

WSAA Water Services
Association of Australia

ANNUAL REPORT 2010-2011

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WATER SERVICES
ASSOCIATION OF AUSTRALIA

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ABOUT WATER SERVICES ASSOCIATION OF AUSTRALIA

Water and sewage services are vital, not only to people and households, but to industry and commercial enterprises.

In Australia, these services are provided by Government regulated water utilities. Formed in 1998 the Water Services Association of Australia (WSAA) is the peak industry body that brings together and supports the Australian urban water industry. WSAA members provide water and sewage services to over 16 million Australians. They also provide services to many of Australia's largest industries and commercial enterprises.

The urban water industry is committed to managing sustainable urban water resources with as little impact on the environment as possible. The aim is to provide cost effective delivery of water services and to respond to the needs of customers. Through WSAA, members are able to network, share knowledge, cooperate and collaborate. This has led to industry-wide approaches to national water issues and successful standards for monitoring and benchmarking performance, as well as research of significance to the entire nation. In this way, decisions are based on sound knowledge and research.

To support members in their engagement with customers, stakeholders and the community, WSAA regularly assesses and reports on the performance of the industry. The Association is the voice of the industry, and the WSAA Executive maintain strong links with policy makers, legislative bodies, and their influencers, to monitor important issues as they emerge. When developing strategic directions for the water industry, decision makers regularly consult with WSAA, and seek input

The Vision of WSAA for the urban water industry is to provide:

"Valued Water Solutions for a Better Future."

The Association supports this Vision through the WSAA Mission:

"WSAA will advocate, collaborate and innovate to deliver value for its members."

Urban water services are important to our community's public health; and WSAA is proud of the attitude and willingness of members to innovate and always seek smarter ways of doing things.

Report from the Chair



Vision Valued Water Solutions for a Better Future
Mission WSAA will advocate, collaborate and innovate to deliver value for its members

HIGHLIGHTS 2010-2011

I am now in my second year as WSAA Chair and have greatly valued the support of my Deputy Chair, Sue Murphy and the other Board members. In a year of change not only in the industry but also within our membership, new leaders have taken over in some utilities and this has been reflected in some new faces and new roles on the WSAA Board.

After seven busy, successful years, Ross Young resigned as WSAA Executive Director and Adam Lovell was appointed to the position. During his time at the Association, Ross raised the profile of WSAA and the urban water industry in Australia and internationally. On behalf of the Board and members, I would like to acknowledge Ross's depth of knowledge and insight and his outstanding contribution to WSAA. New Executive Director Adam Lovell was appointed in June 2010, and was previously the Association's Manager, Science and Sustainability. Adam brings a breadth of technical skills to the position and is a natural communicator who will lead the Association confidently in the future.

Australia's climate variability delivered us a year of extremes that impacted on the urban water industry with floods and cyclones in the east and continuing dry in the west. The destruction caused to the industry's infrastructure could have interfered with the delivery of clean drinking water and safe sewage treatment and management in the affected areas, but the industry rallied round and the Water Services Infrastructure Assurance Advisory Group took on

the coordination of offers to help. WSAA Members provided equipment and expertise including treatment plant operators, sampling staff and water quality testing, as well as staff, office space and resources; and even supplied sandbags to emergency services. This outstanding response and the collegiate willingness of the Australian urban water industry demonstrated the dedication and hard work of our industry's personnel.

Three major reports in the year indicate a promise of significant reform programs with a welcome focus on urban water:

- > The Productivity Commission Inquiry into Urban Water Reform
- > National Water Commission Future Directions Report
- > The Infrastructure Australia Regional Water Quality and Security Report

WSAA is on record as holding the firm belief that "the urban water industry has an excellent record of embracing reform particularly when it ultimately benefits customers." We look forward to seeing the implementation of many of the recommendations made in these new reports, in particular a realisation that to supply water economically and efficiently we must have all options on the table. In addition there must be a significant increase in the pace of reform in New South Wales and Queensland.

WSAA demonstrated leadership in future planning by organising this year's Cities of the Future

workshop, held in Adelaide in April at Ozwater11. Adam Lovell led the expert panel.

Ozwater10 had developed a strong set of principles for water sensitive cities, which were adopted by the International Water Association for the Cities of the Future agenda. The key themes of liveability, resilience, and sustainability were the focus of case studies presented at this year's workshop, and demonstrated the leadership role of the urban water sector.

140 people at the afternoon workshop were treated to a vision of achievable future cities – including ways to 'green' city suburbs, a working green village and virtually self-sufficient inner city area, and a commercial scheme using biosolids to enable urban farming. Through recycling, conservation, greening and smart, integrated planning the Cities of the Future, this project aims to improve physical and mental health, reduce pollution, combat climate change, reduce greenhouse emissions, and optimise available drinking water sources. In order to deliver healthy, liveable cities and towns in Australia, it is critical that there are ongoing discussions between the water industry and colleagues in the urban planning and other sectors.

Over the year the Association developed strategic plans for Board Committees, determined priorities, and set initiatives for the business plan. A chief strategy is to maximise limited research dollars by collaborating with local and international research organisations with shared priorities.

The new Australian Water Research and Development Coalition aims to pool resources and eliminate duplication, allowing knowledge and adoption to be leveraged across all stakeholders in the funding and delivery of urban water research.

Collaboration and sharing of existing research between Association members continued to be this year's focus, with over 400 member projects compiled. A WSAA web page is now dedicated to the sharing of research outcomes between members. Eighteen Association networks including a new Research Managers forum give members the opportunity to transfer knowledge, share skills, and network with colleagues.

Shared focus and proven collegiate spirit continued to unify members and strengthen the Association. It is helpful to consolidate and summarise these drivers and aspirations in words that crystallize and inspire.

In this spirit, extensive consultation with members during the year allowed the composition and enthusiastic adoption of a new Vision and Mission for Water Services Association of Australia. These now serve as ongoing focus points as the urban water industry continues to advance and evolve.

As always we look forward to a successful and vigorous urban water industry in 2011-12.

Kevin Young
Chair, Water Services Association of Australia
Managing Director, Sydney Water



Message from the Executive Director

“WSAA is ever mindful of the importance and value of urban water services to the community, particularly in the protection of public health.”

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The Water Services Association of Australia is the national voice of the urban water industry, taking a leading role in influencing urban water policy development, advocating for strong industry positions and transparent evidence-based regulation.

The history of effective collaboration between WSAA and its members has given us a solid base from which to extend our networks internationally. WSAA is increasingly becoming a collaboration hub for the urban water industry both here and overseas. This will help raise the profile and increase opportunities for both WSAA and Australia's urban water industry.

WSAA is ever mindful of the importance and value of urban water services to the community, particularly in the protection of public health. Historically our industry has focused on securing these services, which necessarily led to priority effort on asset building and management.

The establishment of alternative and rainfall independent water sources and the huge investment in water and sewerage infrastructure, over the past 10 years, means we can now plan to meet future challenges.

We have a variable climate and a growing population, we face carbon pricing and energy generation, there will be new technology and changing cultures; all will require a wider range of skills in our industry. The impending departure of 84% of our existing workforce by 2017 is perhaps one of the most challenging issues facing us today.

We believe that the political role should be confined to policy making and regulation and must maintain a distance from the operation of the water business.

Political interference from all levels of Government has led to inconsistencies across the nation, making it difficult for utilities to implement the optimum solutions for their particular conditions. Australia's urban water industry needs nationally consistent regulation with a clear guide to future governance and institutional reforms.

As we pause and reflect on the past year we can be certain that the urban water industry is delivering well in its core business. We will continue to ensure the sustainable management of urban water resources and minimise any impacts on the environment.

However we must be allowed to consider all options for water sources and work with our customers to plan our urban water solutions of the future.

We need to deliver value for money water services, while offering more choice to our customers, underpinned with robust hardship programs.

We are a dynamic industry that has a key role to play in the health and liveability of our future urban environment.

Adam Lovell
WSAA Executive Director

WSAA MANAGEMENT TEAM

Adam Lovell
Executive Director

David Cox
Manager, Technical Services

Grant Leslie
Manager, Business Services

Barbara Crawford
Manager, Communications

Vacant
Manager, Strategy and Policy

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Members of the Board



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KEVIN YOUNG, CHAIR

Kevin is Managing Director of Sydney Water. He has a degree with honours in engineering, and a Masters of Business Administration.

He is a Fellow of the Institution of Engineers Australia, and a Member of the Australian Institute of Company Directors.

SUE MURPHY, DEPUTY CHAIR

Sue is Chief Executive Officer of the Water Corporation of Western Australia. She graduated as a Civil Engineer from the University of Western Australia in 1979. She is Deputy Chairman of the Rottnest Island Authority, and was Telstra Businesswoman of the Year 2000 in the private sector category.

KEVIN HUTCHINGS

Kevin is Managing Director of South East Water Limited. He has been with South East Water since its inception in 1995, with an extensive previous background in the development of new hardware and software technologies in both retail and distribution markets for major oil companies.

JOHN RINGHAM

John is Chief Executive of SA Water. He has an Honours Degree in Civil Engineering, a postgraduate diploma in Geotechnics and an MBA. He has extensive water industry management experience in the UK, been involved in work in Poland and the Middle East, and preparation of a wastewater services proposal for Adelaide.

JON BLACK

Jon Black is Chief Executive Officer of Unitywater. He was previously CEO of the whole-of-South East Queensland water distribution entity after leading SEQ Councils in their response to the State Government's reform of the water supplies institutional arrangements, as Executive Director of the Council of Mayors (SEQ). He previously held high ranking positions in the Australian Army.

SHAUN COX

Shaun is Managing Director of Melbourne Water, and was former chair WSAA. He has a degree in Civil Engineering, a Masters of Engineering and Technology Management, and is an Adjunct Professor at the University of Queensland. He is a Board Member and former Chair of the Smart Water Fund, and has held the positions of MD, South East Water and CEO, Gold Coast Water.

PETER BORROWS

Peter is Chief Executive Officer of Seqwater, the Queensland Bulk Water Supply Authority. Prior to undertaking this role, Peter was CEO of South East Queensland Water Corporation. He has extensive experience in water, infrastructure and engineering industries, in both private and public sectors.

ADAM LOVELL, EXECUTIVE DIRECTOR

Adam was previously WSAA's Science and Sustainability Manager, with extensive prior experience at Sydney Water. He has a BSc (Hons) in Chemistry and a Masters of Environmental Engineering Science from the University of Sydney. He is a Board member of the National Centre of Excellence for Desalination, and a member of the National Health and Medical Research Council Water Quality Advisory Committee.

ADDITIONAL BOARD MEMBERS

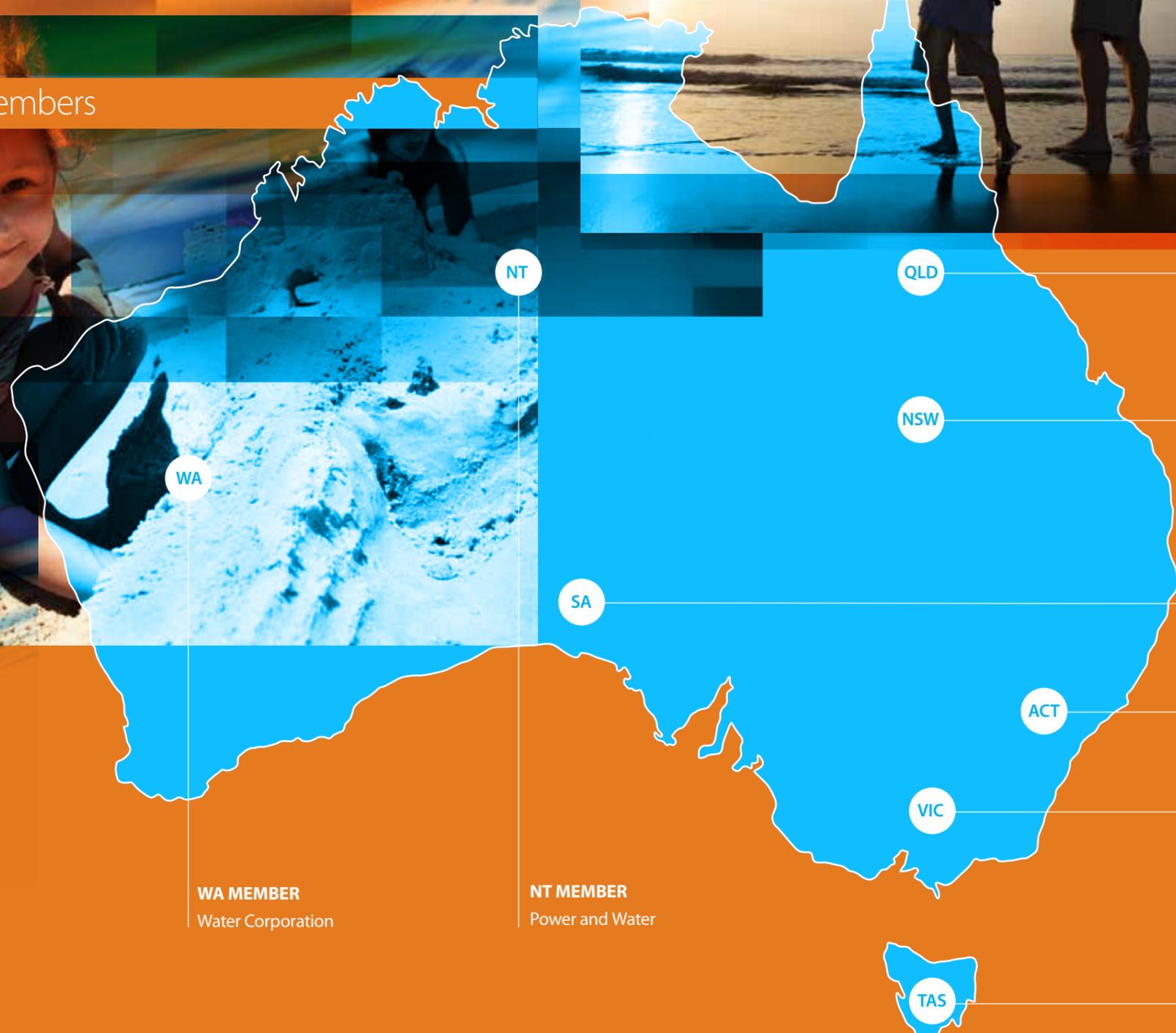
Anne Howe, SA Water
Rob Skinner, Melbourne Water
Kerry Schott, Sydney Water also served on the WSAA Board in 2010-2011.

From left to right:

Adam Lovell, Kevin Hutchings, John Ringham, Jon Black, Sue Murphy, Kevin Young, Shaun Cox, Peter Borrows (not pictured).

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WSAA Members



WA MEMBER
Water Corporation

NT MEMBER
Power and Water

TAS MEMBERS
Ben Lomond Water
Cradle Mountain Water
Southern Water

SA MEMBER
SA Water

NSW MEMBERS
Gosford City Council
Hunter Water
Sydney Catchment Authority
Sydney Water

ACT MEMBERS
ACTEW Corporation

QLD MEMBERS
Allconnex Water
Gladstone Area Water Board
Link Water
Queensland Urban Utilities
Seqwater
Townsville City Council
Unity Water

VICTORIA MEMBERS
Barwon Water
Central Highlands Water
Coliban Water
City West Water
Gippsland Water
Goulburn Valley Water
Melbourne Water
South East Water
Western Water
Yarra Valley Water



WSAA Members



ACTEW CORPORATION

ACTEW Corporation Limited (ACTEW) owns the water and sewerage business and assets in the ACT. The corporation supplies water services to over 150,000 customers and sewerage services to over 146,000 customers. ACTEW also has investments in electricity, gas and telecommunications. ACTEW is an unlisted public company, owned by the ACT Government.

ALLCONNEX WATER

Allconnex Water delivers water, recycled water, trade waste and sewerage services to a population of more than 900,000 across an area of about 2,897 square kilometres serving the Gold Coast, Logan and Redland City Council areas

BARWON WATER

Barwon Regional Water Corporation is Victoria's largest regional urban water corporation, providing water, sewerage and recycled water services to more than 285,000 people across 8,100 square kilometres. As well as greater Geelong, Barwon Water's service region stretches from Little River and the Bellarine Peninsula in the east to Colac in the west, and from Meredith and Cressy in the north to Apollo Bay on Victoria's south-west coast.

BEN LOMOND WATER

Ben Lomond Water provides water and sewerage services to 140,000 people across 19,900 square kilometres on the north east of Tasmania, covering the local government areas of Break O'Day, Dorset, Flinders, George Town, Launceston City, Meander Valley, Northern Midlands, and West Tamar Councils.

CENTRAL HIGHLANDS WATER

Central Highlands Water provides water and sewerage services to over 126,600 people across central western Victoria. As well as Ballarat and district, areas covered include Ampitheatre, Avoca, Beaufort, Blackwood, Clunes, Daylesford, Dean, Forest Hill, Landsborough, Learmonth, Lexton, Maryborough, Raglan, Redbank and Waubra.

CITY WEST WATER

City West Water provides drinking water, sewerage, trade waste and recycled water services to a population of 856,000 people in Melbourne's central business district, inner and western suburbs. It services over 365,000 residential and non-residential customers, and over 6,000 trade waste customers, which includes a large proportion of Melbourne's large, heavy industry.

COLIBAN WATER

Coliban Water provides water and sewerage services to 140,000 rural and urban customers across 16,550 square kilometres in Victoria, covering 49 towns from Cohuna and Echuca in the north to Kyneton and Trentham in the south, and from Heathcote and Tooborac in the east to Boort, Wedderburn, Bealiba and Dunolly in the west.

CRADLE MOUNTAIN WATER

Cradle Mountain Water sources, treats and supplies drinking water, and removes and treats wastewater to homes and businesses in reticulated areas in North West Tasmania, servicing over 87,000 water customers and over 85,000 sewerage customers across 22,500 square kilometres, covering the council areas of Burnie, Central Coast, Circular Head, Devonport, Kentish, King Island, Latrobe, Waratah/Wynyard, and West Coast.

GIPPSLAND WATER

Gippsland Water provides water, sewerage and waste recovery services to domestic and commercial clients across Central Gippsland in Victoria, servicing over 130,000 people across 5,029 square kilometres covering towns including Boisdale, Briagolong, Boolarra, Buln Buln, Churchill, Coongulla, Cowwarr, Darnum, Drouin, Erica, Glengarry, Glenmaggie,

Hazelwood North, Heyfield, Maffra, Mirboo North, Moe, Morwell, Neerim South, Newborough, Nilma, Noojee, Rawson, Rokeby, Rosedale, Sale, Seaspray, Stratford, Thorpdale, Toongabbie, Trafalgar, Traralgon, Traralgon South, Tyers, Warragul, Willow Grove, Wurruk, Yallourn North, Yarragon and Yinnar.

GLADSTONE AREA WATER BOARD

Gladstone Area Water Board supplies raw and treated water to areas represented by the Gladstone Town Council and the Calliope Shire Council. Approximately 77% of water utilised in the region is untreated, straight from the dam, and the majority of water is used for cooling in industry. Gladstone covers an area of 128 square kilometres with a population over 28,000, while the region supports a population of over 60,000. As well as water supply, the Board provides recreational fishery services.

GOSFORD CITY COUNCIL

Gosford City Council is a local government body responsible for the provision of water supply and sewerage services within the local government area. Water supply resources are managed jointly with the neighbouring Wyong Shire Council. Located between Sydney and Newcastle the Council is the largest non metropolitan water authority in New South Wales serving a population of approximately 150,000.

GOULBURN VALLEY WATER

Goulburn Valley Water provides urban water and sewerage services to 129,000 people, servicing 57,600 properties in 54 towns and cities from the outskirts of Melbourne in the south to the Murray River in the north. Bulk water is supplied from the Goulburn/Broken, Murray, Steavenson, Rubicon and Delatite River systems and a number of smaller local streams.

HUNTER WATER

Hunter Water provides water and sewerage services to over half a million people in the lower Hunter region, covering 5,366 square kilometres in the local government areas of Cessnock, Lake Macquarie, Maitland, Newcastle, Port Stephens, Dungog and small parts of Singleton.

LINKWATER

Linkwater is the bulk water transport authority that manages, operates and maintains approximately 600 kilometres of potable bulk water pipelines and related infrastructure throughout southeast Queensland, critical to the South East Queensland Water Grid.

MELBOURNE WATER

Melbourne Water looks after Melbourne's water supply catchments, treats and supplies drinking water, removes and treats most of Melbourne's sewage, provides recycled water for non-drinking purposes, and manages rivers, creeks and major drainage systems throughout the Port Phillip and Westernport region.

POWER AND WATER CORPORATION

Power and Water Corporation is the sole provider of electricity, water supply, and sewerage services to 80,000 customers across more than 1.3 million square kilometres covering the Northern Territory, from the tropics of the north to the deserts of Central Australia.

QUEENSLAND URBAN UTILITIES

Queensland Urban Utilities provides water to 1.3 million people, supplies recycled water to businesses, and provides sewerage and wastewater services to 1.3 million residential and 4,900 trade waste customers across 14,364 square kilometres, from the Yabba State Forest in the north to the New



South Wales border in the south, and from Cape Moreton in the east to the foot of Toowoomba range in the west; servicing Brisbane residents, and the cities and townships of Ipswich, Lockyer Valley, Scenic Rim and Somerset.

SA WATER

SA Water delivers water and sewerage services to almost 1.5 million people across South Australia's over 984,000 square kilometres, particularly the greater Adelaide area with a population of 1 million. South Australia is the driest State in Australia with only four per cent receiving more than 500mm of rain each year. Supplies are supplemented with water piped from the River Murray, the only major river in the State, which drains about one seventh of Australia.

SEQWATER

Seqwater is South East Queensland's bulk water supply provider, responsible for managing dams, weirs, groundwater bore fields, catchments, water storages, treatment plants and services, desalination and recycling, across the south east of the State, covering over 22,000 square kilometers with a population of nearly 3 million.

SOUTH EAST WATER

South East Water provides water and sewerage services to 1.5 million people in Melbourne's south east. Across a region spanning 3,640 square kilometres and fronting 300 kilometres of coastline, South East Water provides drinking water, sewerage, trade waste services and recycled water.

SOUTHERN WATER

Southern Water is the council owned water and sewerage corporation in southern Tasmania. It focuses on providing lasting value for its communities by providing sustainable water and wastewater solutions. Southern Water is Tasmania's largest provider, servicing over 90,000 customers in 12 southern council areas.

SYDNEY CATCHMENT AUTHORITY

Sydney Catchment Authority manages a network of dams and water supply infrastructure, and services Sydney Water and Shoalhaven and Wingecarribee councils, who together supply water to 4.5 million households, businesses and other users in Sydney and the Illawarra, Blue Mountains, Southern Highlands and Shoalhaven regions. In partnership with catchment communities and other agencies, the Sydney Catchment Authority manages 16,000 square kilometres of drinking water catchments, west through the Blue Mountains, and southwest past Goulburn to the headwaters of the Shoalhaven River.

SYDNEY WATER

Sydney Water delivers essential and sustainable water solutions for the benefit of the community. It provides drinking water, recycled water, sewerage services and some stormwater services to over 4.6 million people in Sydney, the Illawarra and the Blue Mountains. It sources drinking water from a network of dams managed by the Sydney Catchment Authority and from the desalination plant before treating it and delivering it to customers' homes and businesses. Its area of operations covers 12,700 square kilometres.

TOWNSVILLE CITY COUNCIL

Townsville City Council provides potable urban water to 180,000 people across a local government

area of 3,736 square kilometres, covering the largest city in northern Australia and ranging from cool highland rainforests, to the Great Barrier Reef and dry, open outback.

UNITYWATER

Unitywater manages water supply and sewerage services for 270,000 properties representing 670,000 people across 5,138 square kilometres, covering the southeast Queensland communities of Moreton Bay and Sunshine Coast.

WATER CORPORATION

The Water Corporation supplies drinking water to two million customers and is primary provider of sewerage and drainage services to homes, farms and businesses across Western Australia. It also supplies bulk water to several farm irrigation schemes. Its operations cover more than 2.5 million square kilometres. Water sources include desalinated seawater, groundwater and surface water. The Corporation employs more than 3000 people and manages assets valued at more than \$13 billion with a current \$1 billion-plus annual capital program.

WESTERN WATER

Western Water provides water, sewerage and recycled water services to over 56,000 properties representing 145,000 people, across an area of 3,000 square kilometers in Victoria including parts of the shires of Macedon Ranges, Moorabool and Melton, Mitchell, Hepburn and Golden Plains, and the cities of Hume and Wyndham.

YARRA VALLEY WATER

Yarra Valley Water provides water supply and sewerage services to over 1.6 million people and over 50,000 businesses in the northern and eastern suburbs of Melbourne across 4,000 square kilometres covering as far north as Wallan and extending to Warburton in the east.

WSAA Projects 2010-2011



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WATER QUALITY & HEALTH COMMITTEE

- > Chemical and Biological Hazards Database UKWIR
- > Laboratory Proficiency Testing Study
- > Evidence Guide for Source Management
- > Position Paper: Improving the Chemical Registration Process
- > Aquality
- > Requality
- > Cities of the Future
- > Position Paper Water Efficiency in a diverse water supply future
- > Occasional Paper Marginal Cost of Greenhouse Gas Abatement Curve
- > Occasional Paper Drawing together research on Scope 1 and operational practices to minimise emissions
- > Climate Change Adaption (CCA) – Challenges and opportunities
- > Recycled Water Framework
- > Recycled Water via Biofiltration

INDUSTRY PERFORMANCE & REGULATION COMMITTEE

- > Zigbee Alliance membership fees
- > Aquamark
- > Urban Water Reform
- > Product Appraisal

ASSET MANAGEMENT COMMITTEE

- > Sewer & Water Mains Failure Database UKWIR Licence fee
- > Metering Codes of Practice
- > Designer Assurance Competency Scheme (In-kind contribution from City West Water)
- > Asset Maintenance Process (Subscription Project)
- > Development of principles and guidelines for capital investment prioritisation (Subscription Project)
- > Treatment Requirements for Australian Waters (Subscription Project)
- > Sewer Blockages (Subscription Project)
- > Leakage & Pressure Management Project (Subscription Project)
- > Review Risk Management Tools Project (Subscription Project)

- > Membership of APAS and PCCP (Subscription Project)
- > Condition Assessment Guidelines (Subscription Project)
- > OHS&W Benchmarking Study (Subscription Project)
- > Infiltration and Inflow (Subscription Projects)
- > Cathodic Protection (Subscription Project)
- > Asbestos Cement Pipes (Subscription Projects)
- > Water Main Renewal Planning (Subscription Project)
- > Sewer and Water Mains Failure Database (Subscription Project)
- > Ecological Footprint (Subscription Project)

THIRD PARTY FUNDED PROJECTS

- > Development of a waste water source management quality tool
- > Water Treatment Alliance (Subscription Project)
- > WaterReuse Foundation Funds

RESEARCH COLLABORATION

- > Collaborative Research
- > GWRC Membership
- > Water Research Foundation & WERF Membership
- > Water Research Foundation & WERF Tech Transfer
- > Australian Division of WaterReuse

NATIONAL WATER ISSUES

- > Management of the development of the National Performance Report
- > Productivity Commission submissions

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WSAA Members

