



WATER SERVICES
ASSOCIATION OF AUSTRALIA

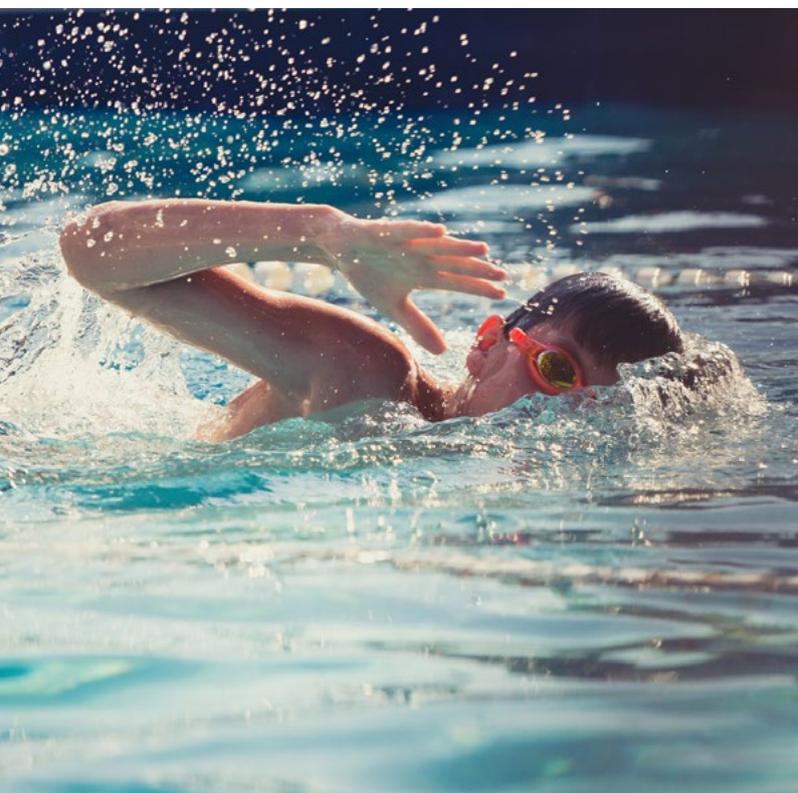


WSAA

Water Services
Association of Australia

ANNUAL REPORT

2015-2016



ABOUT WSAA

The Water Services Association of Australia (WSAA) is the peak industry body that connects the Australian urban water industry, representing over 70 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 Executive 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.

To view our 2015 - 2016 Financial Statements visit wsaa.asn.au/annualreport2016



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

1

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;

2

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

3

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

4

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

CONTENTS



4 MESSAGE FROM
THE WSAA CHAIR



5 MESSAGE FROM THE WSAA
EXECUTIVE DIRECTOR



6 MEMBERS OF
THE BOARD

8 HIGHLIGHTS



12 BOARD COMMITTEES



15 WSAA MEMBERS



MESSAGE FROM LOUISE DUDLEY

WSAA CHAIR

It has been a privilege to be in the role of WSAA Chair for another year. While the efforts of WSAA to enhance collaboration and lift the urban water industry continue to benefit us all, 2015/16 was also an opportunity to review WSAA's strategic direction, governance and finance structures.

The WSAA Board reaffirmed the vision of 'customer driven, enriching life' and after assessing emerging global and national trends, developed five strategic priorities that will position the urban water industry for current and future challenges. These priorities are:

- Be a customer centric water utility
- Harness the digital economy
- Identify the value of water's contribution to liveable cities
- Customer focused innovation, advocacy and regulation
- Elevate performance.

To ensure the WSAA Committee and Network structure aligns with these strategic priorities the following Board Committee's have been established from 1 July 2016.

- Strategic Priorities Committee (SPC)
- A strategic oversight committee to ensure the priorities are current and future focussed and investment is in projects that deliver greatest value to members).
- Customer and Industry Leadership Committee (CILC)
- Liveable Communities Committee (LCC)
- Utility Excellence Committee (UEC).

The WSAA Board appreciates the time and effort of staff from all members who contribute to the Committees and Networks and continue to lift our industry and seek to meet current and future challenges..



WSAA has established five strategic priorities that will ensure the industry is prepared for current and future challenges.



Louise Dudley,
WSAA Chair





MESSAGE FROM ADAM LOVELL

WSAA EXECUTIVE DIRECTOR

The past year has seen many highlights for WSAA including the launch by the Federal Treasurer, the Hon Scott Morrison MP, of a collaborative paper with Infrastructure Partnerships Australia. The paper presented a consensus view on the structural and regulatory reforms Australia can undertake to avoid urgent and costly decisions that will otherwise be required in the future. Both WSAA and IPA are advocating for renewed national policy leadership - backed with meaningful incentives - to elevate the consensus about the important of good water policy into an actionable national reform process.

As we continue to focus on improving collaboration we launched a new website and online community. The new site enhances opportunities for members to share information and knowledge in a secure environment, while also moving the WSAA codes and standards online with a new shop.

With innovation front of mind, WSAA and Isle Utilities this year signed a new agreement to extend their relationship through the Technology Approval Group (TAG) program for another three years. The TAG program has been a breakthrough, removing many of the challenges faced by water utilities in identifying and influencing technologies and encourages greater collaboration and cheaper subscriptions between members.

This year has also seen membership growth as we welcomed six new members of all sizes across the country. Whether large or small, rural or metro, our members experience many of the same challenges and we look forward to the ongoing collaboration and knowledge sharing between members, from both the public and private sector, utilities, government and consultants.

Special thanks to Louise for her work as Chair over the past three years. I would also like to thank John Ringham, Deputy Chair and Jim Grayson, inaugural Regional Board Member, who both finished on the WSAA Board this year. We are grateful for the efforts of all leaders involved in WSAA along with the dedicated WSAA staff who continue to bring members together in the pursuit of excellence for the urban water sector in Australia and New Zealand.

“

WSAA continues to advocate, collaborate and innovate for members to ensure the industry can deliver valued urban water services to customers and the broader community.

”

Adam Lovell,
WSAA Executive Director



MEMBERS OF THE BOARD



LOUISE DUDLEY, CHAIR

Louise was appointed Chief Executive Officer of Queensland Urban Utilities on 1 July 2012, and was a part of the organisation since it was formed on 1 July 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.



PAT MCCAFFERTY, DEPUTY CHAIR

Pat was appointed Managing Director of Yarra Valley Water on 1 July 2014. He has extensive experience across the water sector and has held General Manager roles at Yarra Valley Water since 2001, covering a wide range of operational and strategic leadership positions including strategic planning, economic regulation, finance, marketing and customer service.



JOHN RINGHAM

John is the former Chief Executive of SA Water and Deputy Chair of WSAA. John has over 40 years' experience in the water industry. John held numerous senior management positions with the UK Company, United Utilities, formerly North West Water, John has experience in the areas of water resourcing, water supply and distribution and capital planning as well as in change management and international bidding.



JEFF RIGBY

Jeff is the Managing Director of Coliban Water. Jeff has 30 years of experience in the water industry, including 14 years in executive management roles. He was previously the Managing Director of Grampians Wimmera Mallee Water from 2007 until joining Coliban Water in 2011.



KEVIN YOUNG

Kevin is Managing Director of Sydney Water and a former Chair of WSAA. 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.



JOHN KNOX

John is the Managing Director of Icon Water which owns and operates the water and sewerage business in the ACT and is a 50% owner of ActewAGL. John is also a member of the ActewAGL Joint Venture Partnerships Board. He has an extensive background in private sector commercial management and experience across various business sectors including utilities, environmental, immigration and transport.



SUE MURPHY

Sue is the Chief Executive Officer of the Water Corporation of Western Australia and former Chair of WSAA. She graduated as a Civil Engineer from the University of Western Australia in 1979. Sue is a Board Member of the University of WA Business School. Sue has been listed in the top 100 most influential engineers in Australia by Engineers Australia in each year from 2009 to 2015.



MICHAEL WANDMAKER

Michael was appointed Managing Director of Melbourne Water in September 2014. He has extensive senior leadership experience across several industries, both in Australia and internationally. This includes electrical and mechanical engineering, energy, oil, gas, mining and water. Before coming to Melbourne Water he was Group President of UGL Limited's engineering, construction and maintenance division.



DAVID HARRIS

David Harris is the CEO of WaterNSW. Previously David was for a short time CEO of both State Water Corporation and the Sydney Catchment Authority, the two entities that were merged to form WaterNSW. 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.



ADAM LOVELL, EXECUTIVE DIRECTOR

Adam is the Executive Director of WSAA. 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 Australian WaterSecure Innovations, the Global Water Research Coalition and the Water Environment and Research Foundation (USA).

ADDITIONAL BOARD MEMBERS:

ANNE BARKER,

former Managing Director,
City West Water

JIM GRAYSON,

Chief Executive Officer,
Gladstone Area Water Board

HIGHLIGHTS – Collaborate

ASSET MANAGEMENT CUSTOMER VALUE (AMCV) PROJECT

The AMCV project (previously Aquamark) is running for the fourth time since 2004. Training meetings were held around Australia with 29 participants, plus two electricity businesses. In addition, a large US contingent has participated with over 10 utilities, including DC Water and LA Water and Sanitation, LA Water and Power signing up. South West Water in the UK has also agreed to join the project. The project will run until December 2016.

CLIMATE CHANGE ADAPTATION GUIDELINES

In a first for the urban water industry, 17 WSAA members collaborated to produce these guidelines which provide a framework for increasing the resilience of water utilities and the communities they serve.



EFFICIENCY BENCHMARKING

This project was an industry first with 19 participants (18 Australian and one New Zealand water utility) that benchmarked 100% of operating expenditure. Individual reports were provided to all participating utilities along with an industry wide report with cross industry findings. The project also includes an online tool (Tableau) which allows flexibility for participating members to interrogate their data.

REPORT ON MEASURING THE CUSTOMER EXPERIENCE (CUSTOMER SERVICE PERFORMANCE BENCHMARKING)

Developed following the Customer Indicators Workshop with members in June 2015, this document will help utilities develop their own strategies and customer experience design by discussing some of the methods and tools used by other utilities and the outcomes of their research.

AUG 2015

NATIONAL CUSTOMER PERCEPTIONS SURVEY AND PORTAL

WSAA engaged Insync Surveys to conduct a customer perceptions survey of 6,000 water utility customers across 21 participating Australian water utilities in August 2015. The results delivered in depth information enabling utilities to further improve efficiency and understanding of customers. Participating utilities were also granted access to a portal which provides them further opportunity to analyse their results.

AUG 2015

REGIONAL FORUM

Held on the Gold Coast in August 2015 the Forum highlighted good practice in regional water utility management and case studies in alliances and partnering. Around 40 utility representatives attended.

OCT 2015

WATER REUSE AND DESALINATION SYMPOSIUM

WSAA co-hosted the symposium in October 2015 with the WaterReuse Research Foundation and the Centres of Excellence in Water Recycling and Desalination. Around 150 attendees heard speakers from the US and Australia with engaging insights into challenges for climate resilient cities.

NOV 2015

HEALTH BASED TARGETS MANUAL

Developed over three years including extensive trials, WSAA's Health Based Targets (HBT) Manual, was released in November 2015. The Manual guides utilities through a self-assessment process to determine the water safety for each scheme and has been designed to be compatible with the framework for managing drinking water quality outlined in the Australian Drinking Water Guidelines (ADWG).

FEB 2016

NEW WSAA WEBSITE

A new WSAA website was launched in February 2016 and includes a new public facing website, WSAA shop and members area. The move to the new website has provided many improvements including a mobile responsive site, digital code sales and an improved member area for collaboration.

FEB 2016

JAPAN WATER WORKS ASSOCIATION VISIT

In February 2016, WSAA hosted a delegation of Japanese water utility executives. The visit showcased a range of programs and case studies from the Australian urban water industry as well as overviews of regulation, customers, climate change, asset management and research and innovation.

MAY 2016

OZWATER 2016 STREAM ON CUSTOMER

WSAA ran two workshops at Ozwater. The first session was organised in collaboration with the Essential Services Commission (ESC) on customer focussed regulation. The second was titled understanding and measuring the customer experience. The workshops featured speakers from the WSAA membership as well as regulators and other industries.

PARTNERING WITH THE VICTORIAN INTELLIGENT WATER NETWORKS (IWN) – ENERGY BENCHMARKING WWTP

Over 30 utilities are involved in this project to develop and deliver a framework to streamline the energy efficiency benchmarking of WWTPs activity for continued tracking of performance. Being completed in conjunction with the Victorian IWN, the first of three case studies of the best performing plants in their class is already complete.

CODES AND SALES OF CODES

In 2015/16 WSAA released WSA 02:2014 Gravity Sewerage Code of Australia (MRWA Edition) Version 2 (which includes the specific requirements of the Melbourne Retail Water Agencies) and WSA 302:2016 SCADA Guideline Version 1.1 (which addresses all aspects of the SCADA asset life cycle). Codes sales were consistent with previous years.

COLLABORATION THROUGH MEMBERS MEETINGS, COMMITTEE AND NETWORK MEETINGS

In 2015 to 2016 WSAA coordinated:



3 Members meetings



5 Committee meetings



20+ Network meetings

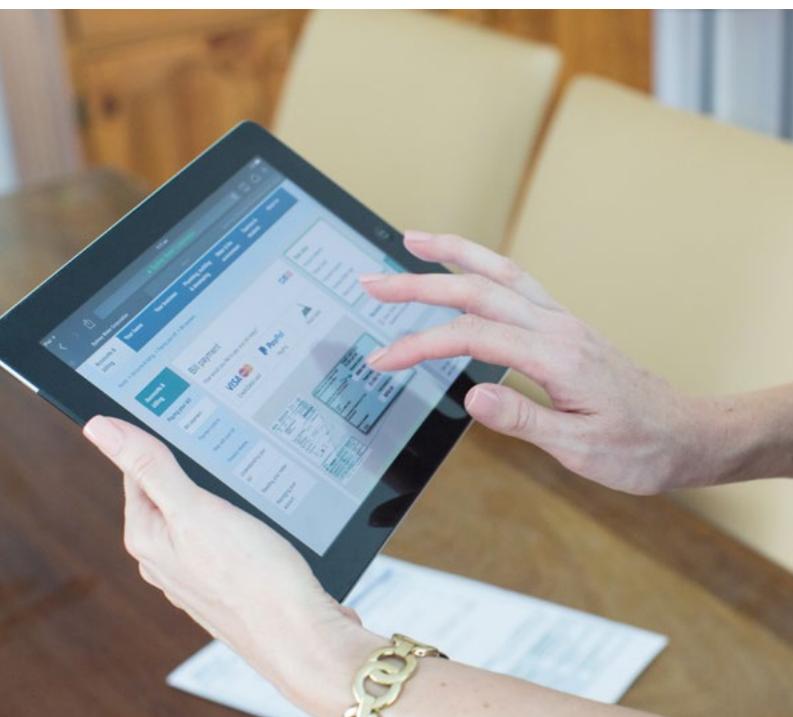


20+ other workshop and training opportunities for members.

HIGHLIGHTS - Innovate

NATIONAL RESEARCH STRATEGY

WSAA was tasked by the National Urban Water R&D Partnership Working Group (PWG) to develop a national urban water research strategy. The strategy was completed earlier this year following extensive member and stakeholder consultation. Implementation of key priority projects has already commenced.



JAN 2016 TECHNOLOGY APPROVAL GROUP (TAG)

WSAA and Isle Utilities signed a new agreement in January 2016 to extend their relationship through the Technology Approval Group (TAG) program for another three years. Under the last agreement over 80 Australian and international technologies were presented to WSAA members with 50 per cent of these technologies being installed by utilities.

SEPT 2015 TOWARDS THE DIGITAL UTILITY CONFERENCE

The conference was held in September 2015 in Melbourne to a record crowd of over 120 in room attendees and 50 on-line rooms. The conference included a focus on the digital utility with a customer centric drive.

NOV 2015 WATER RESEARCH ACCESS PORTAL (WRAP)

WSAA hosts and manages the WRAP, an online database of reputable Australian urban water research. The website, launched in November 2015, was a collaborative effort by a number of Australian research centres, government agencies, water utilities and industry.

HIGHLIGHTS - Advocate

SENATE ENVIRONMENT AND COMMUNICATIONS COMMITTEE INQUIRY INTO STORMWATER

Following a WSAA submission to this inquiry, in August 2016 WSAA's Executive Director appeared at the public hearings. WSAA presented the case for the Commonwealth and States to recognise the role of stormwater in the urban water cycle, through inclusion in the National Water Initiative.



SUBMISSIONS TO THE AUSTRALIAN INFRASTRUCTURE PLAN

WSAA provided a submission to Infrastructure Australia in its development of the Australian Infrastructure Plan. The submission set out the case for a prominent place for urban water in the Plan including actions to build on the existing National Water Initiative. In line with WSAA's submission, the final Plan included a recommendation for better independent economic regulation of the water sector and for a national framework to be established.

CUSTOMER ADVOCACY WITH THE ESSENTIAL SERVICES COMMISSION (ESC)

In conjunction with Victorian members, WSAA cooperated with the ESC and commented on proposals to develop a set of customer indicators.

NATIONAL ADVOCACY

The past year saw the announcement of a new cities portfolio in the Commonwealth Government ministry. WSAA worked with the Commonwealth Government, relevant shadow ministers and other key stakeholders to ensure the urban water industry perspective is understood. WSAA participated in the Cities Summit hosted by the Prime Minister in April 2016.

JUL 2015

WATER REFORM SYMPOSIUM WITH IPA

In July 2015, WSAA co-hosted the Urban Water - Pathways to Reform Symposium with Infrastructure Partnerships Australia. The Symposium brought together public and private leaders within Australia's water sector to exchange ideas and share observations.

NOV 2015

IPA/WSAA PAPER ON URBAN WATER REFORM

In collaboration with Infrastructure Partnerships Australia, WSAA released the report, *Doing the important, as well as the urgent: reforming the urban water sector*, in Canberra in November 2015. Federal Treasurer, The Hon Scott Morrison MP spoke at the event. WSAA is using the report to engage with key stakeholders and Government.

APR 2016

OCCASIONAL PAPER 31 - LIVEABILITY INDICATORS: A REPORT PREPARED FOR THE WATER INDUSTRY

Finalised in April 2016, this paper expands on previous work by WSAA and provides a 'menu' of liveability indicators. It will also be a useful tool to inform the policy environment and consider the ways in which the capabilities of the sector can further enhance urban liveability.

WET WIPES

WSAA continues to lead discussions with associations representing wipes manufacturers (ACCORD and Australian Food and Grocery Council). With significant and ongoing media attention on this issue WSAA has coordinated key messages for members and received approval from Standards Australia to establish a mirror committee to the international committee establishing an international standard for flushability.

WSAA BOARD COMMITTEES

ASSET MANAGEMENT COMMITTEE

Historically the industry has focused on securing urban water services for the community. The projects undertaken through the AM Committee formed part of the extensive urban water industry's response to variable rainfall in the past ten years. More recently this committee has shifted focus from building new infrastructure to making existing assets work harder and last longer. Under the new Committee structure in operation from 1 July 2016, the Asset Management Committee combined with the People and Capability Committee to form the Utility Excellence Committee which will cover all internal business levers that water utilities have direct control over.

NETWORKS

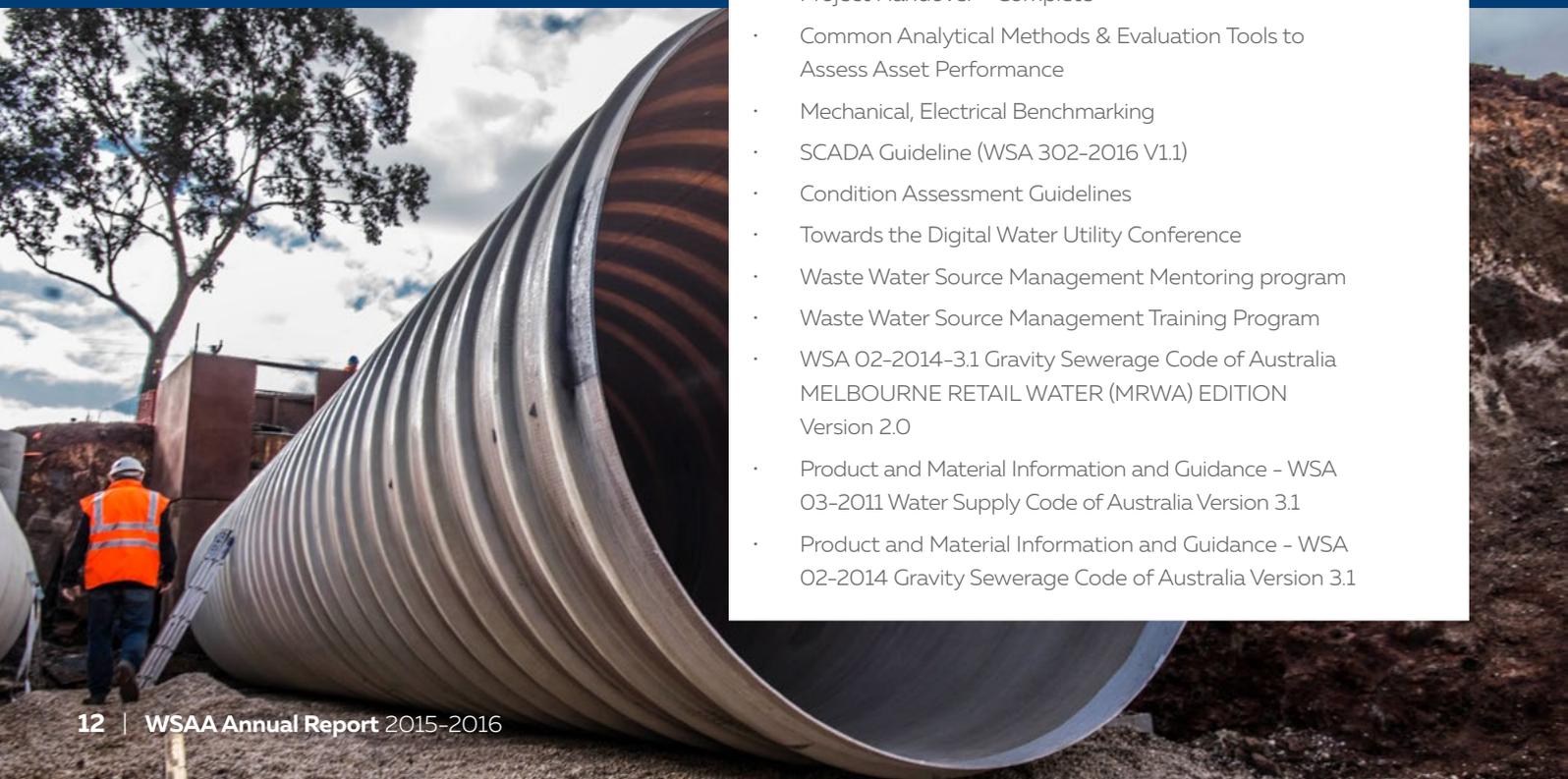
- Civil Assets Network
- Mechanical, Electrical and SCADA Network
- Service Planning and Optimisation
- Water Sector Services Group
- Wastewater Source Management Network

COMMUNITIES OF PRACTICE

- Desalination Operators Group
- Dam Owners Group
- Metering Community of Practice
- Infrastructure Products and Materials

PROJECTS

- Asset Management Customer Value (AMCV) 2016
- Flushable wipes
- Asbestos Safety Training – input into Australian Asbestos Safety and Eradication Agency training syllabus for utilities
- Business Case Development for Critical Assets
- Australian Sewage Quality Management (ASQM) Guidelines Benchmarking
- Corrosion & Odour (Beyond SCORE)
- National Guideline for Managing Food, Fats, Oils and Grease (FFOG) from Food Premises
- Asset Risk Management Framework
- Project Handover – Complete
- Common Analytical Methods & Evaluation Tools to Assess Asset Performance
- Mechanical, Electrical Benchmarking
- SCADA Guideline (WSA 302-2016 V1.1)
- Condition Assessment Guidelines
- Towards the Digital Water Utility Conference
- Waste Water Source Management Mentoring program
- Waste Water Source Management Training Program
- WSA 02-2014-3.1 Gravity Sewerage Code of Australia MELBOURNE RETAIL WATER (MRWA) EDITION Version 2.0
- Product and Material Information and Guidance – WSA 03-2011 Water Supply Code of Australia Version 3.1
- Product and Material Information and Guidance – WSA 02-2014 Gravity Sewerage Code of Australia Version 3.1



HEALTHY LIVEABLE COMMUNITIES COMMITTEE

The purpose of the HLCC is to influence and advocate for the creation of communities (founded on the sound principles of water supply and sanitation) where resources are utilised sustainably and the water environment is managed to enhance quality of life. From 1 July 2016 this committee will be called the Liveable Communities Committee.

NETWORKS

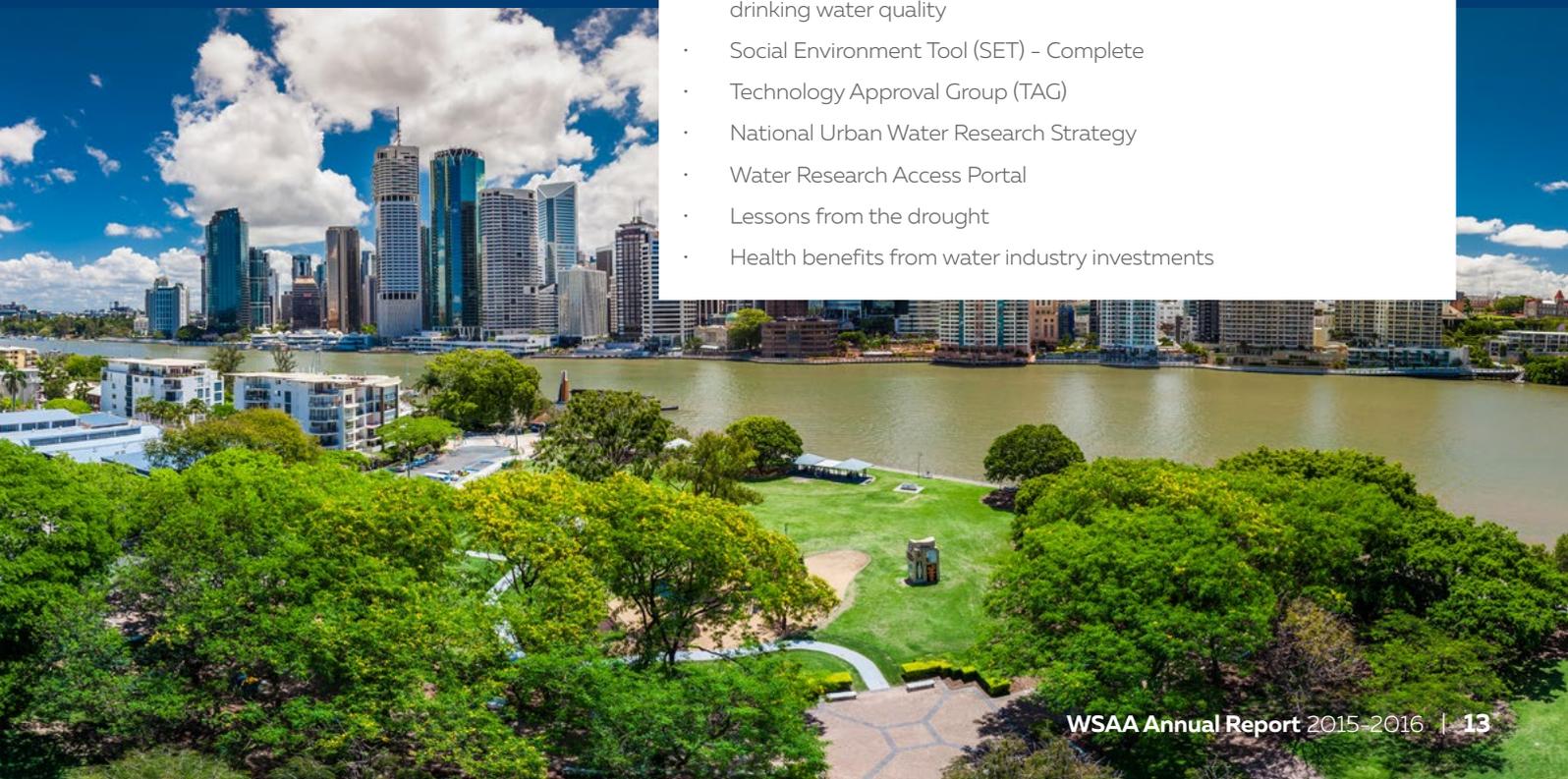
- Adaptive Planning and Integrated Water Management
- Climate Change, Energy and Environment
- Research Managers
- Water Quality and Health

COMMUNITIES OF PRACTICE

- Water Efficiency

PROJECTS

- Climate Change Adaptation Guidelines
- Liveability Indicators
- Health Based Targets Manual
- Emerging Pathogens of Concern
- Energy Benchmarking Water and Sewage Pump Stations - Complete
- Energy Benchmarking WWTP
- Energy Benchmarking WWTP & Sub-metering Guidance
- Energy Benchmarking WWTP case studies
- Energy Management Systems Benchmarking
- Fostering innovation within utilities
- Future Scan
- High Quality Biosolids from Wastewater
- Management Framework for Wet Weather Overflows – a risk based approach
- R&D Governance
- Smart control of water systems to improve the management of drinking water quality
- Social Environment Tool (SET) - Complete
- Technology Approval Group (TAG)
- National Urban Water Research Strategy
- Water Research Access Portal
- Lessons from the drought
- Health benefits from water industry investments



WSAA BOARD COMMITTEES

CUSTOMER AND INDUSTRY POLICY COMMITTEE

This 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 national industry positions.

PEOPLE AND CAPABILITY COMMITTEE

The role of the PCC is focused on the people who work in the urban water industry. It develops sector wide initiatives to improve the workforce productivity of urban water services, provide strategic leadership and facilitate collaboration in health and safety programs. Under the new Committee structure in operation from 1 July 2016, the Asset Management Committee combined with the People and Capability Committee to form the Utility Excellence Committee which will cover all internal business levers that water utilities have direct control over.

NETWORKS

- Financial Sustainability and Regulation Network
- Customer and Community Network

COMMUNITIES OF PRACTICE

- Communications Managers
- Economic Regulation

PROJECTS

- Efficiency benchmarking project and portal
- Ozwater 2016 Stream on customer
- National customer perceptions survey and portal
- Report on measuring the customer experience
- Customer service performance benchmarking
- Infrastructure Partnerships Australia (IPA)/WSAA Paper on Urban Water Reform
- Water Reform symposium with IPA
- Customer advocacy with Essential Services Commission (ESC)
- Submissions to relevant reviews and inquiries, both State and Federal

NETWORKS

- Health and Safety Network
- Human Capital Network

PROJECTS

- Produced water specific occupational codes with WIOA to be used in the 2016 ABS Census
- Indicators and definitions for health and safety benchmarking
- Fatal risk guidelines
- Workforce planning guidelines
- 'People productivity' paper incorporating member case studies

From 1 July 2016 the WSAA Committees are now:
Customer and Industry Leadership Committee, Utility Excellence Committee and the Liveable Communities Committee

WSAA MEMBERS

UTILITY MEMBERS

WA MEMBER

- Water Corporation
- Aqwest

SA MEMBER

- SA Water

NT MEMBER

- Power and Water Corporation

TAS MEMBERS

- TasWater

QLD MEMBERS

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

ACT MEMBERS

- Icon Water

NSW MEMBERS

- Gosford City Council
- Goldenfields Water
- Hunter Water
- Shoalhaven Water
- Sydney Water
- Water NSW
- Queanbeyan Regional Council
- Byron Shire Council
- Lithgow City Council
- Eurobodalla Shire Council
- Lismore City Council
- MidCoast Water
- Port Macquarie-Hastings Council
- Tweed Shire Council

VIC MEMBERS

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

INTERNATIONAL UTILITY MEMBERS

- Watercare Services
- Wellington Water

PRIVATE UTILITY MEMBER

- Suez
- Trility
- Veolia Australia

STAKEHOLDER MEMBER

- Victorian Water Industry Authority
- NSW Department of Primary Industries, Water
- NSW Water Directorate
- QLD Water Directorate
- Department of Health and Human Services

CONSULTANT MEMBER

- AECOM
- ARUP
- CH2M
- GHD
- KPMG
- WSP Parsons Brinckerhoff
- Beca



Melbourne Office

Suite 802, Level 8
401 Docklands Drive Docklands
VIC 3008

Telephone 03 8605 7666

info@wsaa.asn.au
www.wsaa.asn.au



twitter.com/wsaa_water



[linkedin.com/company/
water-services-association-of-australia](https://www.linkedin.com/company/water-services-association-of-australia)

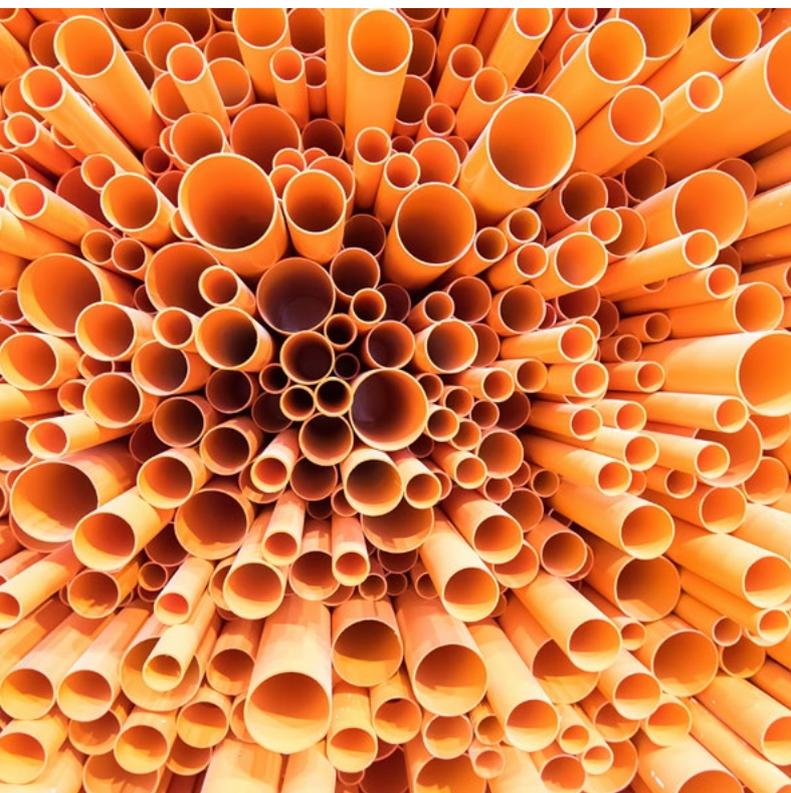
Sydney Office

Level 11
39 Martin Place
Sydney NSW 2000

GPO Box 915
Sydney NSW 2001

Photography acknowledgments

SunWater Limited, Sydney Water, Western Water



Copyright This document is copyright. No part of this document may be reproduced or transmitted apart from that permitted under the Copyright Act 1968, without the express, written permission of the Water Services Association of Australia Ltd.

Disclaimer The Water Services Association of Australia Ltd and individual contributors are not responsible for the results of any actions taken on the basis of information contained in this publication. WSAA and individual contributors disclaim all and any liability to any person in respect of anything, and the consequences of anything, done or omitted to be done by a person in reliance upon the whole or part of this publication.

Water Services Association of Australia Ltd 2016 ALL RIGHTS RESERVED