ADB Water Community of Practice

Water Utility Operation and Management

22 to 26 September 2014

Matthew Giesemann, General Manager Engineering

City West Water

Melbourne's Water Businesses

Wholesale

Melbourne Water

Retail

City West Water

SOUTH EAST WATER

Yarra Valley Water

City West Water

Relationships

Rural Urbans
Barwon Water
Western Water

Wholesaler
Melbourne Water

Drinking Water

Supply Agreements

Most Waste Water

City West
Water

South East
Water

Yarra Valley
Water

Metropolitan Retailers

Services
Drinking Water
Recycled Water
Sewage
Trade Waste

City West Water
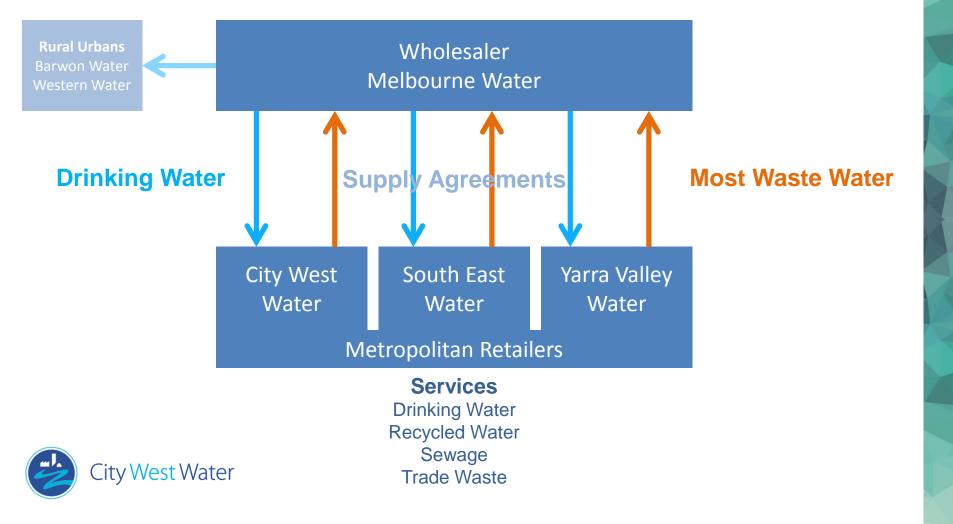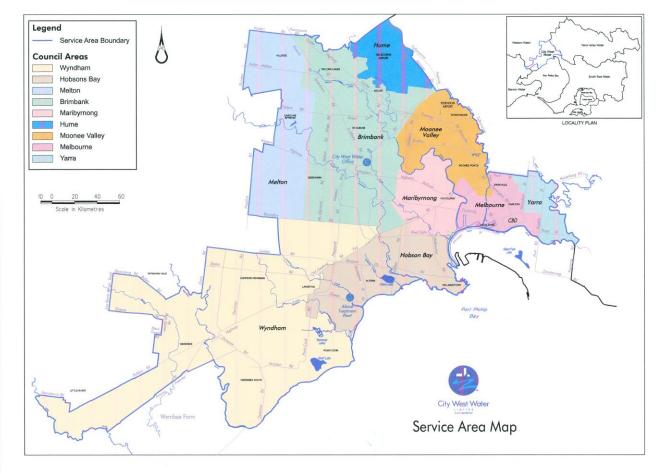
CWW's Licence Area
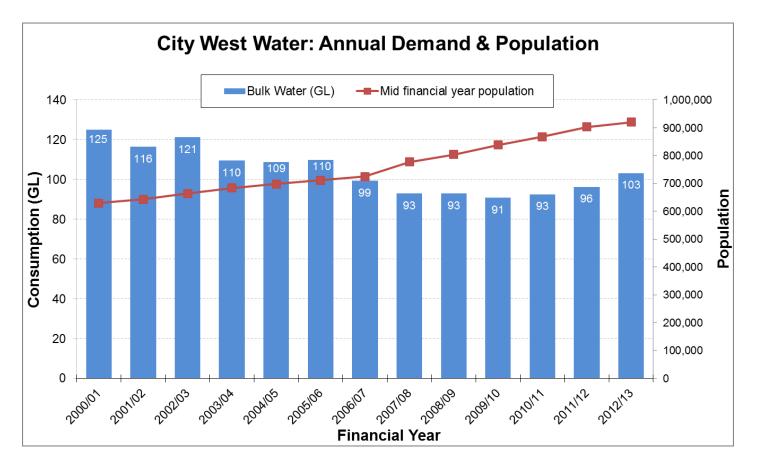
CWW's Statistics

∧ 352,000 residential customers

∧ 925,000 resident population

∧ 37,000 non-res customers

∧ 445 CWW staff

∧ 4,500 km water pipelines

∧ 4,200 km sewer pipelines

∧ 1 waste water treatment plant

∧ 1 sewer mining plant

∧ 2 desalination plants

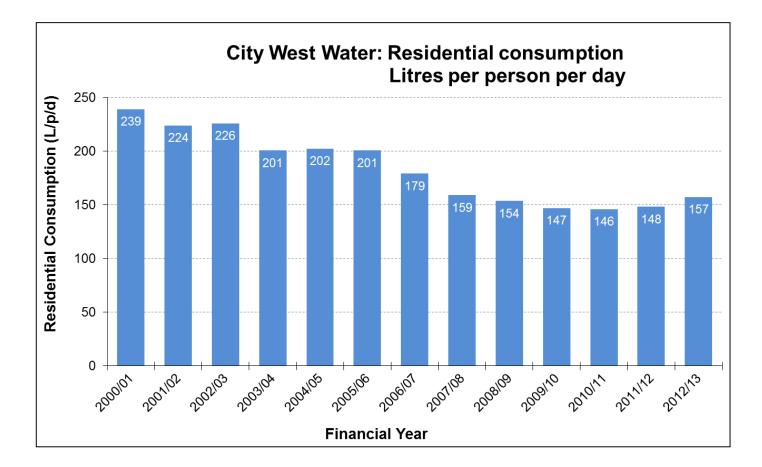City West Water

CWW Water Sales (1 GL = 1 million cubic meters)

City West Water: Annual Demand & Population

City West Water

Residential Water Use

Non Residential Water Use

City West Water: Non Res Usage & Customer Numbers

Organisation

Board

Managing Director

Service Sustainability	Engineering	Corporate Services	People Strategy and Change	Water Solutions	Information Technology
Customers Community	Assets Water Quality	Money Governance	Personnel Workforce Planning	Water Resources New Development	Business Systems

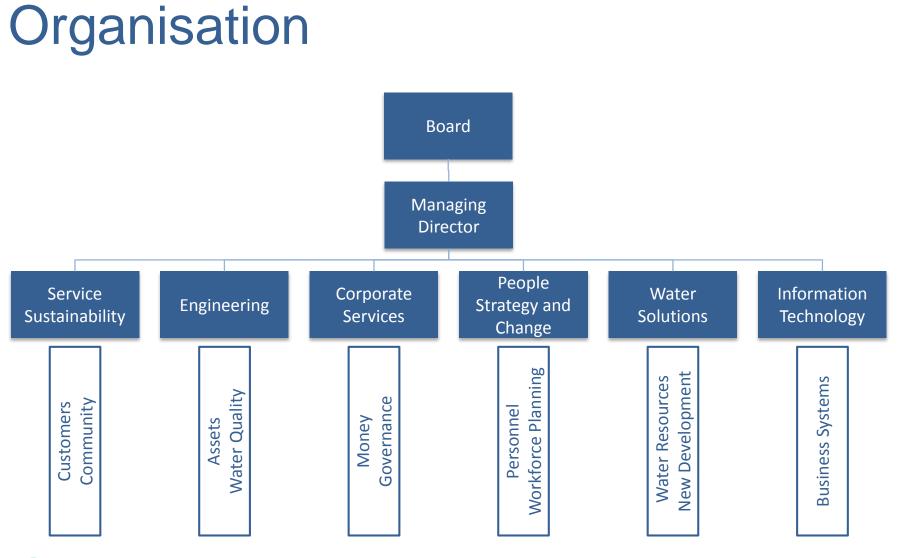City West Water

Organisation

Executive Management Committee
Our business is managed by an Executive Management Committee, which consists of the Managing Director and six General Managers. The Executive Management Committee oversees policy implementations, the day-to-day management of our people, and the delivery of services to our customers.

Anne Barker - Managing Director
Appointed as Managing Director in 2002, Anne is responsible for overarching the management and strategic direction of City West Water. As the only Executive Director in the organisation, Anne reports to the City West Water Board.

Sean Crees - General Manager, Corporate Services
Sean is responsible for City West Water's strategic planning and legal and governance functions, including legal services, quality systems, risk management, internal audits and corporate and strategic planning. He also oversees the organisation's financial functions, credit management and its regulatory responsibilities, including pricing, regulatory structures, Government relations, bulk water entitlements and agreements with Melbourne Water.

Cameron Fitzgerald - General Manager, Service Sustainability
Cameron is responsible for managing City West Water's customer and community programs as well as ensuring its water efficiency, sewage quality and environmental commitments are delivered. Cameron's team provides customer service, billings and collections programs for residential, industrial, commercial and trade waste customers. Cameron's team also facilitates key community programs including Greening the West and lead external communication activities. The team supports commercial customers to maximise efficiency of water, sewerage and trade waste services and oversees City West Water's environmental performance.

Matthew Giesemann - General Manager, Engineering
Matthew is responsible for asset management, research and development and infrastructure planning. Operationally, Matthew's team manages the maintenance function, standards and design and asset information, and oversees drinking water quality.

James Kingsland - General Manager, People Strategy and Change
James is responsible for City West Water's People and Organisation Change Management Strategies and is the Project Manager of the Head Office Relocation Program. James' People Strategy and Change team deliver Organisational Development and Human Resources services across the business, supporting managers and employees in the areas of workforce planning, recruitment, employee engagement, learning and development, employee relations, well being and performance management.

Steve Robertson - General Manager, Business Transformation and Technology
Steve is responsible for City West Water's program to deliver improved, integrated business systems to support more efficient processes across the organisation. This program of business transformation is known as the Arrow Program, and Steve's role incorporates Program planning, governance, quality assurance and change management. Steve is also responsible for City West Water's core information technology function.

Sam Torre - General Manager, Water Solutions
Sam is responsible for City West Water's Integrated Water Management, growth Infrastructure planning, developer services and town planning, local council liaison as well as connections

Thank You

City West Water