

## Plenary Session Complexity in the Water Sector

Once upon a time, the business of a water corporation was relatively simple, and the focus of organisations was on pipes and pump stations to meet the modest needs of communities – reliable water. Systems and processes were manual and there were more people employed in the field providing services than in the office.

Move to today – the business of a water corporation is multifaceted and increasingly complex to navigate and manage. Customers expect high quality services and new ways to engage. Regulators consistently ramp up standards and expectations. Setting prices is complex and time consuming. The digital revolution has created efficiencies and new capabilities, but also comes with complexity, expense and constantly evolving cyber risks. Urban sprawl continues with unprecedented growth in peri-urban areas. New stakeholders have emerged and have expectations.

As a sector we respond to these and other challenges, while also responding to a drying climate and cost of living crisis. Our wonderful and committed people are what keeps the complex water corporation ecosystem going, but at times they report feeling overwhelmed.

Our plenary speaker David Middleton will provide some firsthand perspectives which will help recognise and navigate some of this complexity.

## Plenary Speaker David Middleton

David became the inaugural Chair of the Greater Western Water Board on 1 July 2021. Prior appointments include City West Water Board Chair from October 2015 to June 2021 and Director at Yarra Valley Water from October 2011 to September 2015.



David Middleton

David has over 30 years of industry operational and executive experience. He is Chair of the VicWater Board and a director on the board of Hydro Tasmania. David holds Bachelor and Masters degrees in engineering, an MBA from Deakin University and is a Graduate Member of the Australian Institute of Company Directors (AICD). David has held previous board roles as Managing Director of the CH2M Hill group of companies in Australia and Chair of CH2M Beca in New Zealand.

[Register here](#)

## SIG Meetings

All 12 Special Interest Groups will meet from 10am and are open to Victorian water corporation employees. Register for SIG meetings and the plenary session via the button above. SIG agendas will become available on the [IWA website](#) and through Eventbrite once registered. Any queries regarding a SIG, please contact the relevant [SIG convenor](#).