

ADB WATER PROFESSIONALS ON WATER UTILITY OPERATION AND MANAGEMENT

22nd TO 26th SEPTEMBER 2014

TIME	PROGRAM COVERAGE	PRESENTERS
DAY 1	MONDAY 22ND SEPTEMBER 2014	Host: Matthew Gieseemann General Manager Engineering (0407 879 132) Location: City West Water 1 McNab Ave, Footscray
9:00am	1.1 Welcome to City West Water and Introductions	Matthew Gieseemann , General Manager Engineering
9:15am	1.2 Overview of Weeks Activities	Matthew Gieseemann , General Manager Engineering
9:30am	1.3 Victorian Water Sector and Governance	Sean Crees , General Manager Corporate Services
10:30am	Morning Break	
10:45am	1.4 Management of Tariffs, Lifelines and Customer Impacts	Sean Crees , General Manager Corporate Services Cameron Fitzgerald , General Manager Service Sustainability
11:30am	1.5 Business Planning and KPIs	Sean Crees , General Manager Corporate Services Ian Monks , Manager Operations Research
12:30 pm	Lunch	
1:15pm	1.6 Management of Staff (including competencies)	James Kingsland , General Manager People Strategy & Change
2:15pm	1.7 Management of Drinking Water Quality	George Ruta , Manager Water Quality
2:45pm	1.8 Management of Sewage Quality (including Trade Waste)	Wes Douglass , Manager Environmental Services
3.15pm	Afternoon Break	
3.30pm	1.9 Management of Assets	Max Anderson , Manager Asset Performance
4.30pm	Transfer from CWW to Hotel	
DAY 2	TUESDAY 23RD SEPTEMBER 2014	Host: Max Anderson Manager Asset Performance (0412 574 944) Location: City West Water 1 McNab Ave, Footscray
9.00am	2.1 Network Operations and Maintenance	Martin Gamble , A/Manager Network Operations
9:45am	2.2 Treatment Plant Operations and Maintenance	Annamarie Tracey , Manager Alternative Water Operations
10.30am	Morning Break	
10.45am	2.3 Procurement and Outsourcing	Matthew Gieseemann , General Manager Engineering Keely Muston , Contracts and Procurement Lawyer
11.45am	2.4 Technology and Innovation	Steve Robertson , General Manager Transformation & Technology Ian Monks , Manager Operations Research
12.45am	Lunch	
1.30pm	2.5 Metering and Customer Billing and Community Relations	Steve Dober , Connections & Metering Manager Michael Thwaites , Strategic Services Manager
3.15pm	Afternoon Break	
3.30pm	2.6 Summary of days 1 and 2 plus Q and A	Panel – MG, MA, SC & MT
4:30pm	Transfer from CWW to Hotel	

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TIME	PROGRAM COVERAGE	PRESENTERS
DAY 3	WEDNESDAY 24TH SEPTEMBER 2014	Host: Wes Douglass Manager Environmental Services (0434 100 472) Location: Melbourne Water Corporation - Western Treatment Plant New Farm Road, Werribee
9:15am	3.1 Brief tour of Western Treatment Plant	Chris Lunardi , Education team
10.30am	Morning Break	
10:45am	3.2 Overview of Melbourne Water Corporation	Gerard Thurbon , Manager, Western Treatment Plant
11:15am	3.3 Overview of Management of Water Supply Catchments	Gary Howell , Manager, Waterways and Land Asset Management
11:45am	3.4 Melbourne's Water Supply & Sewerage Systems Bulk Water Operations Bulk Sewerage Operations	Michelle Riley , Manager, Water Supply Steven French , Team Leader, Operations
12.30pm	Lunch	
1:00pm	3.5 Transfer from Melbourne Water to Environment Protection Authority	Location: EPA Victoria Conference Room 200 Victoria St, Carlton, Victoria
2:00pm	3.7 Welcome & Introduction	Katrina Mckenzie , Director Strategic Relations, EPA Victoria
2:10pm	3.8 General EPA overview & Environment Portfolio	Josephine Regel , International Relations, EPA Victoria
2:30pm	3.9 Victoria's protection of water quality and pollution controls	Tim Faragher , Development Assessments Unit Manager
3:00pm	3.10 Victoria's Solid Waste Resource & Recovery	Jenny Pickles , Director - Integrated Waste Management, Sustainability Victoria.
3:30pm	3.11 International case study Open discussion	Wes Douglass , Manager Environmental Services Josephine Regel , EPA Victoria
4:00pm	3.12 Introduction to Nial Finegan, CEO EPA Open discussion	Nial Finegan , CEO EPA Victoria
4:30pm	Return from EPA to Hotel	

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TIME	PROGRAM COVERAGE	PRESENTERS
DAY 4	THURSDAY 25TH SEPTEMBER	Host: Annmarie Tracey , Manager Alternative Water Operations (0428 030 119) Location: Altona Treatment Plant , 293 Queen Street, Altona Meadows
9:00am	4.1 Management & Regulation of Alternative Water	Muthu Muthurappan Manager Water Innovation
9:45am	4.2 Wastewater Recovery	Annmarie Tracey , Manager, Alternative Water Operations & Emily Rahles-Rahbula , Manager Altona Salt Reduction Plant
10.30am	Morning Break	
10:45am	4.3 Stormwater Recovery	Muthu Muthurappan Manager Water Innovation
11:30am	4.4 Energy Management	Lesley Smith , Senior Environmental Specialist Emily Rahles-Rahbula , Manager Altona Salt Reduction Plant
12:00pm	4.5 Brief tour of Altona Treatment Plant	Annmarie Tracey , Manager, Alternative Water Operations
12.45pm	Lunch	
1:30pm	4.6 Use of Business Systems and SCADA	Danielle Roche , Team Leader, Engineering Transformation Martin Gamble , A/Manager Network Operations
2:30pm	4.7 Discussion of CWW twinning and knowledge sharing practices	Panel – KJ, MA, KJ, PN, GR & SW
3.30pm	Afternoon Break	
3:45pm	4.8 Summary of Days 3 & 4 plus Q and A	Panel – KJ, WD & AT
4:30pm	Transfer from ATP to Hotel	

DAY 5	FRIDAY 26TH SEPTEMBER 2014	Host: Sean Crees General Manager, Corporate Services (0422 895 965) Location: Essential Services Commission , Level 37 / 2 Lonsdale Street, Melbourne
9:00am	5.1 Regulations	ESC Representative
10:00am	5.2 Transparency and public awareness	ESC Representative
11:00am	5.3 Transfer from Essential Services Commission to Brooklyn Depot	Location: Brooklyn Depot , 73 Old Geelong Rd, Brooklyn
11:30am	5.3 Tour of Brooklyn Depot	Rob McKenzie , Acting Manager Field Services, PFM
11:45am	5.4 Summary of Days 1 to 5	Matthew Giesemann , General Manager Engineering, CWW
12.30pm	Lunch including wrap up meeting	
3:00pm	Transfer from Brooklyn Depot to Hotel	
6:30pm	Farewell Dinner – CWW and ADB	

ADB WATER PROFESSIONALS ON WATER UTILITY OPERATION AND MANAGEMENT

DAY 1 MONDAY 22ND SEPTEMBER 2014

Host: **Matthew Gieseemann**
General Manager Engineering (0407 879 132)
Location: **City West Water**
1 McNab Ave, Footscray

TIME	PROGRAM COVERAGE	PRESENTERS
9:00am	1.1 Welcome to City West Water and Introductions	Matthew Gieseemann General Manager Engineering
9:15am	1.2 Overview of Weeks Activities	Matthew Gieseemann General Manager Engineering
9:30am	1.3 Victorian Water Sector and Governance	Sean Crees , General Manager Corporate Services
10:30am	Morning Break	
10:45am	1.4 Management of Tariffs, Lifelines and Customer Impacts	Sean Crees , General Manager Corporate Services Cameron Fitzgerald , General Manager Service Sustainability
11:30am	1.5 Business Planning and KPIs	Sean Crees , General Manager Corporate Services Ian Monks , Manager Operations Research
12:30 pm	Lunch	
1:15pm	1.6 Management of Staff (including competencies)	James Kingsland , General Manager People Strategy & Change
2:15pm	1.7 Management of Drinking Water Quality	George Ruta , Manager Water Quality
2:45pm	1.8 Management of Sewage Quality (including Trade Waste)	Wes Douglass , Manager Environmental Services
3.15pm	Afternoon Break	
3.30pm	1.9 Management of Assets	Max Anderson , Manager Asset Performance
4.30pm	Transfer from CWW to Hotel	

ADB WATER PROFESSIONALS ON WATER UTILITY OPERATION AND MANAGEMENT

DAY 2 TUESDAY 23RD SEPTEMBER 2014

Host: **Max Anderson**
Manager Asset Performance (0412 574 944)
Location: **City West Water**
1 McNab Ave, Footscray

TIME	PROGRAM COVERAGE	PRESENTERS
9.00am	2.1 Network Operations and Maintenance	Martin Gamble , A/Manager Network Operations
9:45am	2.2 Treatment Plant Operations and Maintenance	Annmarie Tracey , Manager Alternative Water Operations
10.30am	Morning Break	
10.45am	2.3 Procurement and Outsourcing	Matthew Giesemann , General Manager Engineering Keely Muston , Contracts and Procurement Lawyer
11.45am	2.4 Technology and Innovation	Steve Robertson , General Manager Transformation & Technology Ian Monks , Manager Operations Research
12.45am	Lunch	
1.30pm	2.5 Metering and Customer Billing and Community Relations	Steve Dober , Connections & Metering Manager Michael Thwaites , Strategic Services Manager
3.15pm	Afternoon Break	
3.30pm	2.6 Summary of days 1 and 2 plus Q and A	Panel – MG, MA, SC & MT
4:30pm	Transfer from CWW to Hotel	

ADB WATER PROFESSIONALS ON WATER UTILITY OPERATION AND MANAGEMENT

DAY 3 WEDNESDAY 24TH SEPTEMBER 2014

Host: **Wes Douglass**
Manager Environmental Services (0434 100 472)

Location: **Melbourne Water Corporation -
Western Treatment Plant**
New Farm Road, Werribee

TIME	PROGRAM COVERAGE		PRESENTERS
9:00am	3.1	Brief tour of Western Treatment Plant	MWC Representatives
10:00 am	3.2	Overview of Melbourne Water Corporation	MWC Representatives
10.30am	Morning Break		
10:45am	3.3	Overview of Management of Water Supply Catchments	MWC Representatives
11:15am	3.4	Melbourne's Water Supply & Sewerage Systems Bulk Water Operations Bulk Sewerage Operations	MWC Representatives
12.30pm	Lunch		
1:00pm	3.5	Transfer from Melbourne Water to Environment Protection Authority	Location: EPA Victoria Conference Room 200 Victoria St, Carlton, Victoria
2:00pm	3.7	Welcome & Introduction	Katrina Mckenzie , Director Strategic Relations, EPA Victoria
2:10pm	3.8	General EPA overview & Environment Portfolio	Josephine Regel , International Relations, EPA Victoria
2:30pm	3.9	Victoria's protection of water quality and pollution controls	Tim Faragher , Development Assessments Unit Manager
3:00pm	3.10	Victoria's Solid Waste Resource & Recovery	Jenny Pickles , Director - Integrated Waste Management, Sustainability Victoria.
3:30pm	3.11	International case study Open discussion	Wes Douglass , Manager Environmental Services Josephine Regel , EPA Victoria
4:00pm	3.12	Introduction to Nial Finegan, CEO EPA Open discussion	Nial Finegan , CEO EPA Victoria
4:30pm	Return from EPA to Hotel		

ADB WATER PROFESSIONALS ON WATER UTILITY OPERATION AND MANAGEMENT

DAY 4 THURSDAY 25TH SEPTEMBER

Host: **Annmarie Tracey**,
Manager Alternative Water Operations (0428 030 119)

Location: **Altona Treatment Plant**,
293 Queen Street, Altona Meadows

9:00am	4.1	Management & Regulation of Alternative Water	Muthu Muthurappan Manager Water Innovation
9:45am	4.2	Wastewater Recovery	Annmarie Tracey , Manager, Alternative Water Operations & Emily Rahles-Rahbula , Manager Altona Salt Reduction Plant
10.30am		Morning Break	
10:45am	4.3	Stormwater Recovery	Muthu Muthurappan Manager Water Innovation
11:30am	4.4	Energy Management	Lesley Smith , Senior Environmental Specialist Emily Rahles-Rahbula , Manager Altona Salt Reduction Plant
12:00pm	4.5	Brief tour of Altona Treatment Plant	Annmarie Tracey , Manager, Alternative Water Operations
12.45pm		Lunch	
1:30pm	4.6	Use of Business Systems and SCADA	Danielle Roche , Team Leader, Engineering Transformation Martin Gamble , A/Manager Network Operations
2:30pm	4.7	Discussion of CWW twinning and knowledge sharing practices	Panel – KJ, MA, KJ, PN, GR & SW
3.30pm		Afternoon Break	
3:45pm	4.8	Summary of Days 3 & 4 plus Q and A	Panel – KJ, WD & AT
4:30pm		Transfer from ATP to Hotel	

ADB WATER PROFESSIONALS ON WATER UTILITY OPERATION AND MANAGEMENT

DAY 5 FRIDAY 26TH SEPTEMBER 2014

Host: **Sean Crees**
General Manager, Corporate Services (0422 895 965)
Location: **Essential Services Commission,**
Level 37 / 2 Lonsdale Street, Melbourne

TIME	PROGRAM COVERAGE	PRESENTERS
9:00am	5.1 Regulations	ESC Representative
10:00am	5.2 Transparency and public awareness	ESC Representative
11:00am	5.3 Transfer from Essential Services Commission to Brooklyn Depot	Location: Brooklyn Depot, 73 Old Geelong Rd, Brooklyn
11:30am	5.3 Tour of Brooklyn Depot	Rob McKenzie , Acting Manager Field Services, PFM
11:45am	5.4 Summary of Days 1 to 5	Matthew Giesemann , General Manager Engineering, CWW
12.30pm	Lunch including wrap up meeting	
3:00pm	Transfer from Brooklyn Depot to Hotel	
6:30pm	Farewell Dinner – CWW and ADB	