the association), for the year ended 30 June 2009.

The committee of the association is responsible for the preparation and true and fair presentation of the financial report and have determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the Associations Incorporation Act Victoria and are appropriate to meet the needs of the members. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

144 Cochranes Road
Moorabbin VIC 3189

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Fax: 03 9532 6133
ABN 20 514 522 995

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P. O. Box 8502 Heatherton VIC 3202
Email: reception@balcorp.com.au
www.balcorp.com.au



Liability limited by a scheme
approved under Professional
Standards Legislation.

Michael McClaren CPA
Email: mmclaren@balcorp.com.au

The special purpose financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting requirements under the Associations Incorporation Act Victoria. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Audit Approach

We conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the accounting policies described in Note 1, so as to present a view which is consistent with our understanding of the association's financial position, and of its performance as represented by the results of its operations. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia. No opinion is expressed as to whether the accounting policies used and described in Note 1, are appropriate for the needs of the members.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the committee.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of Institute of Water Administration presents a true and fair view in accordance with the accounting policies described in Note 1 to the financial statements, of the financial position of Institute of Water Administration as at 30 June 2009 and the results of its operations and its cash flows for the year then ended.



Christopher Falkingham FCA & FCPA

Date 11th November 2009

Address 144 Cochranes Road, Moorabbin Vic 3189

Past Presidents, Secretaries and Treasurers

YEAR	PRESIDENT	SECRETARY/PUBLIC OFFICER	TREASURER
1967-68	J.C.G. Aplin	I.M. Symington	-
1968-69	A.P. Brumley	R.H. Leslie	-
1969-70	A. Dewar	R.A. Fletcher	-
1970-71	A.L. Carr	R.A. Fletcher	-
1971-72	N.P. Haymes	F.D. Trainor	-
1972-73	E.J. Austin	J.C. G. Aplin	-
1973-74	R.H. Leslie	C.J. Paterson	-
1974-75	R.A. Fletcher	A.L. Carr	J.C. Maglen
1975-76	F.D. Trainor	G.G. Scott	J.C. Maglen
1976-77	J.C. Maglen	G.G. Scott	G.J. Kerr
1977-78	E.J. Robbins	A.R. Edwards	G.J. Kerr
1978-79	B.E. Leach	A.R. Edwards	G.J. Kerr
1979-80	R.E. Dudley	N.R. Illig	E.J. Robbins
1980-81	A.R. Edwards	B.E. Leach	E.J. Robbins
1981-82	E.J. Austin A.R. Edwards	B.E. Leach	E.J. Robbins
1982-83	J.C. Maglan	B.E. Leach	E.J. Robbins
1983-84	L.C. Spitty	B.E. Leach	E.J. Robbins
1984-85	D.J. Roberts	B.E. Leach	L.J. Gleeson
1985-86	J.T. Wilkinson	B.E. Leach	L.J. Gleeson
1986-87	R.E. Dudley	B.E. Leach	J.C. Maglen
1987-88	L.J. Gleeson	B.E. Leach	J.C. Maglen
1988-89	R.A. Jordon	B.E. Leach	J.C. Maglen
1989-90	J.B. O'Brien	B.E. Leach	J.C. Maglen
1990-91	M.W. Brown	B.E. Leach	G.J. Kerr
1991-92	W.J. Hobson R.A. Fletcher	B.E. Leach	G.J. Kerr
1992-93	G.I. Keith	R.A. Fletcher	G.J. Kerr
1993-94	J.F. Martin	R.A. Fletcher	G.J. Kerr / J.T. Wilkinson
1994-95	N.P. Brennan	R.A. Fletcher / D.R. O'Doherty	J.T. Wilkinson
1995-96	R.A. Jordan	D.R. O'Doherty/R.D. Anderson	J.T. Wilkinson
1996-97	J.T. Wilkinson	R.D. Anderson	R.A. Jordan
1997-98	L.J. Gleeson	R.D. Anderson	R.A. Jordan
1998-99	D.J. Roberts	R.D. Anderson	R.A. Jordan
1999-2000	J.F. Martin	M.J. Wooten	R.A. Jordan
2000-01	D. Cavagna	M.J. Wooten	L.B. McLean
2001-02	R. Leamon	M.J. Wooten / P.A. Quinn	L.B. McLean
2002-03	R. Worland	P.A. Quinn	L.B. McLean
2003-04	L. Gleeson	P.A. Quinn	L.B. McLean / A. Hunt
2004-05	J.T. Wilkinson	P.A. Quinn	A. Hunt
2005-06	D. Heeps	P.A. Quinn	A. Hunt
2006-07	L.B. Mclean	P.A. Quinn	A. Hunt
2007-08	L. Mathieson	P.A. Quinn	A. Hunt
2008-09	I. Johnson	S. Johnston / K. Calvi	A. Hunt / D. Cappellari



Institute of Water
Administration