



## **Water Services Association of Australia**



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**Deputy Executive Director**



**WATER SERVICES**  
ASSOCIATION OF AUSTRALIA

**Sydney**  
**WATER**

**WATER**  
CORPORATION

 **City West Water**

 **seqwater**  
WATER FOR LIFE

 **Yarra Valley Water**

**ACTEW**  
**WATER**

  
City of  
**Townsville**

 **Sydney Catchment Authority**

 **Melbourne Water**

  
Government  
of South Australia

 **SA Water**

  
**GIPPSLAND**  
WATER

  
**Unitywater**

  
**CENTRAL HIGHLANDS WATER**

  
**GOSFORD CITY COUNCIL**

  
**South East Water**

 **Coliban**  
WATER

  
**WESTERN WATER**

**PowerWater**

 **QUEENSLAND UrbanUtilities**

  
**water Care**  
services limited

**CITY OF GOLDCOAST™**

  
**HUNTER WATER**

  
**GOULBURN VALLEY WATER**

 **Gladstone Area Water Board**

 **BarwonWater**

**TasWater**

  
**Shoalhaven Water**  
A Group of Shoalhaven City Council

 **TOOWOOMBA REGIONAL COUNCIL**

 **SunWater**  
MAKING WATER WORK

  
**LOGAN**  
CITY COUNCIL

  
**Redland WATER**

# What is WSAA?

- Peak body for water utilities
- Members provide services to over 20 million Australians (around 80-90% of population)
- Annual revenue over \$15 billion
- Manage over \$150 billion in assets



# CUSTOMER DRIVEN, ENRICHING LIFE

2013

## OUTCOME 01

The most efficient,  
trusted and valued  
service providers in  
Australia.

## OUTCOME 02

A compelling voice in  
national policy  
making.

## OUTCOME 03

A valued partner in  
urban and land use  
planning to enrich  
communities.

2030

## OUTCOME 04

Providing  
stewardship of the  
urban water cycle.

# New members

**WSAA has recently welcomed private utilities as associate members**



# WSAA's central functions



## 1. Collaboration

Working together on projects, sharing information between members



## 2. Advocacy

Submissions to inquiry's, influencing policy, representing industry needs at a national level



## 3. Innovation

A filtering point for the latest technology from Australia and overseas, benchmarking, research

# 2016 Asset Management Performance Improvement Project (AMIP)

Participate in the world's premier asset management performance improvement project

ISO55000 aligned

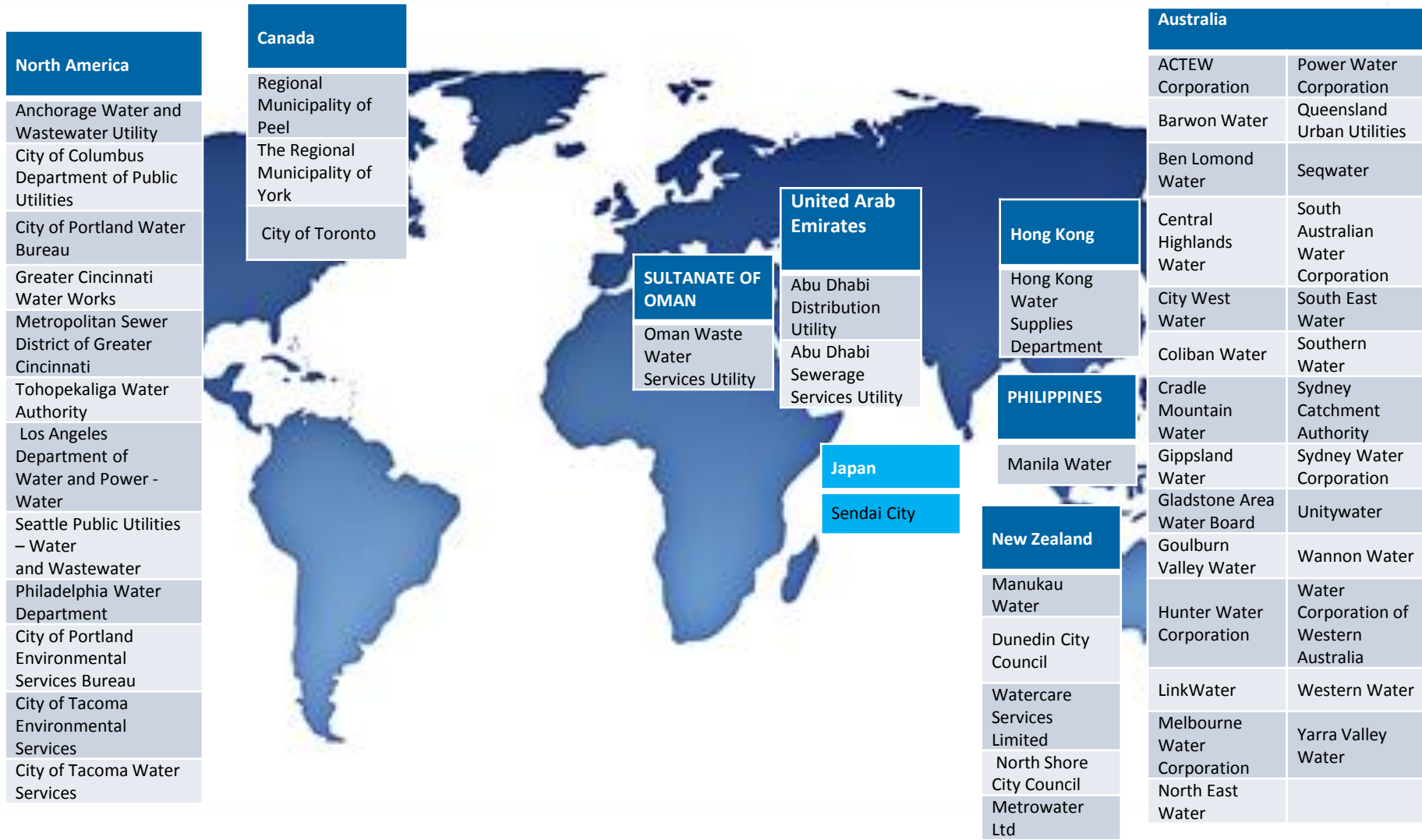
Improve water industry asset management through the identification and promotion of leading practice.

For example – a 1% improvement in asset management nationally = AUD\$43M saving annually (Aust. - NPR)



# 2016 AMIP: over 50 participants worldwide

*“...a holistic approach to comparing asset management lifecycle functions and processes that gives you the tools and information to drive process improvement” - Kevin Young, MD, Sydney Water*





# What you get as part of AMIP

Project mentoring

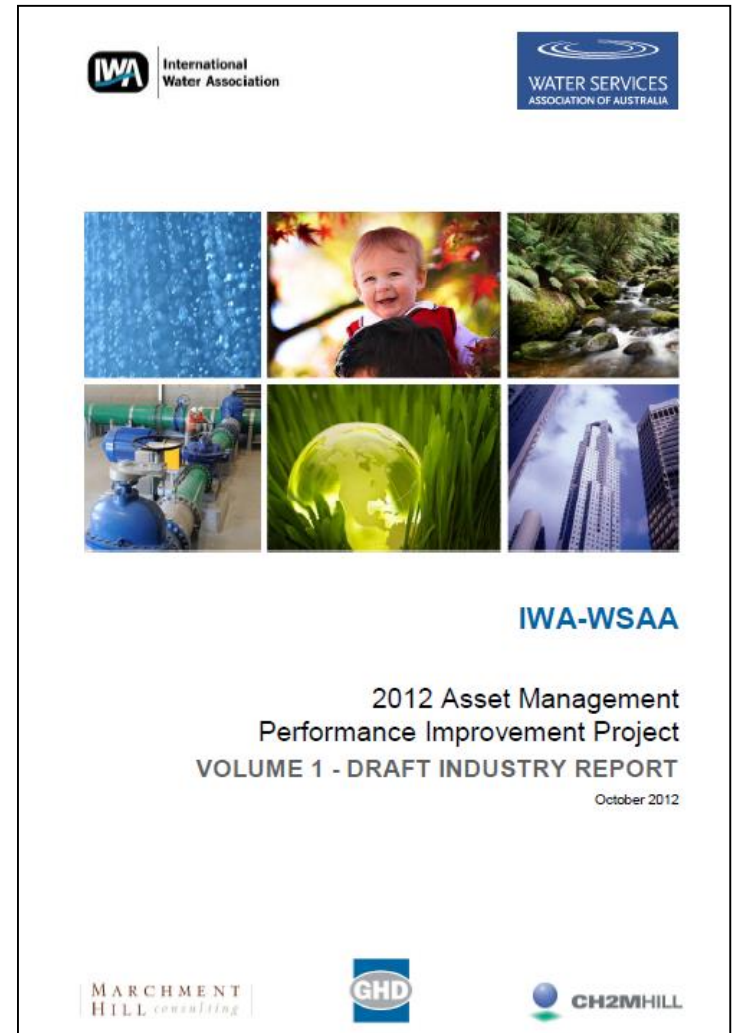
Access to project methodology  
(Aquamark)

Utility report – confidential

International Benchmarking Industry  
Report

Attendance at leading practices  
conference

Ongoing support, access to networks  
and ability to benchmark performance



# Aquamark Program – Water Corporation

- Allowed benchmarked comparison over time (10 yrs)
- Tailored to internal key drivers
  - *Adapted over time to meet different needs*
  - Utility Report - improvement opportunities around own drivers

## Key Improvement Outcomes

- Operational
  - New Operations/ AM alliance Contracts (x2)
  - Improved scheduling & regional control
- Asset Replacement
  - Better decision making
  - Formation of new business section

# How to find us



**Twitter**

[@wsaa\\_water](#)



**LinkedIn**

[Water Services Association  
of Australia](#)



**Web**

[www.wsaa.asn.au](#)