

**Water Services
Association of Australia**

Annual Report 2009-2010



**WATER SERVICES ASSOCIATION
OF AUSTRALIA**

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**Annual Report
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WSAA
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WSAA Vision and Mission

Australian urban water utilities are valued as leaders in the innovative, sustainable and cost effective delivery of water services.

The Water Services Association of Australia (WSAA)

Vision

Australian urban water utilities are valued as leaders in the innovative, sustainable and cost-effective delivery of water services.

Mission

WSAA is the peak body of the Australian urban water industry.

WSAA serves its members by:

- Promoting knowledge-sharing, networking and cooperation for the benefit of the urban water industry.
- Identifying emerging issues of importance to the urban water industry and developing strategic responses.
- Developing industry-wide approaches to national water policy issues.
- Being the voice of the urban water industry at the national level.
- Facilitating strategic standardisation, industry performance monitoring and benchmarking.
- Delivering projects and research outcomes of national significance.
- Providing information and communicating in a timely and effective manner.

Values

In achieving the vision and mission, WSAA and the urban water industry are guided by the following values:

- The protection of the public health of the community.
- Cost-effective delivery of water services.
- Understanding and being responsive to customers.
- Engaging the community and stakeholders.
- Ensuring the sustainable management of urban water resources and minimising the impact of the industry on the environment.
- Regular assessment and reporting on the performance of the urban water industry.
- Not being content with the status quo and always willing to innovate and seek new and smarter ways of doing things.
- Understanding and managing the risks confronting the industry.
- Making decisions based on sound knowledge and research.

WSAA Report by the Chair and the Executive Director



It was another busy year for the Australian urban water industry and for WSAA. Climate change and population growth are still the main drivers of activity in the Australian urban water industry. The need to diversify water sources has created unprecedented capital investment in new water sources.

During the year, desalination plants were commissioned in Sydney and at Tugan in South East Queensland, while construction of desalination plants commenced in Perth, Adelaide and Melbourne. It is important to note that desalination is not the only source of water being developed but there is considerable investment in other sources of water including recycled water, groundwater, stormwater and aquifer storage recharge.

A consequence of multi-source water supply systems is an increase in the complexity of managing these systems, particularly in order that they can be optimised from a water resource, energy and public health perspective.

WSAA is increasingly involved in advocating the views of the urban water industry to key water stakeholders at the national level. Over the last 12 months, when it was envisaged that a carbon reduction pollution scheme would be implemented, WSAA was involved in extensive discussions with stakeholders in Canberra. The urban water industry has a proud leadership role in maximising the generation of renewable energy and reducing the greenhouse gas footprint of the industry and we want this to continue. The National Greenhouse and Energy Report System (NGERS) is another area where WSAA has made representation to ensure that there are still incentives for water utilities to offset greenhouse gas emissions associated with desalination and recycled water schemes through the construction of renewable energy sources. Determining how fugitive emissions would be calculated under the NGERS was another key area in which WSAA was involved during the year.

This has been the first year of operation of the collaborative partnerships being undertaken with international research entities such as the US Water Environment Research Foundation, the Water Research Foundation and the Global Water Research Coalition. The collaborative partnerships established by WSAA for its members have resulted in many WSAA Members being involved in international research and participating in workshops, teleconferences and webinars relating to key research projects.

With so much activity in the urban water industry the need for WSAA to organise forums and workshops to allow the facilitation of information exchanged has never been greater. On average WSAA conducted a meeting/workshop on a weekly basis across Australia. WSAA members value the opportunity

to exchange information and learn from the mistakes and the successes of implementing projects around Australia. These workshops and meetings were highly rated by attendees.

During the year the Asset Management Committee, Environment and Sustainability Committee and the Water Quality and Health Committee all went through a process of determining the strategic direction and the priority for action. The committees are the engine room of WSAA and the work they undertake is invaluable in informing the WSAA Board of work priorities going forward.

WSAA has commenced a new strategic planning process and we look forward to involving WSAA members in the development of a new strategic plan in the coming year.

The WSAA Board continues to provide guidance, leadership and wisdom to WSAA activities. As the WSAA Board Members have very busy schedules managing their own water utilities, WSAA staff greatly appreciated the time and effort they contribute to WSAA. We would like to acknowledge the contributions of Dr Christine Mucha (Onstream) and Robin Lewis (Queensland Urban Utilities) who departed the Board during the year.

We welcomed two new members to the WSAA Board during the year, namely Jon Black (Unitywater) and Shaun Cox (South East Water).

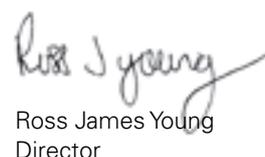
We would also like to thank the outgoing WSAA Chair, Dr Kerry Schott, for the strong leadership and direction she provided over her two-year term.

The strength of WSAA is the close contact it maintains with WSAA members, which ensures that WSAA is able to reflect the views of the utilities in its publications, in the media and when making presentations at public forums. WSAA staff are indebted and grateful to the WSAA members who, despite their busy schedule, still have the time and energy to devote to attending committee meetings and providing information so that WSAA's messages are always vital and up to date.

We look forward to the future with a great deal of confidence but also aware that we are working in a rapidly changing industry and that the future holds many challenges. We believe that the challenges create opportunities which the industry must capitalise on.



Kevin John Young
Director



Ross James Young
Director

WSAA Highlights and Project Updates for 2009-2010

National Performance Report

The National Performance Report (NPR) presents a consistent and informative overview of the performance of Australian urban water utilities and the essential services they provide.

The 2008-09 urban report includes information from 73 utilities over 120 indicators, demonstrating that the Australian urban water industry publishes more information than any other utility sector in the world. The NPR was prepared by the National Water Commission, all State and Territory Governments and WSAA and is a requirement of the National Water Initiative.

The 2008-09 report highlighted that the majority of utilities reported small increases in average residential water supplied as storages in New South Wales, the ACT and Queensland recovered after improved rainfall. However, the volume of average residential water supplied continued to fall for the major utilities in South Australia and Victoria. The more important message that emerges from the trend data in this report is that water use remains very low compared with historical levels.

Average residential water supplied per property has fallen from 228kL in 2003-04 to 185kL, a decrease of 19%. The total volume of recycled water supplied was 227 GL in 2008-09, an increase of 7.3% compared to 2007-08. Total reported capital expenditure increased from \$4.5 billion in 2007-08 to \$8.1 billion in 2008-09, almost an 80% increase. Operating expenditure increased substantially compared to 2005-06 levels, moving from \$449 on a per property basis to \$543 in 2008-09. Typical residential bills (for both water and wastewater) increased by 10% on average in 2008-09 compared to the previous year.

Implications of population growth in Australia on urban water resources

The two key factors that determine reliability of water supply for our cities and towns are population growth and climate change. Although Australia has an outstanding track record in reducing per capita urban water consumption, new sources of water will be required to meet future demands. WSAA produced Occasional Paper No. 25 'Implications of population growth in Australia on urban water resources', which was released on 15 July 2010.

One of the key findings of this report is that Australia's major urban centres will experience a significant increase in demand even on the most conservative estimates of population growth.

By 2026, on current population trends, it is predicted that major urban centres will have an additional demand of over 600 billion litres annually, and by 2056 of over 1000 billion litres. However, with the recent investment in desalination and recycled water, the additional demand can, in theory, be met up to 2026 assuming rainfall does not continue to deteriorate. With less water in our dams this additional demand will need to be met by new sources of water or we risk our cities being subject to high-level water restrictions for extended periods. Going forward these new sources of water will include recycled water (both for drinking and non-drinking purposes), desalinated water, groundwater, stormwater and rural to urban trading. Water conservation programs will continue to be at the core of water resource strategies for our urban areas to further improve water efficiency.

The industry is well positioned to accommodate higher population growth through the development of a diverse portfolio of water supply sources and sophisticated water efficiency strategies. Long-term planning with regular review is imperative.

Asset Management Program

Summary

The urban water industry provides safe drinking water and sewerage treatment/recycling services to some 20 million Australians across the nation, along with our commercial and industrial customers. To deliver these services utilities manage assets worth nearly \$100 billion, including ~80,000km of water mains and ~75,000km of sewer mains and channels. Sustainable management of this asset base and how we choose to deliver services to the community sustainably is a key strategic issue for the industry.

The Asset Management Program is focused on:

- improving community confidence in the industry's management of its assets;
- effective knowledge management; and
- facilitating sustainable asset management decision making.

A strong governance structure has been established by Board's Asset Management Committee chaired by Sue Murphy (Water Corporation) under Danielle Roche (City West Water) our Program Leader, Asset Management and Mike Busetti (South East Water), our Program Leader Metering. Our coordinated subscription-funded program is steered by a Reference Group chaired by Gordon Logan (South East Water).

Effective knowledge management is achieved through targeted workshops and member networks. Each member network is sponsored by a member of the Board's Asset Management Committee. Networks address specific areas of interest such as source management, metering, infrastructure products and materials, safety and wellbeing, while there are reference groups for core activities such as codes and benchmarking. New networks for civil assets and mechanical, electrical and control assets are being established.

Our Designer Competency Assurance Scheme under the leadership of Matthew Gieseman (City West Water) continues to grow under the national coordination of Ross Carruthers (City West Water) supported by Sophie Sigalas (City West Water). A scheme handbook is now available for reference by members. It sets out the requirements of the scheme, provides information to participants and employers and instruction to the administrators and facilitators involved in the scheme.

Highlights

Codes

The third edition of the Water Supply Code has been completed. Adopting utilities are currently preparing their variation documents prior to its public launch in 2011. This edition addresses the design and construction of water and non-drinking supplies, and incorporates much of the additional material published by utilities that have adopted the Code. It has been simplified to two parts that address planning and design and construction, testing and commissioning. Standard drawings have been replaced by figures throughout the Code to demonstrate design and/or construction principles that need to be incorporated in a set of project-specific design drawings.

National Framework for Urban Water Metering

The National Framework for Urban Water Metering seeks to deliver the primary objective agreed by jurisdictional governments, that national metering standards should seek to provide an accurate and fair measurement of water consumption for all water users. The Framework also establishes a foundation for better water management practices within the urban water service industry.

The Framework is intended as a guide for urban water service providers (as well as other sectors of the urban water industry), outlining best practice principles and recommendations related to the metering of water. The Framework itself does not introduce any new regulatory requirements upon any sector of the urban water industry.

WSAA Highlights and Project Updates for 2009-2010 (continued)

The Metering Codes of Practice

The National Framework for Urban Water Metering refers extensively to the Metering Codes of Practice. These Metering Codes will contain technical requirements that underpin the guiding principles established in the Framework. In addition, a Smart Water Metering Specification is being developed to ensure a consistent approach in smart water metering and to provide economies scale benefits and encourage innovation. At the time of publication of the Framework, the Metering Codes of Practice have yet to be published; however, it should be noted that the Framework documentation will be suitably amended over time as the Metering Codes of Practice are developed. The following Metering Codes of Practice are planned for development over the next 2-4 years:

- Sub-metering
- Meter Compliance Testing
- Fire Service Metering
- Meter Selection
- Meter Installation
- Meter Exchange
- Stand Pipe and Hydrant Metering
- Trade Waste Metering

Intelligent networks and smart metering

Intelligent network solutions are broadly defined as emerging technologies and systems, which have the potential for significant benefit to water service delivery, integrated water management, and customer value enhancement.

WSAA has been engaged in preparing for the advent of smart metering and its possible application in the urban water industry in Australia. Through the Metering Codes of Practice project, an industry specification for domestic smart water meters is being developed, which has attracted significant international interest from meter suppliers given this is a world first.

Coordinated subscription funded program

This program is focused on delivering the new and existing pressurised pipes and gravity sewerage system projects as well as preparing for the introduction of new asset classes in the next financial year. Program communications and networking continue to be priority areas.

Project Status

Existing Project Status

Code	Project Name	Completion
PPS1	Condition Assessment Guidelines	Stage 1 Aug 2010
		Stage 2 June 2011
PPS2	Review of Risk Management	Stage 1 COMPLETE
		Stage 2 Aug 2010
PPS3	Review of Leakage Reporting and Management Practices	Stage 1 COMPLETE
		Stage 2 July 2010
		Stage 3 June 2011
PPS4	Review of Linear Polarisation Resistance Technique	Stage 1 July 2010
PPS5	International Water Mains Failure Database	Stage 1 July 2010
		Stage 2 July 2011
PPS6	Condition Assessment of Water Main Appurtenances	Stage 1 Sept 2010
PPS7	Scoping study for ARC Condition Assessment Proposal	Stage 1 COMPLETE
GSS1	Management of Sewer Blockages	Stage 1 COMPLETE
		Stage 2 June 2011
GSS2	Sewer/Water Rehabilitation Spreadsheet	Stage 1 COMPLETE
		Stage 2 July 2010
GSS3	Review of Techniques and Decision Frameworks for Gravity Sewers	Stage 1 COMPLETE

New Projects

Code	Project Name	Status	Scope
PPS8	Asbestos Cement Pipes	NEW July/ Aug 10	Identify issues with management of AC pipes and develop strategies for managing these issues.
PPS9	Cathodic Protection	NEW July/ Aug 10	Industry survey and workshop identifying current practice.
PPS10	Water main renewal planning	NEW Aug 10	Current practice report and PARMs planning.
GSS4	Infiltration & Inflow	NEW Sept 10	Report consolidating previous infiltration/inflow investigations and identification of current practice.

PPS 1 Condition Assessment Guidelines

PPS1 involves the development of guidelines for the condition assessment of pressurised pipelines. The guidelines will be completed in August 2010. Stage 2 of the project, which is to develop a decision support tool, commenced in June 2010.

PPS 2 Review of Risk Management

Stage 1 is complete & has resulted in a review of the risk management tools & approaches of the project participants. Stage 2 of the project has commenced & will develop non prescriptive guidelines for risk management supported by industry case studies.

PPS 3 Review of Leakage Reporting and Management Practices

Stage 1 is complete & Stage2 is well underway already delivering a number of guidelines & software tools to assist with leakage reporting & management. Stage 3 will develop a strategic framework for pressure management & leak detection.

PPS 4 Review of Linear Polarisation Resistance Technique

This project involves a review of the linear polarisation method for determining the condition of pressurised ferrous pipelines. The report is in the final stages of completion will be available in July 2010

PPS 5 International Water Mains Failure Database

Stage 1 is underway & involves the population of the Australian version of the UKWIR International Water Mains Failure Database. Stage 2 will look at data quality.

PPS 6 Condition Assessment of Water Main Appurtenances

The outcome of this project will be a practical guidance manual for the condition assessment of water main appurtenances. Completion is expected in September 2010.

GSS 1 Management of Sewer Blockages

Stage 1 is complete & produced a number of reports including best practice guidelines for sewer blockage management. Stage 2 of the project commenced in June 2010 to develop a practical guidance procedure for the analysis and management of sewer blockages.

GSS 2 Sewer/Water Rehabilitation Spreadsheet

A spreadsheet has been developed, which collates information about sewer rehabilitation techniques used by WSAA members. A similar spreadsheet for water main rehabilitation has also been developed.

Utilities participating in the Program

ACTEW	Power & Water
Allconnex Water	Queensland Urban Utilities
Barwon Water	South Australian Water
Ben Lomond Water	South East Water
Central Highlands Water	Sydney Water
City West Water	Sydney Catchment Authority
Coliban Water	Townsville City Council
Cradle Mountain Water	Unitywater
Gippsland Water	Wannon Water
Gosford City Council	Water Corporation
Goulburn Valley Water	Watercare Services NZ
Hunter Water	Western Water
Mackay Regional Council	Wide Bay Water
Melbourne Water	Yarra Valley Water

WSAA Highlights and Project Updates for 2009-2010 (continued)

Research Collaboration

Over the last year, WSAA developed strategic plans for all the WSAA Board Committees and implemented a process for determining priorities and translating these into initiatives for the WSAA Business Plan. There is strong alignment between the priorities of WSAA and several large research organisations, both locally and internationally, so WSAA has stepped up its strategy of maximising limited research dollars by collaborating with these organisations to deliver our strategic priorities.

WSAA has built up a strong relationship with the new Centres of Excellence for Water Recycling and Desalination and strengthened our relationship through representation on steering groups or collaborative projects with several organisations such as Water Quality Research Australia (WQRA), the Commonwealth Scientific and Industrial Research Organisation (CSIRO). Encouraging collaboration and sharing of existing research between WSAA members has also been a focus this year and a Research Managers workshop held in June 2010 resulted in a compilation of over 350 WSAA member projects and a web page dedicated to the sharing of research outcomes between members.

WaterReuse Association

In mid-2008, a MoU was signed between the Chairs of WSAA and the WaterReuse Association to create an Australian Division of the Association. The local Division was formed to tap into the wealth of knowledge in the US on water recycling and desalination, and to build networks and share expertise on common issues such as technology developments, community outreach and customer acceptance.

The Australian Division is one of six sector Divisions of the WaterReuse Association and it the first to be created outside the US. Over the last year it has grown to include nine WSAA members and two private companies or associate members. Michael Malouf from Barwon Water is the Chair and Judi Hansen from Sydney Water is the Deputy Chair.

In February this year, the Australian Division held a workshop, hosted by South East Water, on Integrated Water Management. Based on the success of this workshop, the Division has planned to hold both local workshops and international conferences to encourage the transfer of knowledge, sharing of experiences and collaboration with the US and private industry.

Water Research Foundation and Water Environment Research Foundation (WERF)

In July 2009, WSAA and its members became subscribers to the two largest US urban water research organisations, the Water Environment Research Foundation (WERF) and the Water Research Foundation, giving WSAA access to, and influence over, \$28 million of relevant water research annually. The initial focus has been connecting WSAA members with the available research. The new WSAA Research Collaboration Coordinator has visited many of the members to demonstrate the benefits of WERF and Water Research Foundation and to understand the research needs of individual organisations. These visits, combined with regular email research updates targeted at these needs, have resulted in an increase in downloads from the sites as well as a rise in access requests, from 194 people in August 2009 to 575 at the end of June 2010.

WSAA, along with WERF and the Water Research Foundation hosted an asset management conference in July 2009 in Sydney to launch the new subscriptions. The conference focused on the high priority common research need of condition assessment and included presenters from the US, Canada, the UK as well as Australia. WSAA members WERF and the Water Research Foundation have followed on from this conference with collaboration in condition assessment research. WSAA members have also embraced webcasts as a user-friendly technology transfer option. These are offered both live or as recordings and are a flexible method to deliver research outcomes.

The new subscriptions have also given WSAA and its members the opportunity to influence the research agenda. WSAA, via its member representative, is involved in the Research Advisory Council of both WERF and the Water Research Foundation and we currently have several members involved in Project Advisory Committees for relevant projects as well as the Issue Area Teams and Exploratory Teams to develop up the priorities of those programs where there is strong alignment. The strong Australian representation at all levels has resulted in a strong leveraging of our limited research funds in highly relevant projects and programs in the WSAA priority area.

Water Quality and Health Program

The primary objective of the Water Quality and Health Committee is to provide timely advice to the WSAA members regarding issues relating to water quality of the urban water industry in Australia and New Zealand and in particular the members of WSAA. The Committee is responsible for identifying the strategic research agenda for maintaining water quality and public health for WSAA member utilities. The Committee is also responsible for identifying emerging water quality policy issues and developing appropriate water industry responses.

In this period the laboratory proficiency testing study continued. So far this project has produced some encouraging results and has included microbiological and chemical parameters. A position paper on the chemical registration process reflecting the impacts on urban water infrastructure, water recycling and ecosystem health will be developed at the conclusion of the project in the coming year. This is a particularly difficult area for regulators and the paper will be used to inform them of the impacts and disposal methods of some chemicals.

Environment and Sustainability Program

The primary objectives of the Environment and Sustainability Committee is to provide timely advice to the WSAA Board regarding issues relating to the environment and sustainability of the urban water industry in Australia and New Zealand and in particular WSAA members. The Committee is responsible for identifying the strategic research agenda for achieving sustainability for WSAA Member businesses. The Committee is also responsible for identifying emerging sustainability policy issues and developing appropriate water industry responses.

One of the key projects for the Environment and Sustainability Committee is to advance the work of the Cities of the Future program. During the 2009–10 financial year a substantial amount of energy was invested in the Cities of the Future workshop held at the OzWeather 2010 conference. The program is to support sustainable urban water systems of the future encompassing analysis of new opportunities for waste water in a carbon constrained-world; improved engagement with other sectors and implementation of the Eco-footprint tool.

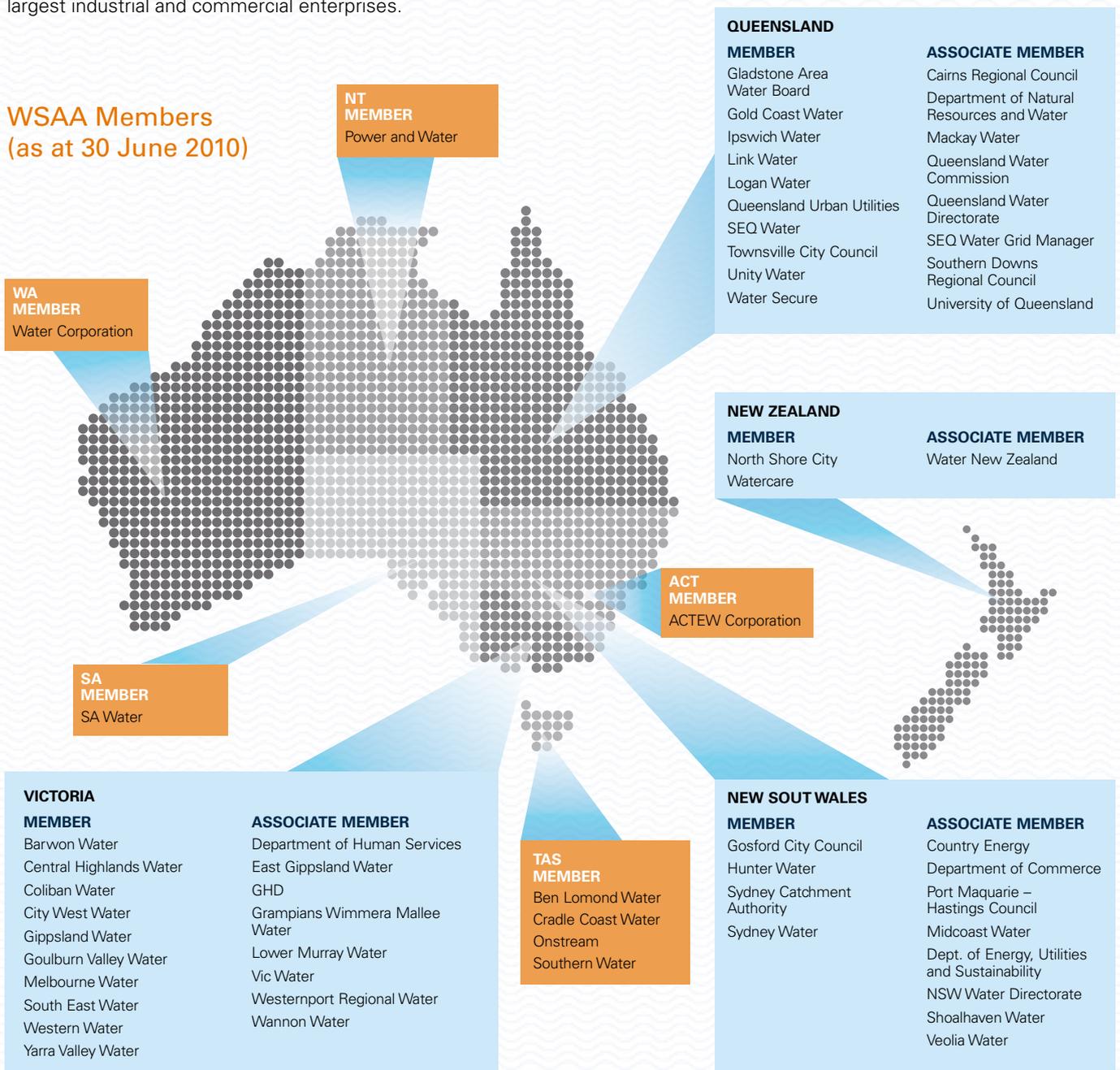
Third party subscription projects in this program area include the Smart Approved WaterMark and the development of the Eco-footprint tool.

About WSAA

Water Services Association of Australia (WSAA) is the peak body of the Australian urban water industry and has offices in Melbourne and Sydney. Its 29 members and 26 associate members provide water and wastewater services to approximately 16 million Australians and many of Australia's largest industrial and commercial enterprises.

WSAA was formed in 1995 to provide a forum for debate on issues of importance to the urban water industry and to be a focal point for communicating the industry's views

WSAA Members (as at 30 June 2010)



WSAA Governance and Board Members



Kevin Young
Chair, WSAA Board

Kevin is currently the Managing Director at Hunter Water Corporation, a water and wastewater utility serving 500,000 people in the lower Hunter on the east coast of Australia.

He has a degree with honours in engineering and a Master of Business Administration. Kevin is a Fellow of the Institution of Engineers Australia and a Member of the Australian Institute of Company Directors.

Kevin is currently a Board Member of the Water Services Association of Australia and Chairman of its Asset Management Committee.



Sue Murphy
Deputy Chair, WSAA Board

Sue graduated as a civil engineer from the University of Western Australia in 1979. After winning a Clough Scholarship as an undergraduate, she joined Clough Engineering in 1980, commencing what would be a 25 year career in that organisation. Twelve years in the field as a site engineer and project manager led to corporate roles with a focus on human resources, safety and engineering design management and her appointment in 1998 as the first woman on the board of the Clough Engineering.

In 2004 Sue joined the Water Corporation of Western Australia as General Manager Business Services. In late 2006, Sue took over the role of General Manager of Planning and Infrastructure, the part of the Corporation responsible for delivery of capital projects and long and short term planning.

On 6 November 2008, Sue was appointed Chief Executive Officer of the Water Corporation.

Sue is the Deputy Chairman of the Rottnest Island Authority and a Board Member of the Water Services Association of Australia.

She was the 2000 national winner of the Telstra Businesswoman of the Year in the private sector category.

Sue has three school-aged daughters, two small dogs and one busy husband.

WSAA Governance and Board Members (continued)



Kerry Schott

Dr Kerry Schott has been the Managing Director of Sydney Water since August 2006. She was previously Deputy Secretary of New South Wales Treasury. Before this she spent 15 years as an investment banker working in the infrastructure area; including roles as Managing Director at Deutsche Bank and Executive Vice President at Bankers Trust Australia.

Kerry has also worked as an economic policy adviser at the Reserve Bank of Australia and for the Commonwealth Government. Kerry has a doctorate from Oxford University (Nuffield College), a Master of Arts from the University of British Columbia, Vancouver, and a first class honours Bachelor of Arts degree from the University of New England, Armidale. She has taught at University College London, Oxford University and been a Visiting Professor at Princeton University. Her undergraduate work was in mathematics and statistics and her graduate work in econometrics and economics.

She has also been the Chairman of the Environment Protection Authority in New South Wales, a Director of Sydney Water, Chair of the NSW Film and Television Office, Director of the Film Finance Corporation Limited and Director of Australian Airlines Limited until its merger with Qantas. She has been a member of the Corporations and Securities Panel and a Trade Practices Commissioner.



Anne Howe

Anne Howe was appointed Chief Executive of the South Australian Government owned Water Utility in March 2001, the first woman to hold this position in the 140 year history of the organisation. Anne is also a director on the SA Water Corporation Board.

Prior to SA Water, Anne held a number of chief and senior executive positions in the South Australian Public Service, served on several boards and held leadership positions on national bodies, including the National Public Works Council, the Australian Procurement and Construction Council, the Construction Industry Development Authority and more recently as Deputy Chair of the Water Services Association of Australia.

Anne's career covers management in human service agencies, policy, planning and public sector reform, and over the past decade had leadership responsibilities for the delivery of efficient and effective government services in partnership with the private sector.

WSAA is governed by a Board that includes eight members elected by the membership in a secret ballot at the Annual General Meeting of the Association, held in November.

Each year, one-third of the Board is due for election. Board members elect the Board chairperson and deputy chairperson for a period of two years.



Jon Black

Jon Black is the CEO-designate of the soon to be established Northern SEQ Distributor-Retailer Authority.

He was formerly the CEO of the now disbanded whole-of-South East Queensland water distribution entity and, before that, the Executive Director of the Council of Mayors (SEQ). He was the first to hold this office upon the organisation's inauguration in September 2005. From that time, Jon was instrumental in leading SEQ Councils in their response to the State Government's reform of the water supplies institutional arrangements. Prior to his appointment with the Council of Mayors (SEQ), Jon spent 25 years in the Australian Army. His Defence and Army experience includes Executive Director of Training Management, where he managed and coordinated training regimes for about 40,000 trainee soldiers per year; Chief of Staff for the Chief of the Australian Army; as well as the Commanding Officer / Chief Instructor at the Royal Military College, Duntroon.



Shaun Cox

Shaun Cox is the Managing Director of South East Water Limited, a metropolitan water retailer with about 1.3 million customers.

Prior to this, he was Director of Gold Coast Water for 12 years. He holds a degree in Civil Engineering and a Masters of Engineering and Technology Management.

Shaun is the immediate past Chair of the Water Services Association of Australia (WSAA). He is also a member of Engineers Australia. He is an Adjunct Professor at the University of Queensland.

He also participated in the Prime Minister's Science, Engineering and Innovation Council (PMSEIC) working group looking at water for our cities. PMSEIC is the Australian Government's principal source of independent advice on issues in science, engineering and innovation.

Shaun's career and organisational focus is on sustainability, and integrated planning, a key underpinning of sustainability.

WSAA Governance and Board Members (continued)



Rob Skinner

Rob Skinner was appointed Managing Director of Melbourne Water in February 2005. Prior to joining Melbourne Water, he was Chief Executive Officer of Kingston City Council for 10 years, during which time he held a number of key positions in the water sector including Chairperson of Southern Rural Water and Chair of the Victorian Stormwater Advisory Committee.

Other senior appointments prior to 1995 include General Manager Water Services with Melbourne Water, Chief Executive Officer of Dandenong Valley and Western Port Authority, Manager of Parliament and Government in the Department of Premier and Cabinet and Chief Executive of the Coode Island Review Panel.



Peter Borrows

Peter Borrows is CEO-designate of the newly formed Queensland Bulk Water Supply Authority. Prior to undertaking this role, Peter was CEO of South East Queensland Water Corporation (SEQWater) for six years, and led the company into innovative grounds in the bulk water industry during a difficult drought climate.

Peter has held senior executive roles for over 13 years in a variety of industries including water, infrastructure and engineering, in both the private and public sectors. With his broad experience in these areas, Peter's approach is to balance commercial viability with environmental and social considerations. Peter has an extensive industry network, which has come about due to his consultative approach to managing teams and projects, and has been responsible for managing the merger and cultural assimilation and development of several large teams.



Ross Young Executive Director, Water Services Association of Australia

Ross Young has extensive experience in urban water management at a senior level. Previously he was Melbourne Water's Group Manager, System Planning reporting directly to the Managing Director. In this role he was responsible for planning and management of the wholesale water supply system, the planning of the sewerage transfer system and the two major treatment plants, and the planning of the stormwater system. He was the Chair of the Project Management Group, which oversaw the recently completed 50 year Water Resources Strategy for the greater Melbourne area.

Ross has a Diploma of Horticultural Science, a Bachelor of Applied Science, an MBA and a Graduate Diploma in Natural Resources Law from the University of Melbourne.

WSAA Committees

Asset Management Committee

At the May 2006 WSAA Board Meeting, the Board approved the formation of the Asset Management (AM) Committee to oversee the direction of strategic asset management initiatives in the urban water industry undertaken by WSAA and to report directly to the Board. The formation of this committee is recognition that, in an asset-intensive industry, AM is a key business activity from which we can learn from each other and collaborate to improve our performance by benchmarking, by engagement with the international asset management community and by undertaking research. The AM Committee has adopted policies of a rotating three-year membership of the Committee and transparency of its activities by providing access to its site for senior AM managers from across the membership.

Environment & Sustainability Committee

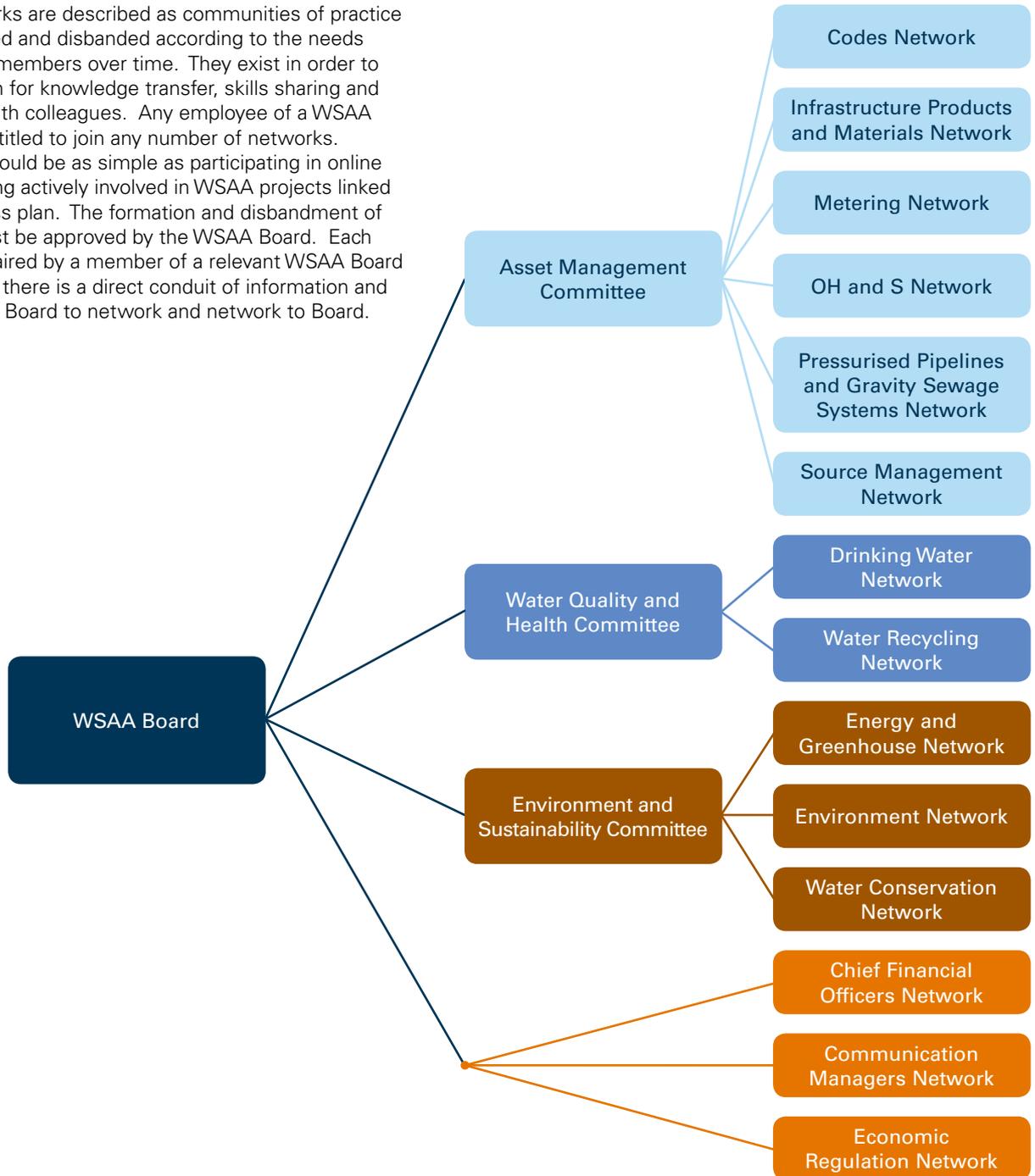
The primary objective of the Environment and Sustainability Committee is to provide timely advice to the WSAA Board regarding issues relating to environment and sustainability of the urban water industry in Australia and in particular the members of WSAA. The Committee is responsible for identifying the strategic research agenda for achieving sustainability for WSAA member businesses. The Committee is responsible for identifying emerging sustainability policy issues and developing appropriate water industry responses.

Water Quality and Health Committee

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WSAA Networks

WSAA networks are described as communities of practice and are created and disbanded according to the needs of the WSAA members over time. They exist in order to create a forum for knowledge transfer, skills sharing and networking with colleagues. Any employee of a WSAA member is entitled to join any number of networks. Involvement could be as simple as participating in online forums to being actively involved in WSAA projects linked to the business plan. The formation and disbandment of networks must be approved by the WSAA Board. Each network is chaired by a member of a relevant WSAA Board committee so there is a direct conduit of information and priorities from Board to network and network to Board.



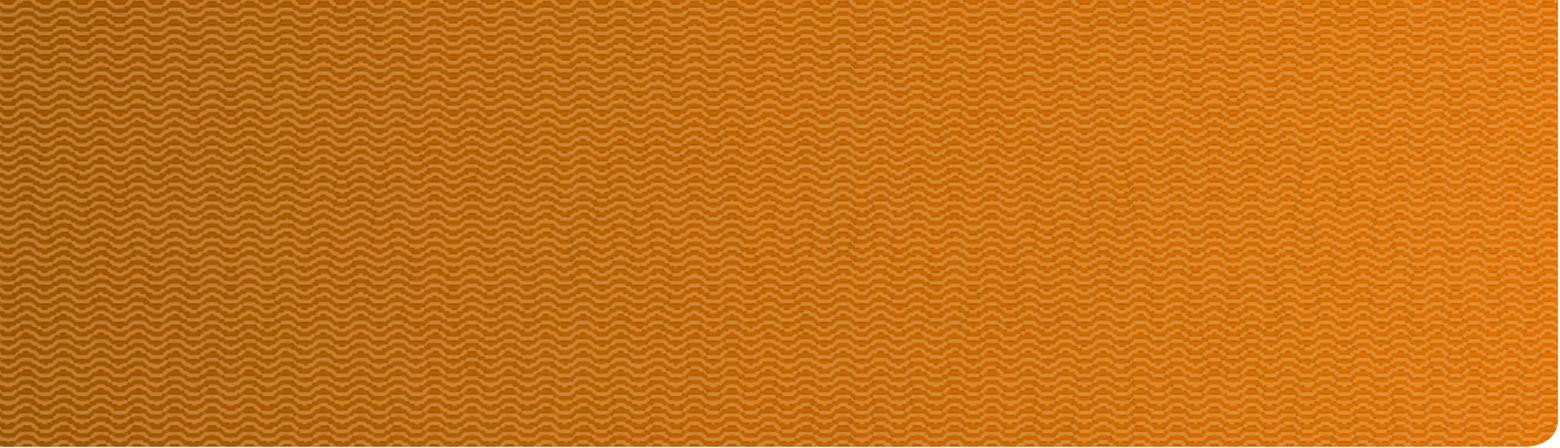
WSAA Major Meetings and Workshops

WSAA has developed an approach for addressing and resolving complex issues facing the urban water industry.

	Location	Date
Energy Managers Network Meeting	Sydney	1-2 July 2009
WSAA, WERF and Water Research Foundation Condition Assessment Conference	Sydney	22-23 July 2009
Economic Regulators Network Meeting	Brisbane	29 July 2009
Environment & Sustainability Committee Meeting	Sydney	28-29 July 2009
Gravity Sewers Workshop	Brisbane	5-6 August 2009
Asset Management Committee Meeting	Canberra	18 August 2009
WSAA Board Meeting	Canberra	19 August 2009
WSAA Members Meeting	Canberra	20 August 2009
Chief Financial Officers Network Meeting	Adelaide	27-28 August 2009
National Urban Metering Framework Workshop	Sydney	8 September 2009
Greenhouse Network Meeting	Adelaide	October 2009
Environment Network Meeting	Adelaide	October 2009
Private/ public sector delivery arrangements in the urban water industry Workshop	Sydney	8-9 October 2009
Asset Management Reference Group Meeting	Perth	14 October 2009
Safety and Wellbeing Network	Sydney	29-30 October 2009
Water Conservation Network Meeting	Sydney	29-30 October 2009
Bushfire Preparedness Workshop	Melbourne	29-30 October 2009
WSAA Board Meeting	Geelong	9 November 2009
WSAA Members Meeting	Geelong	10 November 2009
Asset Management Committee Meeting	Melbourne	11 November 2009
Capital Prioritisation Workshop	Melbourne	12 November 2009
IPAM Network Meeting	Sunshine Coast	19-20 November 2009
Water Quality & Health Committee Meeting	Melbourne	25 November 2009
Design Assurance Scheme - Quality Committee Meeting	Sydney	26 November 2010
Environment & Sustainability Committee Meeting	Melbourne	25-26 November 2009

WSAA Major Meetings and Workshops (continued)

	Location	Date
Source Control Network Meeting	Sydney	2-4 December 2009
Leakage and Pressure Management Workshop	Sydney	7-8 December 2009
WSAA Board Meeting	Brisbane	8 February 2010
WSAA Members Meeting	Brisbane	9 February 2010
Environment & Sustainability Committee Meeting	Melbourne	22-23 February 2010
OzWater	Brisbane	8-10 March 2010
Water Quality & Health Committee Meeting	Brisbane	11 March 2010
Communications Managers Meeting	Brisbane	11-12 March 2009
Metering Network Meeting	Sydney	31 March 2010
National Urban Metering Framework Workshop	Sydney	1 April 2010
Asset Management Committee and Reference Group Meeting	Adelaide	21-22 April 2010
IPAM Network Meeting	Perth	28-30 April 2009
WSAA Board Meeting	Melbourne	10 May 2010
Asset Management Committee Meeting	Melbourne	11 May 2010
Water Quality & Health Committee Meeting	Melbourne	11 May 2010
Sewer Online Monitoring Workshop	Melbourne	13 May 2010
Design Assurance Scheme - Quality Committee Meeting	Sydney	8 June 2010
Research and Development Managers Workshop	Sydney	11-12 June 2010
APAS Coatings Workshop	Sydney	16-17 June 2010
Smart Water Metering Specification Forum	Melbourne	18 June 2010
Environment & Sustainability Committee Meeting	Parramatta	22-23 June 2010



WSAA Financial Report

The WSAA Financial report is included on the attached CD.
If required, electronic copies of the full Annual Report can be downloaded from the WSAA website.

<http://www.wsaa.asn.au/>



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