



WSAA

Water Services
Association of Australia

ANNUAL REPORT

2018 - 2019

Let's go!

ABOUT WSAA

The Water Services Association of Australia (WSAA) is the peak industry body that connects the Australian urban water industry, representing over 104 public and privately owned water or water related organisations. Our members provide water and sewerage services to over 20 million customers in Australia and New Zealand.

WSAA's activities focus on collaboration, knowledge sharing, networking and cooperation in the urban water industry through a structure of Committees and Networks. Our strength lies in the support and contribution of our members and their collegiate attitude which has led to industry-wide approaches to national water issues. It is this type of candid exchange of information, experiences and ideas which sets WSAA apart from other water industry associations.

Formed in 1995, WSAA is a non-profit organisation fostering the exchange of information between industry, government and the community, and promoting sustainable water resource management. WSAA can demonstrate success in the standardisation of industry performance monitoring and benchmarking, as well as many research outcomes of national significance. The Executives of the Association retain strong links with policy makers and legislative bodies and their influencers, to monitor emerging issues of importance to the urban water industry. We are regularly consulted by decision makers when developing strategic directions for the water industry.

The Association facilitates collaboration, knowledge sharing, networking and cooperation in the urban water industry. The Association's main activities focus on four areas:



Fostering the exchange of information on education, training, research, water management, water and sewage treatment, water supply, sewage disposal and other matters of common interest.



Promoting debate on environmentally sustainable development and management of water resources and the community health requirements of public water supplies.



Industry performance and establishing benchmarks and industry leading practices for water service processes.



Influencing national and state policies on the provision of urban water services and sustainable water resource management.

CONNECT WITH WSAA

WSAA members enjoy connecting with water industry thought leaders and decision makers in forums that allow open and frank discussions. Staff at all levels and in all professions of WSAA members can sign up to the WSAA online community.

REGISTER



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MESSAGE FROM PAT MCCAFFERTY

WSAA Chair



Customer centricity and engagement are not the sole domain of utilities and service providers. The WSAA Board has been working with the management team to ensure WSAA as an organisation is both proactive in seeking engagement on issues, feedback on services and collaboration on projects from its members, and equally quick to react to WSAA members when requests are made or items to manage.

With that in mind, this year WSAA conducted an extensive member and stakeholder satisfaction survey. As well as revealing that the organisation has very high member satisfaction and has achieved industry respect and leadership, the most favourable response to the survey related to WSAA's ability to provide an environment for collaboration.

I am proud of the way the industry supports collaboration and knowledge sharing between WSAA members. It continues to strengthen our industry and ensures we have a strong voice on important issues. It's this collaboration and support from our industry that also allows WSAA to deliver programs and projects to help lift and shape the industry into the future. The degree of collaboration we enjoy across our sector is a precious thing, one that would be the envy of many other sectors and one that we should make the most of for the benefit of our people and the communities we serve.

To prepare for the next five year horizon WSAA and the Board undertook a strategic review of the industry's long term direction. The review included revisiting the strategic priorities under the industry's vision 'Customer driven, enriching life'. The strategic priorities have now been updated to address the strong drivers of customer expectations, population growth, climate variability and affordability. Going forward to 2024 WSAA's strategic priorities will be:

- Step change in safety performance
- Grow trust and customer value
- Elevate performance
- Recycling and stormwater increase diversity of supplies
- A leading partner in urban shaping
- Leave no-one behind.

During 2018/19 WSAA has delivered a number of significant programs to help lift and shape the industry into the future through collaboration and knowledge sharing. These programs and projects are only possible through the ongoing participation of your staff on WSAA Committees and Networks – it strengthens our Association and also provides significant staff development opportunities and I'm tremendously proud of the work that WSAA and its members have undertaken this year.

“ The degree of collaboration we enjoy across our sector is a precious thing, one that would be the envy of many other sectors and one that we should make the most of for the benefit of our people and the communities we serve. **”**

Pat McCafferty,
WSAA Chair

MESSAGE FROM ADAM LOVELL

WSAA Executive Director



The drought has intensified in Australia over the last year with many parts now experiencing their most severe drought on record. In many regions the current drought is worse than the Millennium Drought and takes place against a backdrop of consistently rising temperatures.

It is pleasing to see the hard work of our members to ensure water security for their communities through water efficiency measures, customer and community engagement, reducing leakage rates and diversified supplies. While not losing sight of new challenges and opportunities around climate change, growth and liveability.

The past 12 months have again seen an increase in opportunities for members to collaborate through workshops, position papers, advocacy, guideline development, benchmarking, innovation platforms and partnerships with key organisations.

This year we expanded our Young Utility Leaders Development Program giving seven candidates the opportunity to participate, introduced a coaching program with the Peter Cullen Trust and the chance to be awarded the Ross Young Scholarship for further development. WSAA's Executive Director from 2003-2011, Ross Young, sadly passed away this year and the Scholarship is a way to ensure the contribution Ross made to WSAA and the broader urban water industry is appropriately remembered. Ross was a national leader for the national water industry, particularly during the Millennium Drought and with the advent of the National Water Initiative. He was a passionate supporter of WSAA members and had one of the quickest wits you would find.

Thank you to Pat McCafferty for his work as our Chair over the past three years. I would also like to thank John Knox, Sue Murphy, Kevin Young and Jeff Rigby who finished on the WSAA Board during the last year.

Special thanks to the WSAA Board, the hard working WSAA staff and the dedicated staff from our members who provide expert advice and case studies. Every one of you contributes to the success of our collaboration and sharing at all levels and on such a variety of issues.

“ It is pleasing to see the hard work of our members to ensure water security for their communities through water efficiency measures, customer and community engagement, reducing leakage rates and diversified supplies. **”**

Adam Lovell,
WSAA Executive Director

MEMBERS OF THE BOARD



PAT MCCAFFERTY CHAIR

Pat McCafferty was appointed Managing Director of Yarra Valley Water in 2014 and has been Chair of WSAA since November 2016.

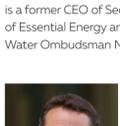
In a career spanning over 30 years in the water industry, Pat has extensive experience in strategic leadership positions, including planning, regulation, finance and operations. He has also worked in the USA water sector and advised the Australian Federal Government as part of the National Water Initiative. Pat is also Chair of the Thriving Communities Partnership (a cross sector collaboration to improve support for vulnerable customers of essential services), is a member of the Monash Infrastructure Advisory Council and also a member of the Victorian Government's Women in Water Leadership Program Oversight Committee.



TERRI BENSON DEPUTY CHAIR

Terri Benson is Managing Director of South East Water, a director of Iota Services Pty Ltd, a wholly-owned subsidiary of South East Water. Terri is a

Director of the Cooperative Research Centre for Water Sensitive Cities, a director of The Centre for New Energy Technologies, an advisory board member with Birdon and a board member of Zero Emissions Water. A highly experienced chief executive officer, she has held a range of both executive and non-executive director roles in the government utility and private infrastructure sectors. She is a former CEO of Seqwater, a former Managing Director of Essential Energy and a former Chair of the Energy and Water Ombudsman NSW.



ADAM LOVELL EXECUTIVE DIRECTOR

Adam is the Executive Director of WSAA, a position he commenced in 2011. Adam provides national leadership in policy positions for the

Australian urban water sector on issues including industry reform, liveable cities, water quality, climate change, customer engagement and asset management. He is the Chair of the Global Water Research Coalition.



LOUISE DUDLEY

Louise is the Chief Executive Officer of Queensland Urban Utilities and has been a part of the organisation since it was formed in 2010. Louise previously held the position of Chief Financial Officer and played a key role in the creation of Queensland Urban Utilities during her time as Executive Manager, Water Retail, Brisbane City Council.



ROCH CHEROUX

Roch was appointed Managing Director of Sydney Water in September 2019. Before joining Sydney Water, Roch held roles as Chief Executive of SA Water, Chief Executive Officer of SUEZ

for the South East Asia region and SUEZ-Degrémont Australia and New Zealand, Managing Director of United Utilities Asia and Pacific (TRILITY), and Chief Executive and Chairman of Tallinn Water in Estonia. Roch is a member of the Commonwealth Government's Australian Water Partnership Advisory Committee. He holds formal qualifications in Engineering and Business Management.



NICOLE HOLLOWS

Nicole Hollows was appointed SunWater Chief Executive Officer in 2016 and is an experienced Senior Executive, with a career spanning over 20 years in the resources sector. Prior to

joining SunWater, she was Managing Director of global resources firm AMCI Australia and Southeast Asia, and CEO of Macarthur Coal Limited from 2007 to 2011 growing the company from \$700 million to \$5 billion market capitalisation and was listed on the ASX Top 50 Companies Index. Nicole is also the Chair of The Salvation Army Brisbane Red Shield Appeal Committee and an advisory Committee Member of the Salvation Army Queensland Advisory Council.



DAVID HARRIS

David Harris is the CEO of Water NSW. David has led the transformation of WaterNSW since its formation in 2015, bringing the organisation to the point of being a recognised

efficient and high performing bulk water supplier. Through his executive leadership team David has built a robust organisation with a cohesive corporate culture that puts safety first. David has over 20 years' experience in the Australian water industry and has been involved in various key policy and market reforms in the water, energy and utilities industries over that time.



JASON DEVITT

Jason is the Director of Engineering & Commercial Infrastructure at Mackay Regional Council which includes managing the Water Utility business. He has held a Director's role since 2009

and has approximately 24 years' experience in the water industry working across all aspects of the water business. He has led the transformation of Mackay Water into a recognised leading regional water utility through its use of digital technology to enhance customer outcomes.



PAT DONOVAN

Pat was appointed CEO of Water Corporation, Western Australia's principal supplier of water, wastewater, drainage and bulk irrigation services, in January 2019.

Pat is leading the Corporation's transition to a new operating model to achieve their vision to deliver greater value to their customers, community and owner by ensuring operations are safe for all, lowest total cost and lowest environmental impact. Prior to joining Water Corporation, Pat was President of ATCO Gas Australia where he led the business in the delivery of energy to over 750,000 customers across the south west of Western Australia. He was also Chief Operating Officer at ATCO Gas Australia, Executive Director at ATCO Australia and Chief Operating Officer at WA Gas Networks.

appointed August 2019



MARK GOBBIE

Mark has been in the role of Acting Chief Executive of SA Water from August 2019. Mark has more than 35 years' experience as a professional engineer, with specialist expertise

in water and wastewater. Previous to his SA Water appointment, Mark was employed with Kellogg, Brown and Root (KBR), most recently as its Vice President Water in the Companies Infrastructure Business Unit. Mark has been involved in major projects and operated businesses in the water, transport, minerals, oil and gas, environment and buildings areas throughout Australia, SE Asia, Middle East, UK and USA.

Appointed August 2019

OTHER BOARD MEMBERS:

JOHN KNOX ICON WATER

Served on the Board from March 2014 to October 2018.

SUE MURPHY WATER CORPORATION

Served on the Board from November 2008 to December 2018.

KEVIN YOUNG SYDNEY WATER

Served on the Board from November 2006 to June 2019.

JEFF RIGBY COLIBAN WATER

Served on the Board from November 2015 to November 2018.



MEMBER AND STAKEHOLDER SATISFACTION SURVEY

20
water utility MDs and CEOs interviewed

10
stakeholders interviewed

360
responses to the online survey

WSAA conducted a Member and Stakeholder Satisfaction Survey with external partner Insync Surveys in 2018. The survey consisted of an online survey and interviews with members and stakeholders to understand satisfaction levels of WSAA members and stakeholders, and WSAA's impact inside and outside of the industry.

We were very pleased that the survey showed WSAA has very high member satisfaction, strong relationships with non-industry stakeholders, and the organisation has achieved industry respect and leadership. The survey also provided free text questions around industry challenges and WSAA's leadership position. Respondents saw cost, climate change and water scarcity, growth, skills shortage, aging assets and customer expectations as being priority issues for our industry moving forward.

There are still opportunities to enhance WSAA's products and services and the WSAA team is working hard to meet our members' needs now and into the future.

SURVEY RESULTS



78%
of members agree or strongly agree WSAA provides an environment for collaboration



65%
of members agree or strongly agree that they find it easy to communicate with people at WSAA



41%
of members agree or strongly agree that they have clear understanding of WSAA, its strategies and priorities



71%
of members agree or strongly agree WSAA has the capability to advocate on the water industry's behalf

HIGHLIGHTS

at a glance

5
new members



3
member meetings



3877
active members on the WSAA online member community

5
reports



35+
other workshop and training opportunities for members

70+
Australian standards that WSAA members are represented on

6
submissions to state and national reviews and inquiries

200+
discussions on the WSAA online member community

1
Chairs and MDs Symposium

6
young utility leaders

25+
network meetings

9
board committee meetings

2848
products sold through the WSAA shop

ACHIEVEMENTS



BE A CUSTOMER CENTRIC WATER UTILITY

KEY PROJECT

Customer of the Future Report

[See more](#)

This report looks at how the motivations, behaviours and expectations of urban water customers may change over the next 5 to 10 years. It includes a review of existing segmentation research and new ethnographic research mapped against megatrends.

Willingness to Pay

[See more](#)

Willingness to Pay studies are one of a number of techniques that water utilities are increasingly using to understand customer preferences, decide what investments to make and to demonstrate the value of these investments to external stakeholders. This report provides guidance on conducting studies of customer willingness to pay in the urban water sector.

HARNESS THE DIGITAL ECONOMY

Business Transformation Network

The Business Transformation Network reviewed key aspects of the digital economy including cyber security, data sharing, business case risks and development of a national IoT standard. This work has led to the implementation of a cyber security benchmarking survey to inform our next steps and has highlighted the need for WSAA to facilitate the provision of a national security operations centre. The groundwork has been laid to develop a Digital Strategy and Architecture Community of Practice which will look to develop a national digital strategy and architecture framework, enhance industry capability and improve data sharing. The Business Transformation Network will continue to focus on the key elements to enable and support internal business transformation.

Understanding Trust

This project built a model to determine the drivers of trust for water utilities and the urban water sector. The purpose is to use these insights to prioritise our investments, communication and engagement with customers.

ACHIEVEMENTS CONTINUED

IDENTIFY THE VALUE OF WATER'S CONTRIBUTION TO LIVEABLE CITIES

KEY PROJECT

Water – enriching life and liveability

[Watch the video](#)



While our industry is known for providing high quality drinking water, many are not aware of the larger role the industry has to play in the liveability of our communities.

As well as providing clean and safe drinking water, water utilities are delivering green spaces for kids to play in, food waste to energy plants that can power homes and smart technology that can reduce maintenance disruptions on your way to work.

Importantly, all of this is being done with the customer and community in mind – and keeping bills as low as possible.

The video showcases some of the innovative solutions that water utilities already have in place.

We will continue to tell the many innovative stories from an industry which continues to contribute to liveability of our cities and regions.

Safe drinking water

A round table workshop was held with state regulators and federal agencies on working together to better communicate drinking water risks to customers. The workshop has produced stronger relationships across the key agencies and a commitment to work together.

KEY PROJECT

Health benefits from water centric liveable communities

[See more](#)

Landmark work by Frontier Economics for WSAA has quantified the health benefits to the community from investing in water to create liveable cities.

The water industry brings a strong understanding of the value water and sewerage services can bring to the liveability of a community. This Paper brings a holistic understanding of how water links to health, urban planning, prosperity and social connectedness.

This work also produced a ready reckoner tool that quantifies the health benefits arising from integrated water cycle management.

Water Efficient Australia

[See more](#)

The 'Water Efficient Australia' report demonstrates some of the most innovative programs and products from using humour to drive behaviour change to tech solutions like smart meters and websites that provide leak and water use alerts. The report was produced jointly with Smart Approved WaterMark.



ACHIEVEMENTS CONTINUED

CUSTOMER FOCUSED INNOVATION, ADVOCACY AND REGULATION

National Performance Report

WSAA led the water industry's participation in the Bureau of Meteorology's (BOM) review of the National Performance Report to ensure that the views of the industry were effectively captured.

WSAA Innovation Strategy

An innovation strategy for the industry was developed which outlines a new approach to how we can create a stronger innovation ecosystem that continues to improve liveability and industry outcomes.

Leading water utility innovation

We partnered with the Water Research Foundation to progress a project on leading water utility innovation to assist utilities embed innovation within their organisations.

Technology Approval Group (TAG)

TAG continues to be one of the most successful WSAA subscription projects. Since its inception, there have been 27 rounds of workshops, presenting 130 novel technologies, the 28 TAG members. Of these technologies, approximately half have gone on to trial or installation. A highlight was the water efficiency themed TAG workshop and 'shark tank' style presentation to the WSAA members meeting, which has resulted in a number of collaborative trials.

KEY PROJECT

Wet Wipes

WSAA continued its advocacy for members both nationally and internationally ensuring collaboration to progress a standard for flushability and elevating the key messages around what can and can't be flushed down the toilet.

WSAA worked with the International Standards Organisation Committee on Flushability, comprising over 20 manufacturers and water utilities, to develop a framework that defines the key aspects of the sewerage network that need to be considered in defining a flushability standard. It was published in early 2019.

WSAA is also progressing the development of an Australian Standard. The Australian Standard will include pass/fail criteria and is being developed by manufacturers, water utilities, peak bodies and consumer groups. It will provide manufacturers with clear specifications to design products that are compatible with the sewerage network in Australia.

PFAS

A workshop was held for WSAA members with the Commonwealth Department of Environment and Energy and the National Chemicals Working Group consisting of state-based environmental regulators on the PFAS National Environment Management Plan. The water industry's feedback has been included in the development of subsequent drafts.

Submissions

WSAA coordinated submissions to state and national government inquiries and reviews. Submissions included:

- Major submission to the Three Water's review, reviewing the structure and regulation of the New Zealand water industry
- Submission to IPART's review of Financial Viability Testing for Australian Water Utilities
- Representing the industry on a Department of Communications and the Arts, Powers and Immunities Reference Group to improve the outcomes of water businesses in engaging with Telecommunications carriers
- Review of the Guidelines and Essential Users Determination under the Liquid Fuel Emergency Act 1984
- National Health and Medical Research Council draft of Chapter 5 of the Australian Drinking Water Guidelines – Microbial Quality of Drinking Water
- Innovation and Science Australia 2030 Strategic Plan issues paper

ACHIEVEMENTS CONTINUED

ELEVATE PERFORMANCE

KEY PROJECT

Smart Linings for Pipe and Infrastructure

We commenced Smart Linings for Pipe and Infrastructure (CRC-P) – a 3 year project worth \$24m with \$3m Commonwealth funding. This project is a collaboration between WSAA, manufacturers, applicators, utilities, and researchers. This project seeks to improve and validate product and application knowledge, enabling the development of industry standards, specifications and tools and confirming the demand for lining technologies. It will strategically position Australia as a global leader in smart water infrastructure design, engineering, testing and management.

OPEX Benchmarking

Working with the industry, WSAA has developed and delivered Operational Cost Benchmarking enabling members to elevate efficiencies and deliver cost effective services to their customers.

Strategic Workforce Planning and Employee Value Proposition Workshops

Workshops were held for WSAA members to share leading practice and build a roadmap for future industry initiatives. These were key recommendations from the 2017 WSAA Future Skills project.

WSAA's collaboration with the US based Water Research Foundation (WRF) on future skills also continued. Workshops were held in Washington and San Francisco to promote sharing of leading practices between WSAA and WRF Members. A webcast that summarised the outcomes from the US workshops was also released.

Health and Safety

The WSAA Health and Safety Taskforce has developed a strategic work program that recognises the importance of industry-wide consultation and collaboration to create a focus on driving sector improvement. This work will produce a water industry health and safety leadership statement, a health and safety maturity model and a mental health framework in 2019.

Ozwater'19

The WSAA and AWA Policy Stream sessions included Water for Health and Wellbeing, Water for Growth and Working Towards the Sustainable Development Goals – Meeting Goal 6 in Indigenous Communities.

Adaptive Planning Pathways and Methods report and case studies

[See more](#)

The Adaptive Planning Pathways and Methods' report provides advice to water utilities on what is best practice with regards to the use of adaptive planning approaches and other methods to plan for a complex and uncertain future.

Young Utility Leaders Program

The WSAA Young Utility Leaders Program has expanded this year to provide more young people with opportunities to participate, a coaching program with the Peter Cullen Trust and the chance to be awarded the Ross Young Scholarship for further development.

KEY PROJECT

WSAA eBook Codes

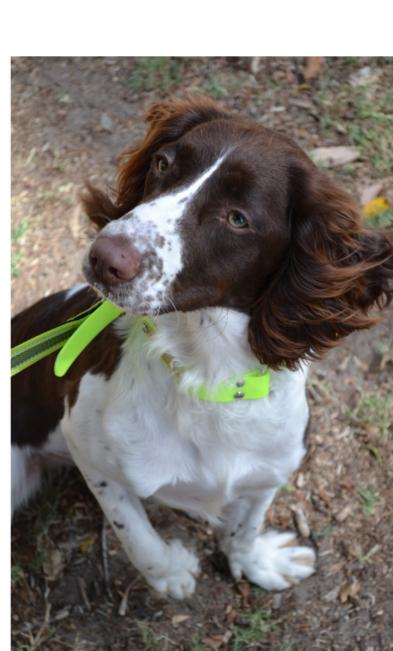
[Member access](#) [WSAA shop](#)

The full suite of WSAA eBook Codes was made available complimentary to WSAA Utility Members and for purchase on the WSAA Shop. WSAA's members and customers benefit from increased interactivity through technical diagrams and pop-up definitions, and efficient navigation, quick and easy discovery of content, editing tools such as bookmarks, notes and highlighting, and the ability to send instant feedback straight to the Association. Viewing codes and standards on any device especially smartphones or tablets will improve access for practitioners in the field.

Codes, Standards and Guidelines

A number of publications of industry significance have been updated or released:

- Asset Capital Investment Optimisation Guidance Report
- Asbestos Cement & Cast Iron Pipe Rehabilitation Technology Specification and Report
- SCADA Guidelines Stage 2 with Industry Maturity Model
- WSA 137 Issue 3 Industry standard for Uplasticised poly (vinyl chloride) (PVC-U), polypropylene (PP) and Polyethylene (PE) maintenance shafts, maintenance chambers and manholes for sewerage
- WSA 05 – 2019 Conduit Inspection Reporting Code of Australia Version 4.1
- WSA 04 – 2019 Sewage Pumping Station Code of Australia Version 3.1
- WSA 01 – 2004 Polyethylene Pipeline Code Version 3.1
- Water Supply Code of Australia 13th Edition, Queensland Service Providers Edition Version 1.3
- Gravity Sewerage Code of Australia South East Queensland Service Providers Edition Version 2.0



Reducing Leakage in Australia

[See more](#)

The 'Reducing Leakage in Australia' report recognises the efforts of water utilities to reduce water lost through the system. This water accounts for about 10 per cent of the utilities' system input across Australia. We know from research that customers want us to get the basics right by efficiently managing networks and minimising leaks and breaks. While Australian utilities perform better than the UK and US for leakage there is always more to be done and the report highlights some of the innovative work being done; from Keg, the leak detection specialist dog in Western Australia, to a smart water network in South Australia with over 400 sensors across Adelaide's CBD.



COMMITTEES



UTILITY EXCELLENCE COMMITTEE

The Utility Excellence Committee assists utilities to become more customer centric, improve performance and prepare for the future through sharing best practice and delivery of a targeted work program. The Committee is primarily concerned with the internal areas of focus that water utilities have direct control over. This includes health and safety, people and culture, performance and future thinking.

Networks

- Health and Safety
- People and Culture
- Business Transformation
- Asset Management

Reference Groups

- Codes and Appraisals
- Water Services Sector Group

Community of Practice

- Civil Assets
- Metering
- Risk Management
- Dam Owners Group

Projects

- Health and Safety Priority Work Program
- Workforce Skills of the Future Stage 2
- Cyber Security Benchmarking
- Pipe Condition Assessment and Rehabilitation Program Investment Optimisation
- AC & CI Pipe Rehabilitation Technology Collaborative Evaluation
- Smart Linings for Pipe Infrastructure Project
- Development of Clear Criteria for Flushable Products

- Review of Australian Sewage Quality Guidelines
- Asset Capital Investment Optimisation
- OPEX Benchmarking
- Dam Owners Benchmarking
- Reducing Leakage in Australia paper
- Submissions to relevant reviews and inquiries, both State and Federal

COMMITTEES CONTINUED

LIVEABLE COMMUNITIES COMMITTEE

The Liveable Communities Committee plays an important role in delivering on WSAA's vision - Customer driven, enriching life. 'Liveable communities' captures the water industry's role in enriching life through secure, safe and reliable water and wastewater services that enables health and wellbeing, environmental sustainability and economic prosperity.

Networks

- Adaptive Planning and Integrated Water Management
- Climate Change, Energy and Environment
- Research Managers
- Water Quality and Health
- Water Efficiency
- Wastewater Source Management

Community of Practice

- Reconciliation and Cultural Heritage
- Sustainable Development Goals

Projects

- Bringing the WSAA Next Gen Urban Water Paper to life
- The Water Sector: Indigenous Values and Equity program
- Water's Contribution to Health Sustainable Development Goals
- Adaptive Planning Pathways
- Energy Training and Awareness Package
- Carbon Offsets
- Australian Sewage Overflow Management Guidelines
- Quantifying the Health Benefits of IWM Investments
- Water Efficient Australia paper

- National Industry Guidance for Discharge of Chlorinated Water to Waterways
- Technology Approval Group
- Value of Research, Development and Innovation Survey
- PFAS Workshop
- Health roundtable on communicating drinking water risks
- Ozwater'19 stream on Water for Health and Wellbeing, Water for Growth and Working Towards the Sustainable Development Goals - meeting Goal 6 in Indigenous communities
- Submissions to relevant reviews and inquiries, both State and Federal



COMMITTEES CONTINUED



CUSTOMER AND INDUSTRY LEADERSHIP COMMITTEE

The Customer and Industry Leadership Committee supports the industry's desire to improve customer engagement and deliver value for money. It is WSAA's focal point for better understanding customer values and preferences as an input to other committees. It also assists the industry to influence and respond appropriately to government reform agendas, using transparent data and information to build well informed industry positions.

Networks

- Customer and Community
- Financial Sustainability and Regulation

Communities of Practice

- Economic Regulation Forum
- Communications Managers
- Finance

Projects

- Successful Customer Engagement
- Willingness to Pay: Principles and Guidelines
- Understanding Trust
- Promoting Tap Water
- Developer Charges Policy and Database
- OPEX Benchmarking
- Review of the National Performance Report
- Submissions to relevant reviews and inquiries, both State and Federal

WSAA UTILITY MEMBERS



- WA**
- Water Corporation
 - Aqwest
 - Busselton Water
 - City of Kalgoorlie-Boulder

- NT**
- Power and Water Corporation
- SA**
- SA Water

- TAS**
- Taswater

- ACT**
- Icon Water

QLD

- City of Gold Coast
- Gladstone Area Water Board
- Logan City Council
- Queensland Urban Utilities
- Redland City Council
- Seqwater
- SunWater
- Townsville City Council
- Toowoomba Regional Council
- Unitywater
- Banana Shire Council
- Isaac Regional Council
- Mackay Regional Council
- Southern Downs Regional Council
- Wide Bay Water
- Cairns Regional Council
- Western Downs Regional Council
- Mount Isa Water Board
- Gladstone Regional Council

NSW

- Goldenfields Water Board
- Hunter Water
- Central Coast Council
- Sydney Water
- WaterNSW
- Queanbeyan-Palerang Regional Council
- Byron Shire Council
- Eurobodalla Shire Council
- Lismore City Council
- MidCoast Water
- Port Macquarie-Hastings Council
- Tweed Shire Council
- ORANOC
- CENTROC
- Rous County Council
- Dubbo City Council

VIC

- Barwon Water
- Central Highlands Water
- City West Water
- Coliban Water
- Gippsland Water
- Goulburn Valley Water
- Goulburn Murray Water
- Melbourne Water
- South East Water
- Western Water
- Yarra Valley Water
- Westernport Water
- East Gippsland Water
- GWM Water
- North East Water
- Wannon Region Water
- Lower Murray Region Water
- South Gippsland Water
- Southern Rural Water

WSAA MEMBERS



PRIVATE UTILITY MEMBER

- Suez
- Trility
- Veolia Australia

INTERNATIONAL UTILITY MEMBER

- Watercare NZ
- Wellington Water

STAKEHOLDER MEMBER

- Victorian Water Industry Authority
- NSW Office of Water
- NSW Water Directorate
- QLD Water Directorate
- Department of Health Victoria

CONSULTANT MEMBER

- AECOM
- Jacobs
- KHD
- KPMG
- WSP
- Arup
- EY
- Downer Group
- Aurecon

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