Water Associations Meeting

Thursday, 22 October, 2015

Room ”Freesia”, Hotel Brillante Musashino, Saitama, Japan

"Water Associations Meeting" - Mission, Vision, Challenge, Priority-

"Water Associations Meeting" is being organized to have intension to share good practices of each water association. This meeting will be held attended invited guest only. JWWA would like to require them to make a presentation about "Mission, Vision, Challenge, Priority" of your association. We're also planning to exchange ideas on mutual potential cooperation among the associations.

■ Date: 22nd Oct, 9:30-12:10

■ Venue: Brillante Musashino (Room "Freesia", 5th floor)
*10 minutes walk from Saitama Super Arena

■ Theme: "Mission, Vision, Challenge, Priority"

■ Participants: Associations' representatives only

■ Program:

Time	*Association*	*Speaker*	*Title*
9:30 - 9:45	*JWWA (Japan)*	*Masaru Sakuma*	*Opening Remarks*
			JWWA's Inspection and Certification Systems
9:45 - 10:00	*CTWWA (Taiwan)*	*Yang-Long Wu*	*Mission, Vision, Challenge, Priority" of CTWWA*
10:00 - 10:15	*PERPAMSI (Indonesia)*	*Rudy Kusmayadi*	*Implementing National WOPs*
10:15 - 10:30	*MWA (Malaysia)*	*Mohamad Hairi Basri*	*MWA's Roles Towards Efficient & Sustainable Water Services*
10:30 - 10:45	*IWWA (India)*	*K M L Mathur*	*Indian Water Works Association.*
- Break (20 min) -			
11:05 - 11:20	*KWWA (Korea)*	*Yong-Cheol Choi*	*The Korea Water Cluster*
11:20 - 11:35	*WSAA (Australia)*	*Stuart Wilson*	*Water Services Association of Australia*
11:35 - 11:50	*AWWA (USA)*	*Steve Via*	*A Better World Through Better Water*
11:50 - 12:05	*IWA (International)*	*Sushmita Mandal*	*The International Water Association – Shaping our water future*
12:05 - 12:10	*JWWA (Japan)*	*Ikuo Mitake*	*Closing Remarks*

Opening Remarks/ JWWA's Inspection & Certification Systems

～2015 Water Association Meeting in Saitama

Masaru Sakuma
Director,
Training and International Dept.
Japan Water Works Association

Agenda

- *Ⅰ. Review of 2014 Association Meeting in Nagoya*
- *Ⅱ. Outline on Quality Management of Materials by JWWA*
- *Ⅲ. JWWA's Inspection Service*
- *Ⅳ. JWWA's Certification Services*
- *Ⅴ. Conclusion*

Ⅰ. Review of 2014 Association Meeting in Nagoya

2014 JWWA General Assembly & Research Conference

Long Lasting Partnership between JWWA and
AWWA (USA),
CTWWA (Chinese Taiwan),
IWWA (India),
IWA (International)
KWWA (Korea),
MWA (Malaysia),
PERPAMSI (Indonesia),
PWWA (Philippine),
TWWA (Thailand),
WSAA (Australia)

29th-31th October 2014 - Nagoya-city, Japan -

AWWA: American Water Works Association

Jim Chaffee
(Immediate Past President)
Colin Chung
(Asset Management Manager)

CTWWA: Chinese Taiwan Water Works Association

Fu-Tien Chen (President)
Sun-Kuei Wang (Secretary General)
Yang-long Wu (Commissioner, Taipei Water Department)

IWWA: Indian Water Works Association

Anand Wachasundar
(Ex Director (International))

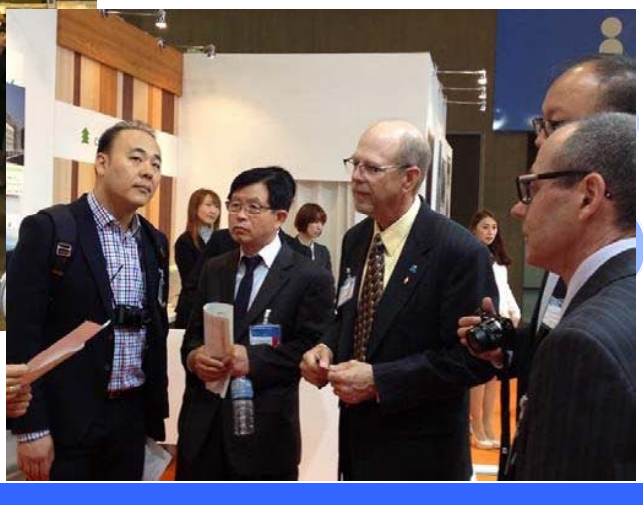
IWA: International Water Association

Ganesh Pangare
(Regional Director)

KWWA: Korea Water and Wastewater Works Association

Yong-Cheol Choi (Vice President)

Seong-hwan Ahn (Team Manager)



MWA: Malaysian Water Association

Syed Mohd Adnan ALHABSHI
(President)
Mohmad Asari DAUD
(Honorary Secretary General)

PERPAMSI: Indonesian Water Supply Association

Rudie Kusmayadi (Chair)
Ashari Mardiono (Secretary General)
Teguh Subekti (Executive Director)
Benny Andrianto Antonius
(Vice President PT. ATB Batam)

PWWA: Philippine Water Works Association

Edgar C. Lopez (President)
Nenita B. Javier (Office Manager)
Ester T. Vengco (Director)

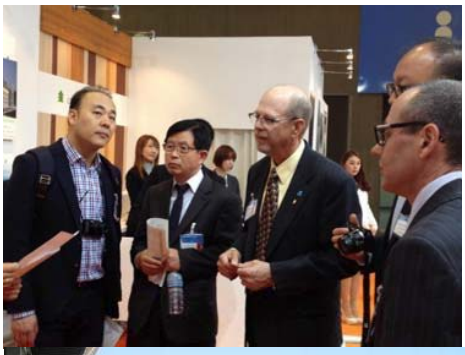
TWWA: Thai Water Works Association

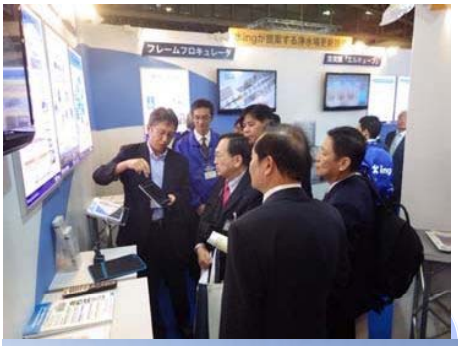
Leuchai Deethavorn (Vice Chairman)
Somchai Monburint (Vice Chairman)

WSAA: Water Services Association of Australia

Stuart Wilson
(Vice Executive Director)

Exhibition and Excursion





Water Association Meeting

- Sharing Good Practices -

- Sharing knowledge, experiences and backgrounds
- Possibility of Mutual Cooperation

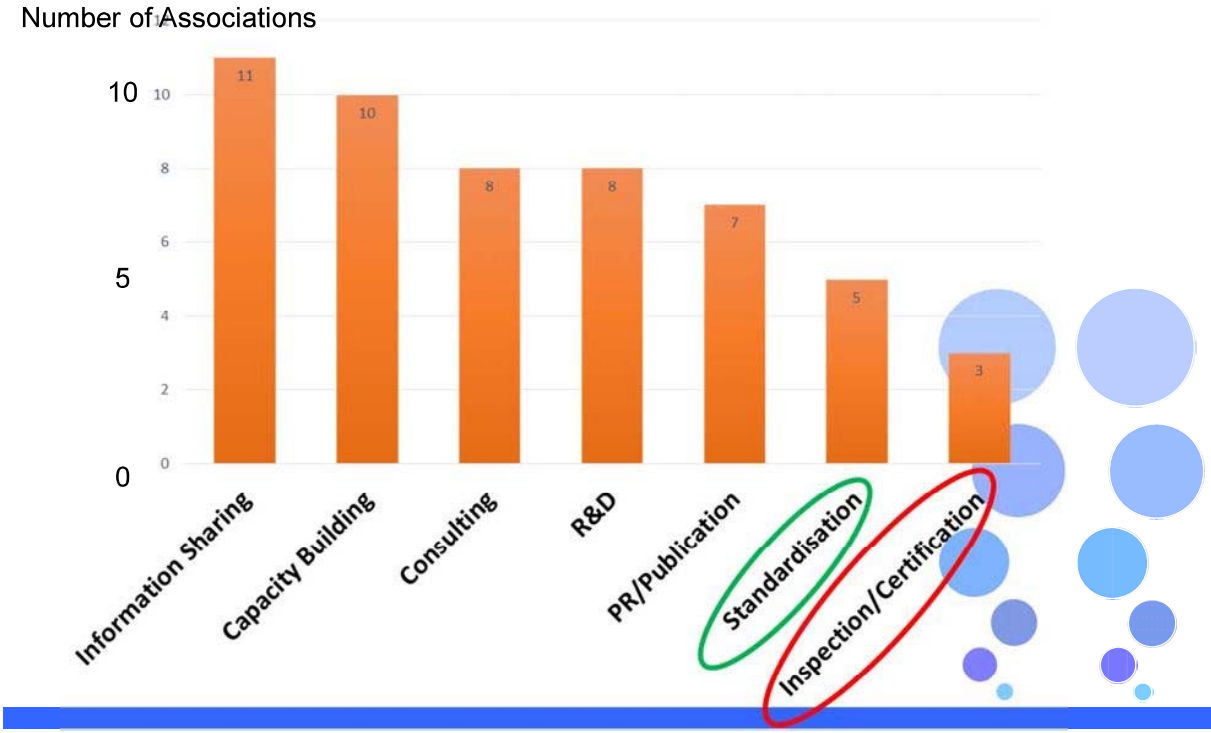
What we confirmed in the Association Meeting in 2014

1) Information sharing, Capacity building, R&D and Consulting are common important roles and functions of water association

2) Each association's activities are corresponds to their country's current water issues and contribute to development of their water sector

3) Further collaboration with water associations will contribute to find a way out for water issues in the world

Fig.1 - Roles and Functions of Waterworks Associations



Ⅱ. *Outline on Quality Management of Materials by JWWA*

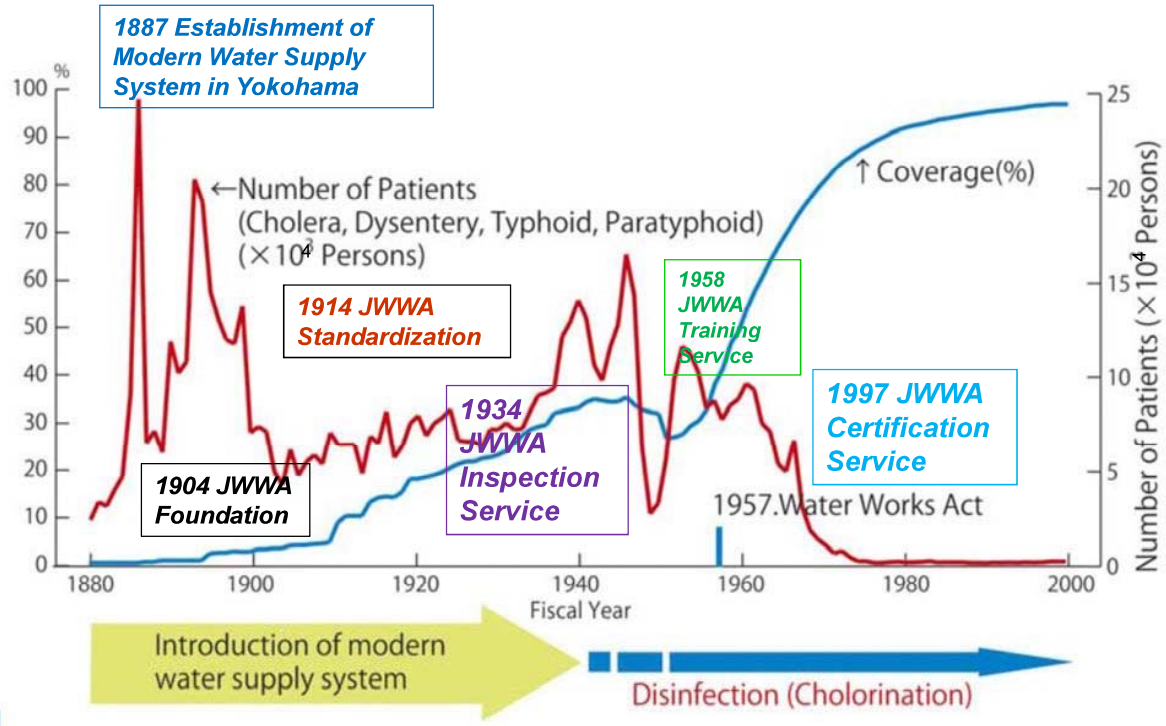
Brief History of JWWA

1904 Establishment of JWWA

to Start with setting standard of the Water Quality Examination Method

- Water Related Products' Standards (1914)
- Inspection Service (1934)
- Training Service (1958)
- Certification Service (1997)

Brief History of Japanese Water Supply System & JWWA

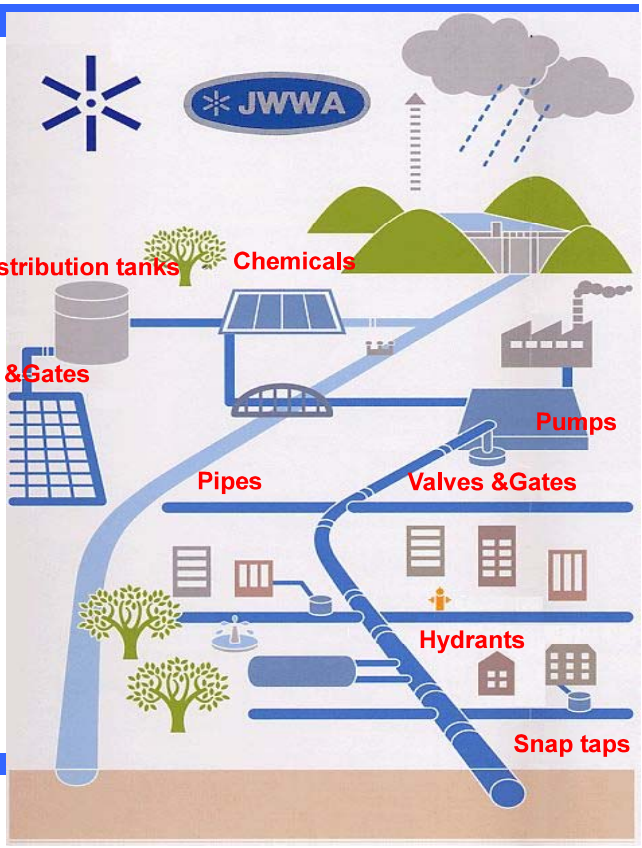


Water Related Products' Standards

- Establishment in 1914

Pipes, Fittings, Valves, Chemicals…

JWWA Sets the **Standards** and provides **inspection / certification Services**

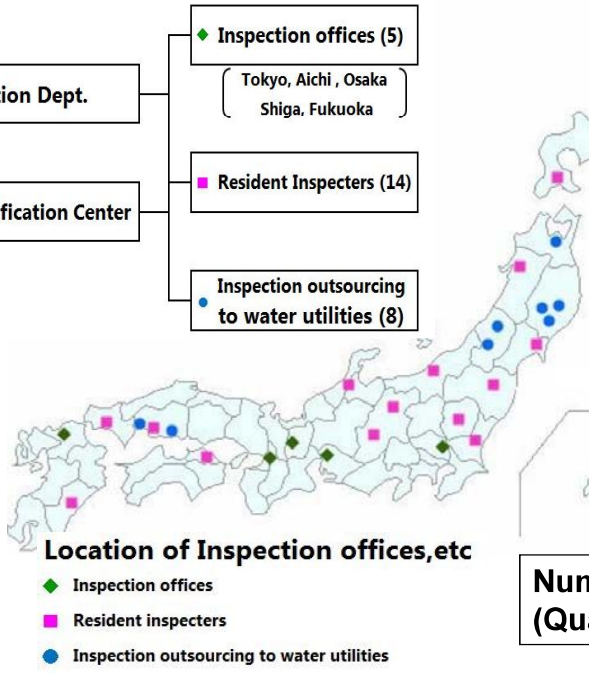


Branch Office for Inspection and Certification Services

Inspection Dept.

Quality Certification Center

- Inspection offices (5) (Tokyo, Aichi , Osaka, Shiga, Fukuoka)
- Resident Inspecters (14)
- Inspection outsourcing to water utilities (8)



Location of Inspection offices,etc

- Inspection offices
- Resident inspecters
- Inspection outsourcing to water utilities

grade of Inspection	Number of factories registered
First	40
Second	70
Third	275
total	385

Number of factories registered (Quality certification) : about 400

Ⅲ. *JWWA's Inspection Services*

Background and History of JWWA Inspection System

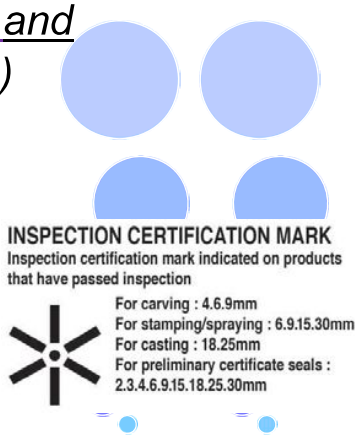
<Pre 1934>

- Most Utilities Dispatched their staffs to the manufacturing plants etc.
  (with their own emblems and serial numbers)

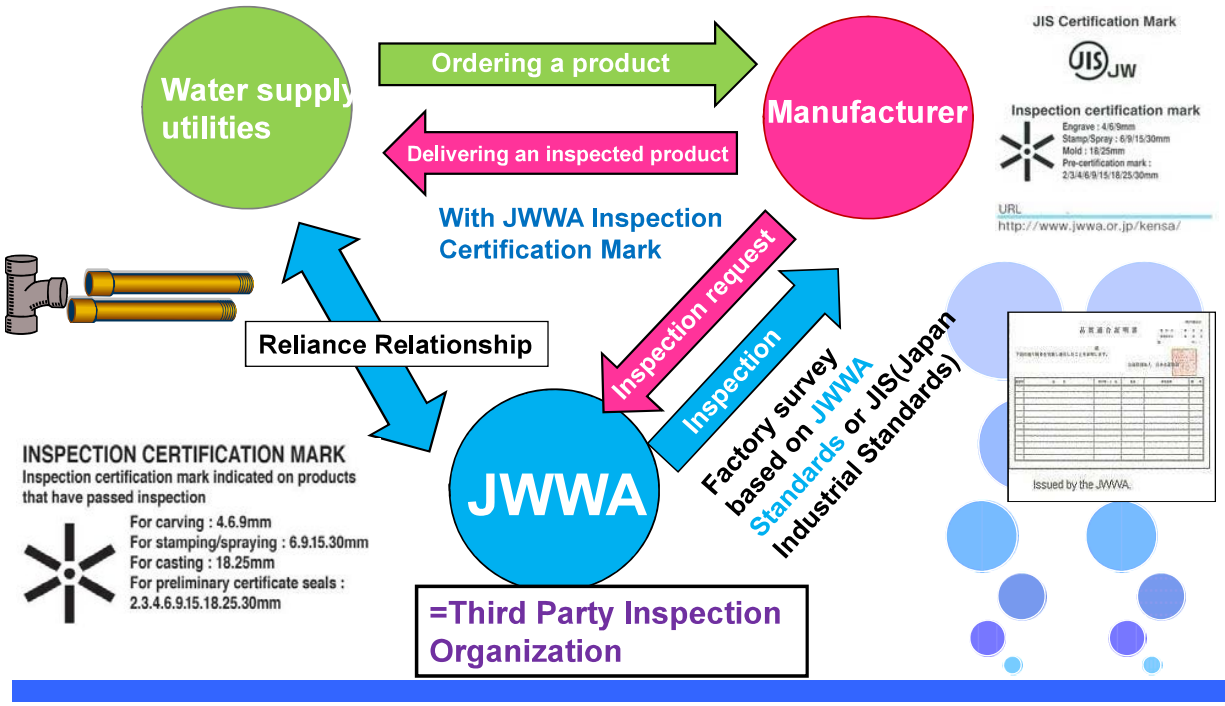
⇒*Inefficiency and Ineffective for both Utilities and Manufacturers (=Difficulty of Mass-production)*

<In 1934>

- JWWA "Inspection Service" was started
- To use iron pipes identified with the "*JWWA Inspection Certification Mark*"



Current Inspection Service



Water Related Products (Pipes)

- Ductile iron pipe
- Steel pipe
- Rigid polyvinyl chloride pipe
- Polyethylene pipe for water distribution
- Stainless steel pipe

Water Related Products (Ancillary equipments)

Valves, faucets, and taps

- Ductile iron gate valve, Soft-seal gate valve
- Butterfly valve
- Underground fire hydrant
- Quick air valve
- Cooperation stop with saddle

Covers and casings

- Circular and rectangular iron covers
- Screw-type valve casing
- Resin concrete box

Water Related Products (Others)

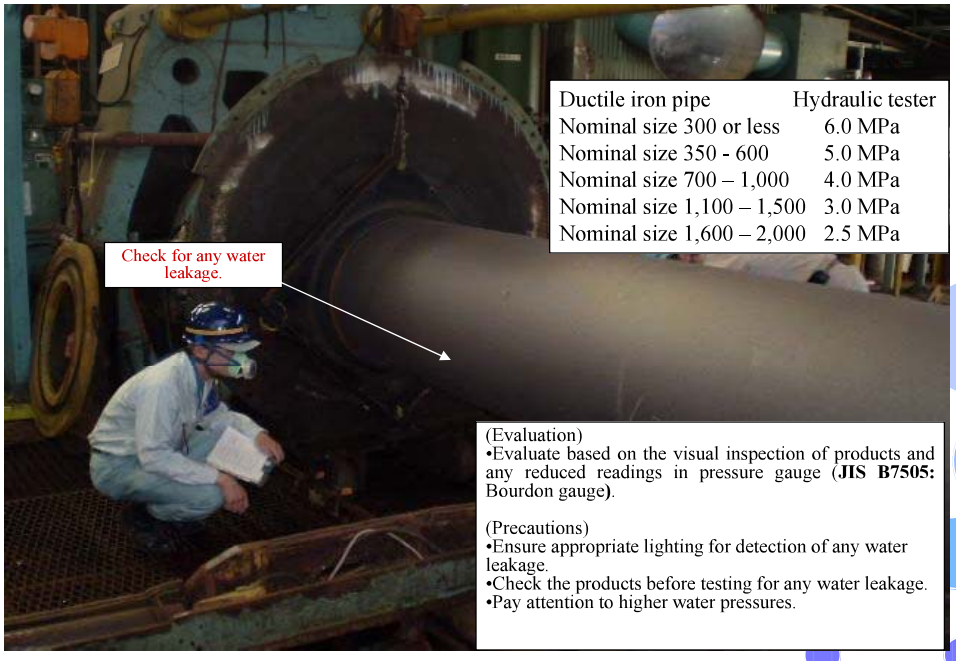
Paints

- Epoxy resin powder paints for coating inside surfaces of water supply ductile iron pipes
- Liquid epoxy resin paints for waterworks
- Solvent-free epoxy resin paints for waterworks
- Synthetic resin paints for water supply ductile iron pipes
- Mortar linings
- Polyurethane coatings
- Polyethylene coatings

Others

- Rubber rings
- Polyethylene sleeves

Ductile iron pipe Hydrostatic test

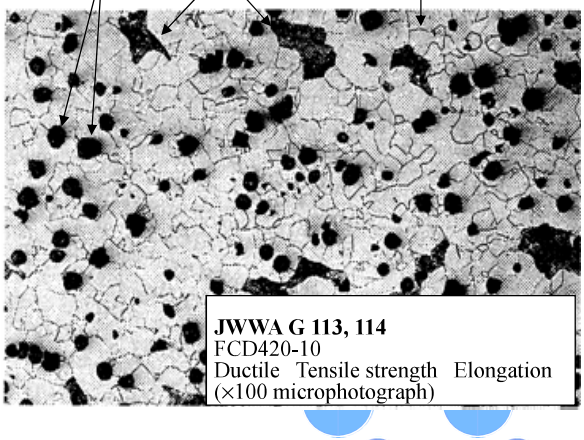


Ductile iron pipe material testing

Ductile iron pipe
Spheroidized ratio of graphite test

Portable microscope

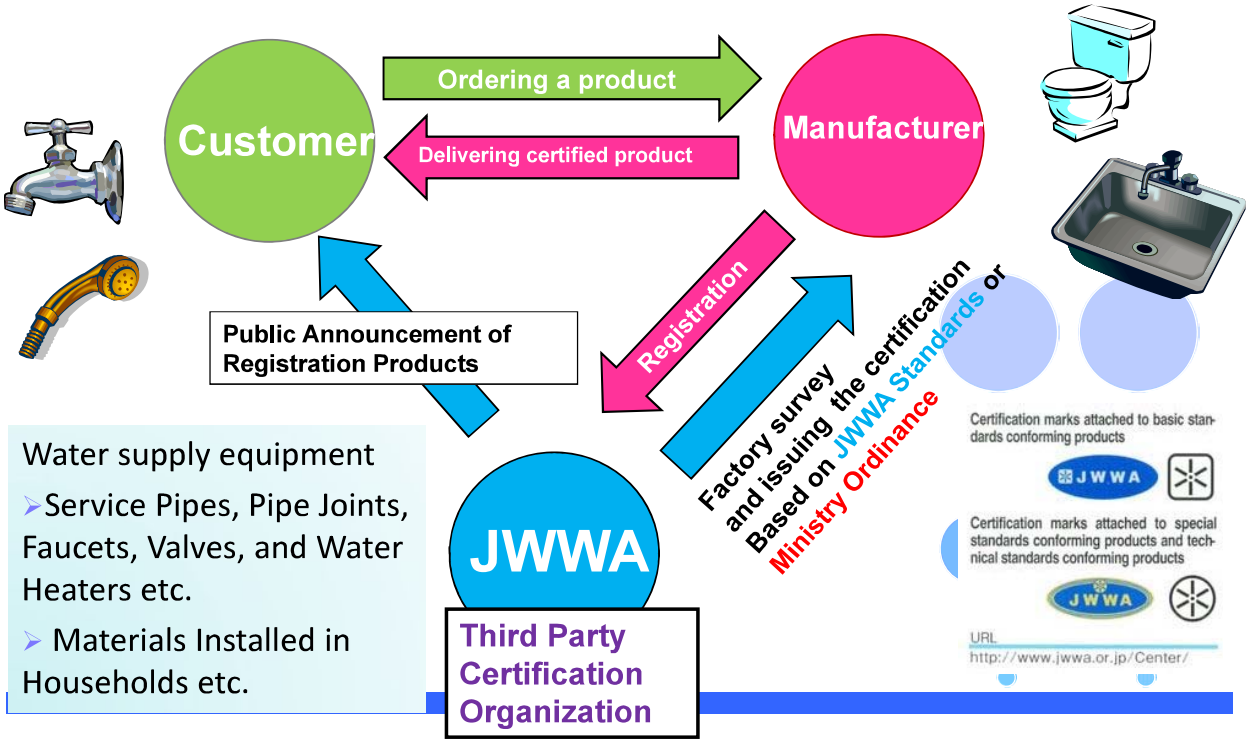
Graphite Globular Rate: Over 80%



Inspection of internal coating of Ductile Iron Pipe

Ⅳ. JWWA's Certification Services

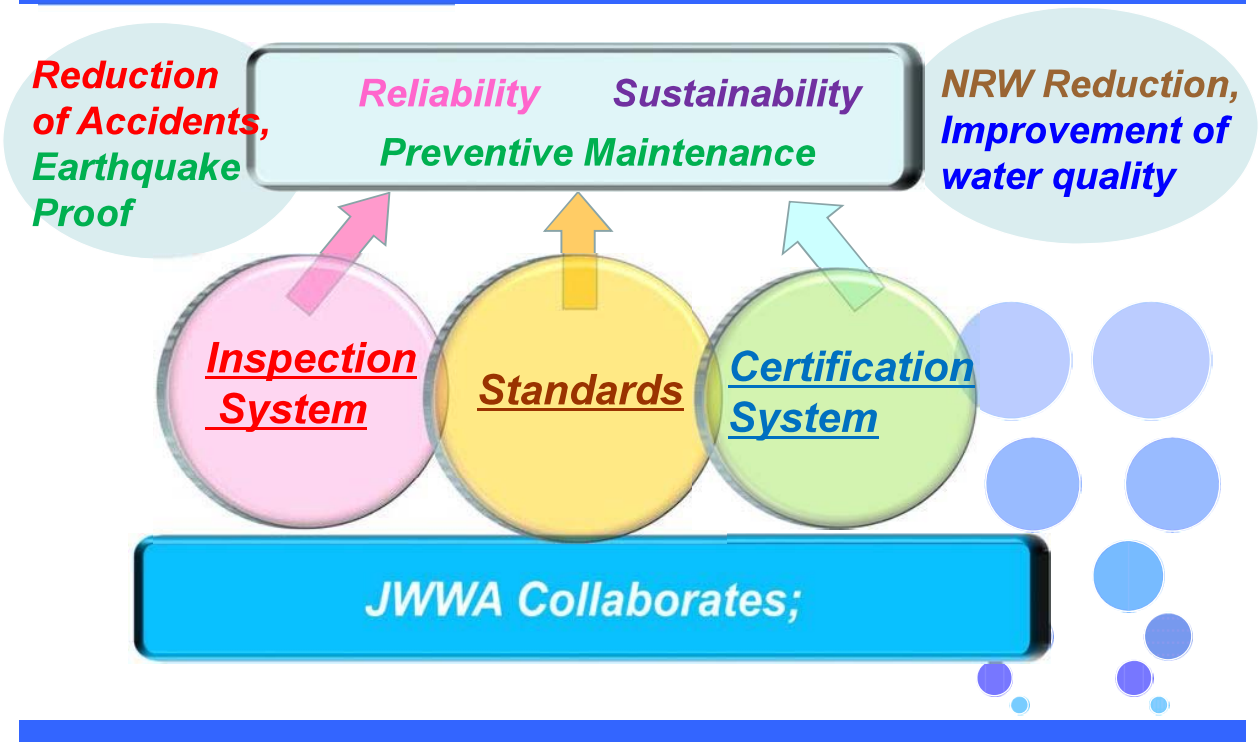
Certification Service



Water supply equipment

- Service Pipes, Pipe Joints, Faucets, Valves, and Water Heaters etc.
- Materials Installed in Households etc.

Conclusion



The End

Thank you for your attention.

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http://www.jwwa.or.jp/

"Mission, Vision, Challenge, Priority" of CTWWA

Yang-Long Wu
Secretary General

Chinese Taiwan Water Works Association

Mission

- Academic research relative to tap water.
- Exchange of tap water works experience.
- Compilation of tap water publications.

Mission

- Cooperate and liaise with international water organizations.
- Managing membership benefits and mutual assistance.
- Conduct water-related matters at the request of members and organizations

Vision

One of the best water association and a most efficient trusted and valued service provider

Challenge

- Water Quantity
- Water Quality

Challenge

- Aged Water System
- Aging Staffs

Priority

- Enhance the business of inspection and certification.
- Build a data bank of water-related reports and information.

Priority

- Establish fully training courses of water works.
- Improve member's performance and benefits.
- Enforce relationship with international water organizations.


Thanks for your attention

PERPAMSI
INDONESIAN WATER SUPPLY ASSOCIATION

Japan Water Works Association

JWWA's General Assembly and Conference - 2015

Implementing National WOP

Support non-perform to well perform utilities

By : Rudie Kusmayadi

Location of Indonesia

Supporting Non to Well Perform Utilities

Vision Programs

Indonesia's context:

Water utilities owned by local/regional governments in Indonesia are called PDAM

Large number of water operators → 386 PDAMs (2014)

50% well-performed 50% non-performed

70% have less than 30 thousands connections (small size PDAMs)

Small PDAMs are recommended to participate in national WOP facilitated by PERPAMSI, for a simple reason: what they want to learn is available in other PDAMs and compatible.

National WOP eliminates the barriers of know-how transfer, languange, local rules and regulation, technical incompatibility, and cost.

Perpamsi Initiatif

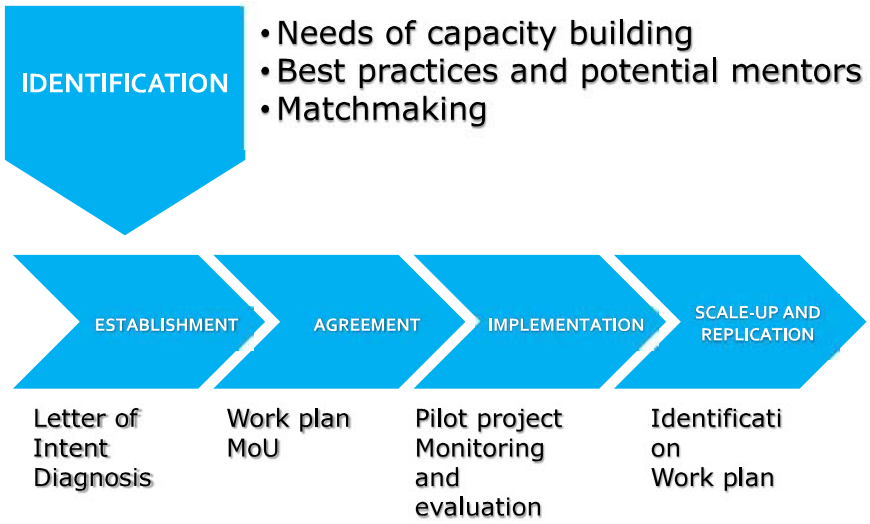
Mission Programs

To facilitate partnerships among its members (PDAMs) in order to improve performances → national WOPs

SOLIDARITY PARTNERSHIPs → a concept of national WOPs developed by PERPAMSI based on the spirit of togetherness exists among PDAMs.

National WOP Process

Guiding the process of WOP



Thematic,Approach and Objectif

The WOP

- Duration: 18 months in average
- Cost of facilitation: US$ 171,428 (in 4 years)
- Thematic: NRW, Energy Efficiency, Billing System, SOP, Water Quality, Financial Report, GIS, Business Plan
- Approach: pilot project, exchange visit, class room training, informal discussion, on-the-job training
- Objectives
  1. Performance improvement to achieve 'healthy' category
  2. Better services for customers
  3. Capacity building for staff

NO	MENTEES		MENTORS	FOCUS
		2011 -2012		
1 2	PDAM Solo PDAM Magetan	3. PDAM Wonosobo 4. PDAM Kab. Semarang	PDAM Surabaya	NRW
5	PDAM Pekanbaru	6. PDAM Cianjur	PT Adhya Tirta Batam	NRW
7	PDAM Jambi	8. PDAM Gunungkidul	PDAM Palembang	NRW
9	PDAM Kutai Timur		PDAM Banjarmasin	NRW
10	PDAM Jayapura		PDAM Denpasar	WSP
		2012 - 2013		
1	PDAM Purworejo		PDAM Surabaya	NRW, SOP, Energy saving
2	PDAM Binjai	3. PDAM Tanah Datar	PT Adhya Tirta Batam	NRW and SOP
4	PDAM Sijunjung	5. PDAM Belitung Timur	PDAM Palembang	NRW
6	PDAM Kotawaringin Barat		PDAM Banjarmasin	NRW
7	PDAM Bangli		PDAM Denpasar	Financial Report Pump maintenance
8	PDAM Kerinci	9. PDAM Kepri	PDAM Kab Bandung	NRW and Billing System
10	PDAM Simalungun	11. PDAM Bengkalis	PDAM Tirtanadi	NRW and SOP
12	PDAM Karangasem		PDAM Badung	Financial Report
		2014 -2015 (In-progress)		
1	PDAM Pematang Siantar		PT ATB	NRW, SOP
2	PDAM Belitung	3. PDAM Klaten	PDAM Kab Bandung	Billing system
4	PDAM Lubuk Linggau	5. PDAM Rejang Lebong	PDAM Palembang	NRW, SOP
6	PDAM Agam			NRW, SOP, GIS
7	PDAM Blora	8. PDAM Rembang	PDAM Surabaya	NRW, SOP
9	PDAM Katingan	10. PDAM Sumbawa Barat	PDAM Banjarmasin	Billing, digital mapping, NRW, SOP
11	PDAM Kebumen	12. PDAM Polewali Mandar	PDAM Kab Tangerang	NRW, SOP, GIS, Business Plan

Results National WOP

Results (2011 – 2014)

21 pilot DMAs → Mentees continue to establish and operate new 58 DMAs after WOPs

Generate investment worth **USD 850,000**

Up to 55%
NRW reduced at the pilot DMA

Leads to:
- 48,122 households get improved supply
- 21 up to 24 hours supply
- Increase average revenue USD 700 in each pilot DMA

More Result From WOP

Results (2011 – 2014)

Capacity Building

- 324 staff acquire improved knowledge and skills
- Mentors and mentees continue the partnership after the program
- Past recipients encouraged to be mentors, assigned to share their knowledge with neighboring water utilities
- Experienced mentors facilitated to establish the centers of excellence in their respective regions

Performance Improvement

- Helps 12 utilities upgrade to "well-performed/healthy" category

Challanges and Success Factors

Discussion

- **Challenges**
  - High demand for WOP, limited number of mentors
  - No sufficient incentive for mentors
  - Sustainability of improvement
  - Capacity building for mentors and facilitator
- **Success factors**
  - Solidarity among Indonesian water utilities
  - Good relationship between water utility leaders
  - Independency, self-finance to start

Priority For Next Step

Next Steps: developing the approach

- Sister city
- One mentor takes care of a group of mentees
- Less number of WOP but high quality



In Solidarity



Thank you

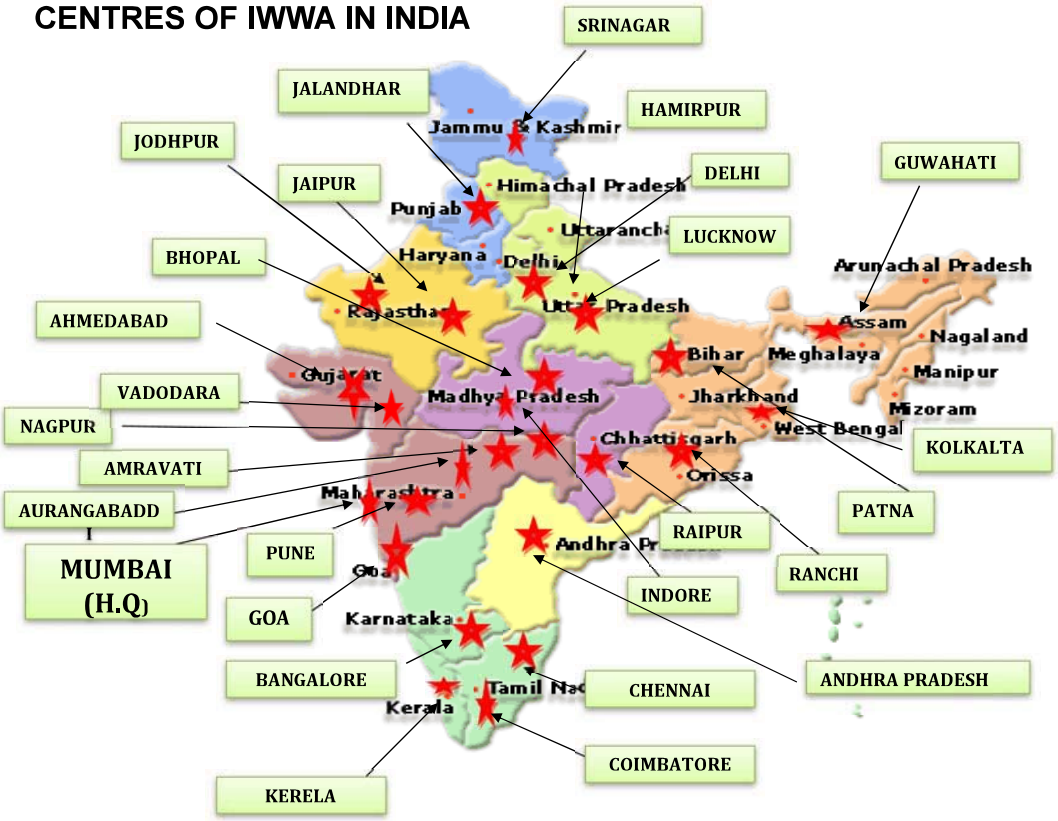
Indian Water Works Association.

K M L Mathur
Director, International.
D. B. Panse
Council member
IWWA
22nd October 2015.

INDIAN WATER WORKS ASSOCITATION-IWWA

- Foremost NGO of water supply and sanitation Engineers and Professionals in India, established in 1968, has more than 9800 members
- Working through 32 centers spread over India
- Awareness creation through workshops, conference, training courses
- Promotion of Ecosan by implementing pilot projects
- Three workshops on Governance and regulations of water with IWA
- Water safety plans workshops
- 24x7 International conference
- PPP International conference
- Conservation and reuse of water and waste water international conference
- Area water partnerships with GWP for vision document for Patalganga river basin
- MOU with AWWA AND IWA for knowledge exchange and Standards
- Understanding With WATERLINKS And ECOASIA for WOP's.

CENTRES OF IWWA IN INDIA



The dissemination of knowledge gained through its common programs, with these organizations, and vide its annual conventions, and with the close proximity with administrators, IWWA has been advocating this cause on continuous basis.

Indian water Works Association (IWWA), is therefore committed to facilitate the pursuance of the common interest of uninterrupted water supply to these three sectors, which is no doubt the “Need of an hour", to maintain the

LIFE CYCLE OF THE WATER….

IWWA's National and International activities

Information exchange platform
- New Technologies,
- Management methodologies,

The activities to cite a few include:

- National Annual Convention.
- International & National Seminars, workshops and conferences.
- Monthly lecture sessions.
- Technical visits
- People's awareness programs.

VISION :

•To make Indian Water Works Association a leading organization by having spectrum of Technical Activities for water protection, preservation, treatment, distribution, technologies and services.

MISSION :

• To develop a vibrant and dynamic Aoociation to cover all water related issues & reach out all concerned persons.

Distribution Areas.

- Reduction in Non-Revenue Water
- Reduction in energy consumption, water & pressure loss in distribution net work.
- How to take challenge to renovate more than 30 years old pipe line
- Green Plumbing

Energy efficient pumping

New methods and techniques for design of Water distribution and sewerage system.

Water Resources.

- Social, moral religious, economical aspects of water resources
- Ways & means to preserve / protect water resources for future generation –
- Case studies
- Conflict for Water
- Water Resources Vulnerability Assessment to decide limit to the growth
- Intra-basin water transport or any other concept to be implemented in future
- Use of Non-Conventional Water Resources
- Rain water harvesting - A critical review
- Water Foot Print

Treatment Technologies:

- Treatment technologies to use the Polluted water resources for the domestic use
- State of Art Technologies for future, Natural Water Treatment Technologies
- Indigenization of the technologies for water & waste water technologies coming to India due to Globalization
- Development of Domestic gadgets for less water consumption
- Decentralization of water supply to sewage treatment up to the grass root of individual dwelling.

- Thank you for your attention!
- Questions?

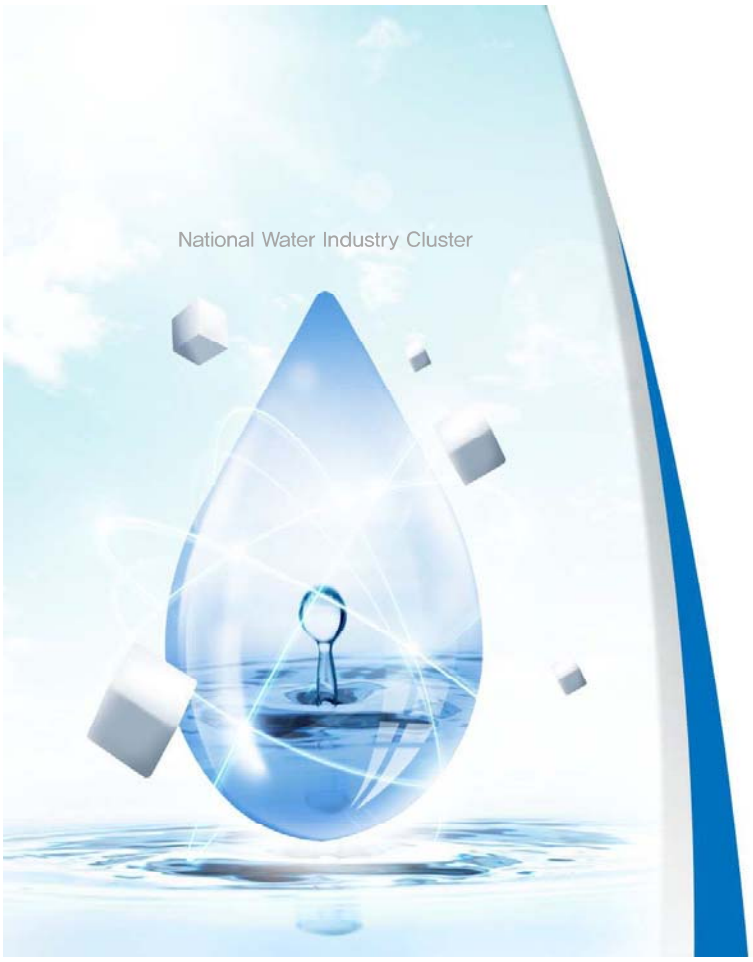
KWWA
KOREA WATER AND WASTEWATER WORKS ASSOCIATION

National Water Industry Cluster

Choi, Yong Cheol

Contents

National Water Industry Cluster

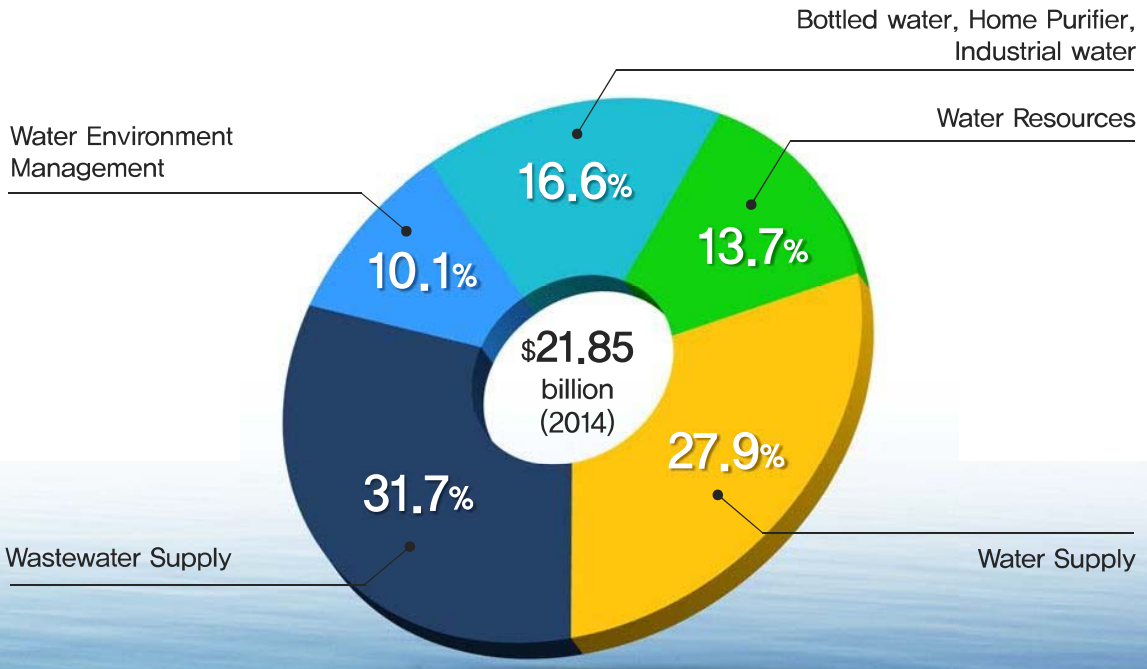


I

Introduction

Background

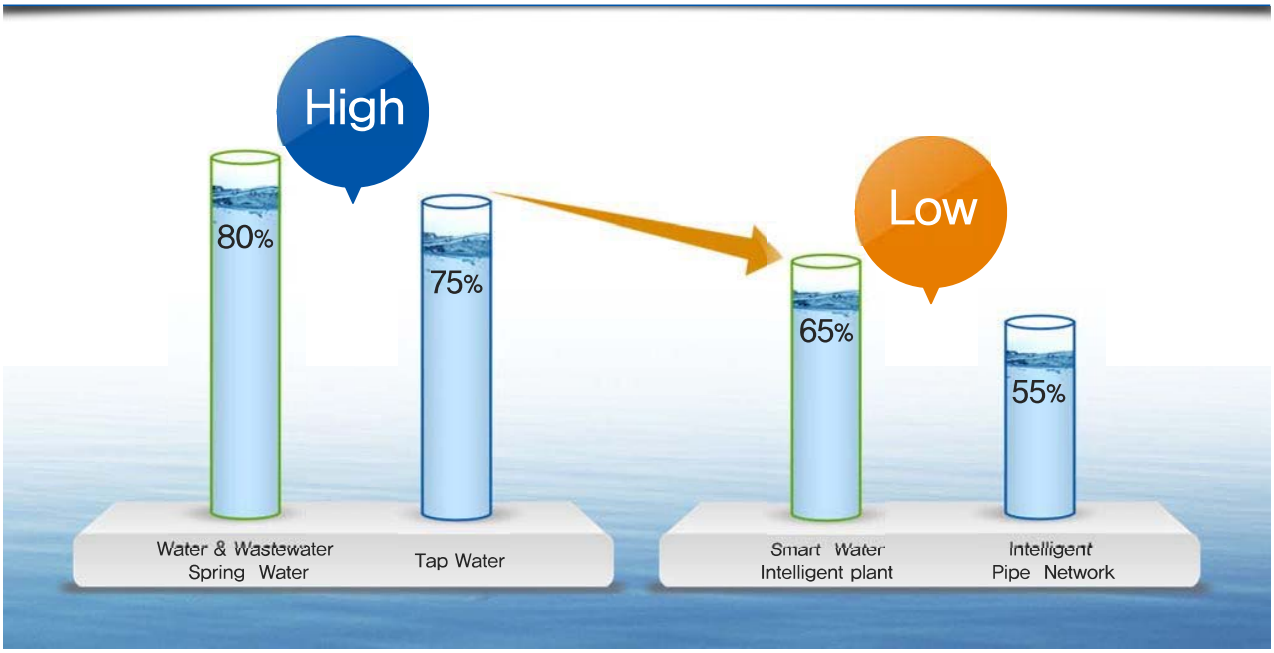
Water Industry of Korea



Background

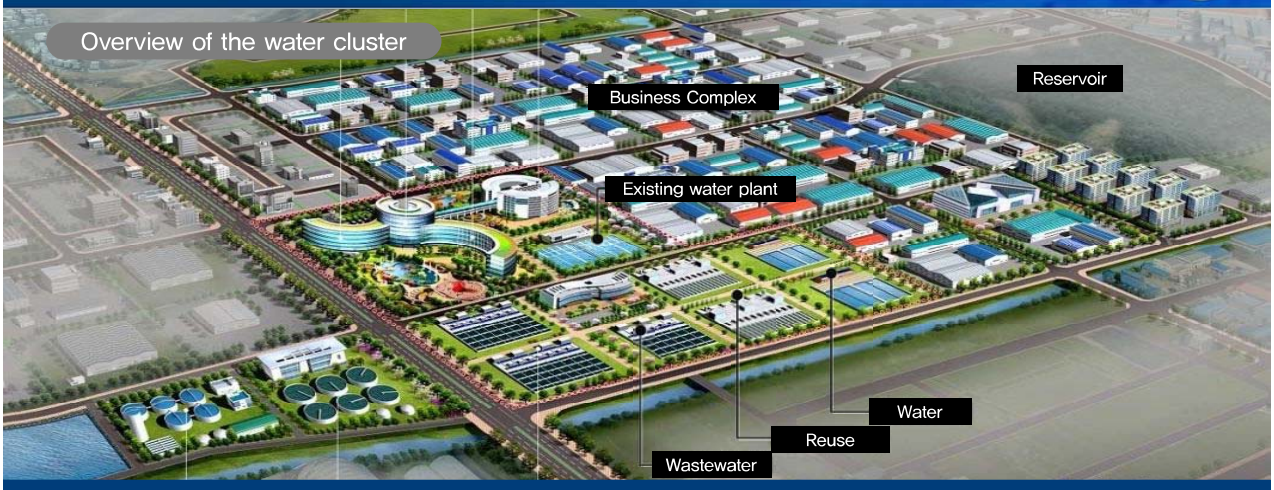
Water Tech. : Korea VS Advanced Country

Water&Wastewater, Desalination High-Tech Field 55~65%
Needed Strong Water Technology 75~80%,Fosterage to be competitive in Global Market



Background

National Water Industry Cluster
Introduction
I



Commercialization & Having references

Ready for Exporting to Overseas Market

- Support to certifications & verifications and to have references
- Supporting R&D and Human resource
- Creating synergy effect to water-associated sector (water/Wastewater, advanced treatment)

KWWA

Brief Introduction

Purpose

- Establishing a base for technology development and commercialization through gathering stakeholders in each water sectors
- Improving national water industry environment & international competitiveness

Objectives

- Setting One-stop total solution infrastructure for technology development, testing and marketing
- Developing collaborative works with existing Daegu National Industrial complex

Introduction

Brief Introduction

Location ▸ Within Daegu National Industrial park(240km far from Seoul)

Gross area ▸ 645thous.㎡

Budget ▸ 313.7 Billion KRW (270 Million US$)

Period ▸ 2015 ~ 2018

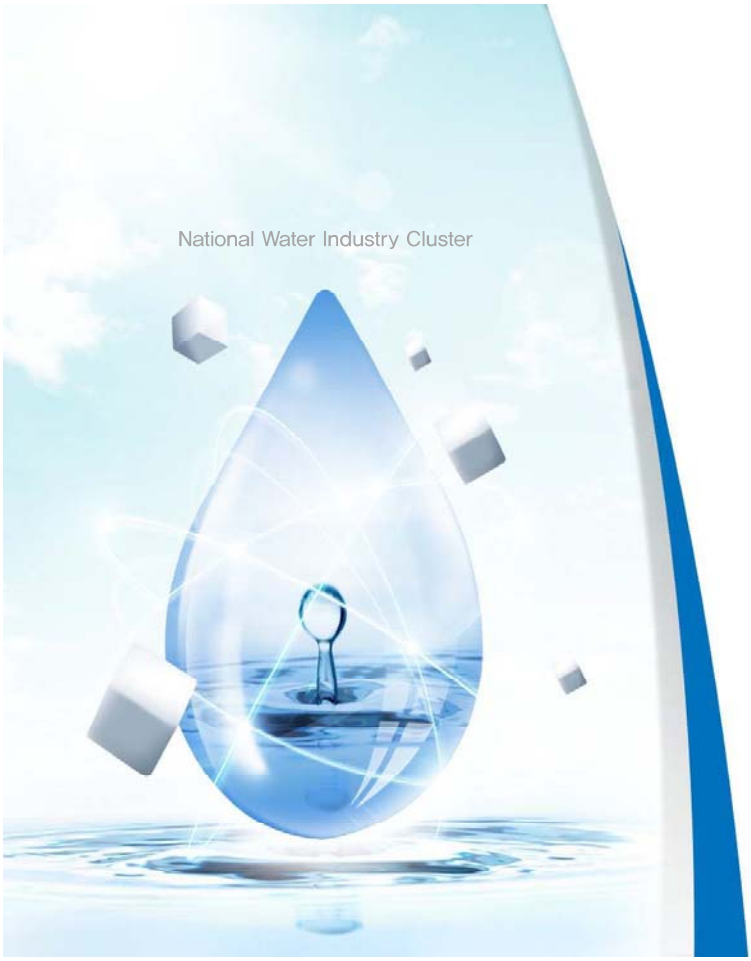
Core Facilities ▸

- Test-bed : Having references for developed technology from the cluster
- Supporting Facilities : R&D Center, Water campus, Global business center
- Business Complex : Water Companies' office and factory complex

Introduction

Facilities

	Facilities	Functions	Gross Area(m2)
Test-bed	▪ Water·Wastewater·Reuse TB	Verification & Certification for the products and technologies Having references	80,961(13%)
Supporting Facilities	▪ Water R&D center ▪ Global business center ▪ Water campus	Designing R&D policy and cooperative research Training and providing professional manpower Supporting marketing strategy	64,248(10%)
Business Complex	▪ Water companies' office and factory	Manufacturing Exporting products and technologies	503,870(77%)

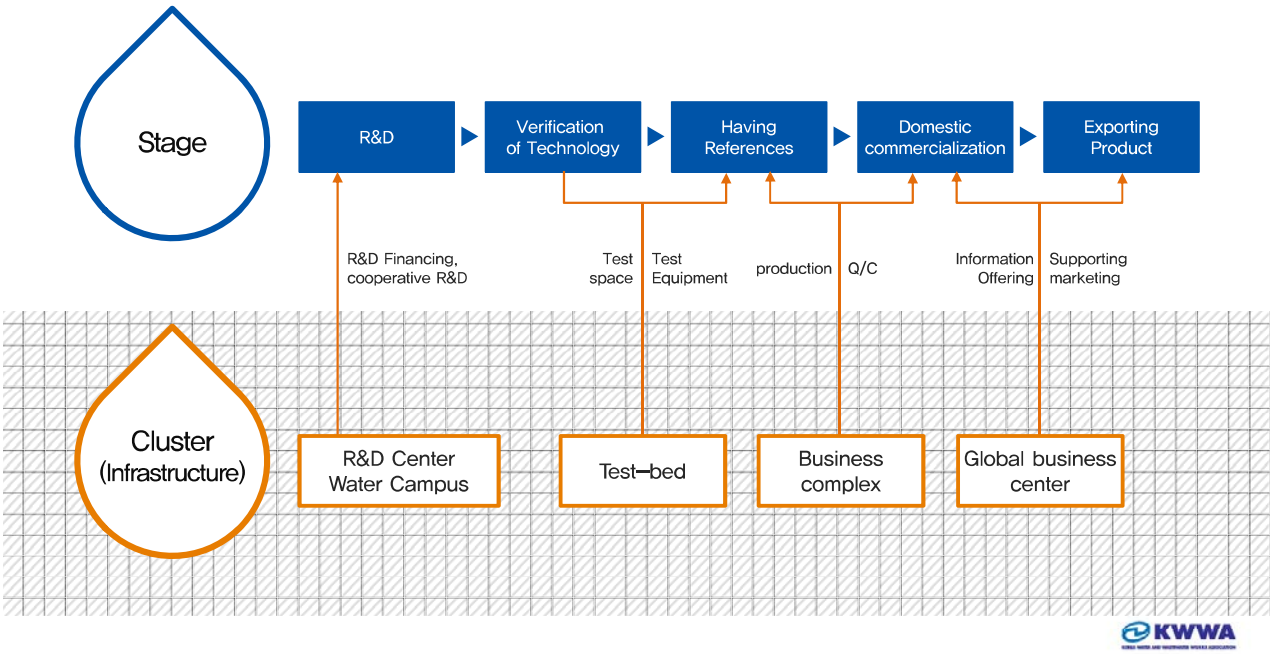


II

Main Items

Basic Concept

Purpose : To facilitate "sustainable supporting infrastructures" for companies to export their products and technologies



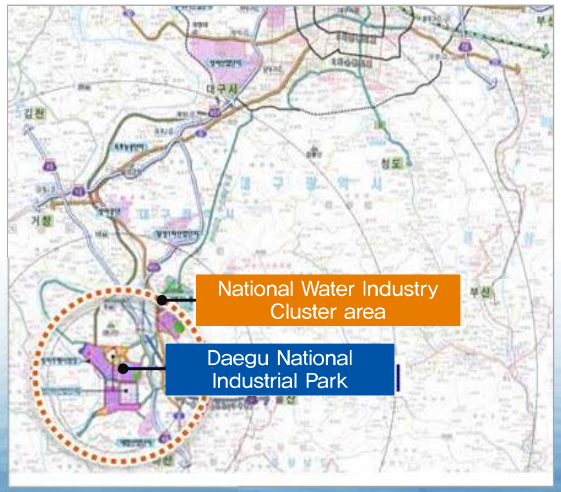
Basic Concept

National Water Industry Cluster
Main Items
II

Space Organization

Within Daegu National Industrial park, it has 645Thous.㎡ area

- Ministry of Env. : Test-bed, Supporting facilities(A=145,209㎡)
- Daegu city : Water Industrial Complex(A=503,870㎡)



Outline

Make one-stop service possible

Test-bed (80,000㎡)

- Comprehensive water treatment TB (water& waste water, Sludge)

Supporting Facilities (64,000㎡)

- Water Industry Promotion Center
- Global Business Center
- R&D Center
- Water Campus

Business complex (503,870㎡)

- Water firms are clustered
  - 100 big and middle sized firms
  - added value 280 billion won
- 2,800 creation of employment (KDI, 2014)

Outline

National Water Industry Cluster
Main Items
II

Test-bed (80,000㎡) | Supporting Facilities (64,000㎡) | Business complex (503,870㎡)

Overview

- Developing new technology and securing references
- Building and advanced water and wastewater treatment base
  - ➡ Test-Bed(TB) : water, wastewater, reuse
- Verification of domestic technology
  - ➡ Supporting from the government
- Cooperation with National Industrial Park
  - ➡ Flexibility of operation and security of water quality

Outline

Test-bed (80,000㎡) | **Supporting Facilities (64,000㎡)** | Business complex (503,870㎡)

Overview

- Operation of cluster and supporting system
- Handling whole mechanism of cluster(Control Tower)

Water Industry Promotion Center	R&D Center	Water Campus	Global Business Center
Management of R&D Managing and supporting facilities	Cluster Operation Based on need analysis	Nurturing field-centered human resource Supporting R&DB environment	Overseas Cooperation, Networking Exhibition, Advertisement, Marketing International meeting, Business Support

Outline

National Water Industry Cluster
Main Items
II

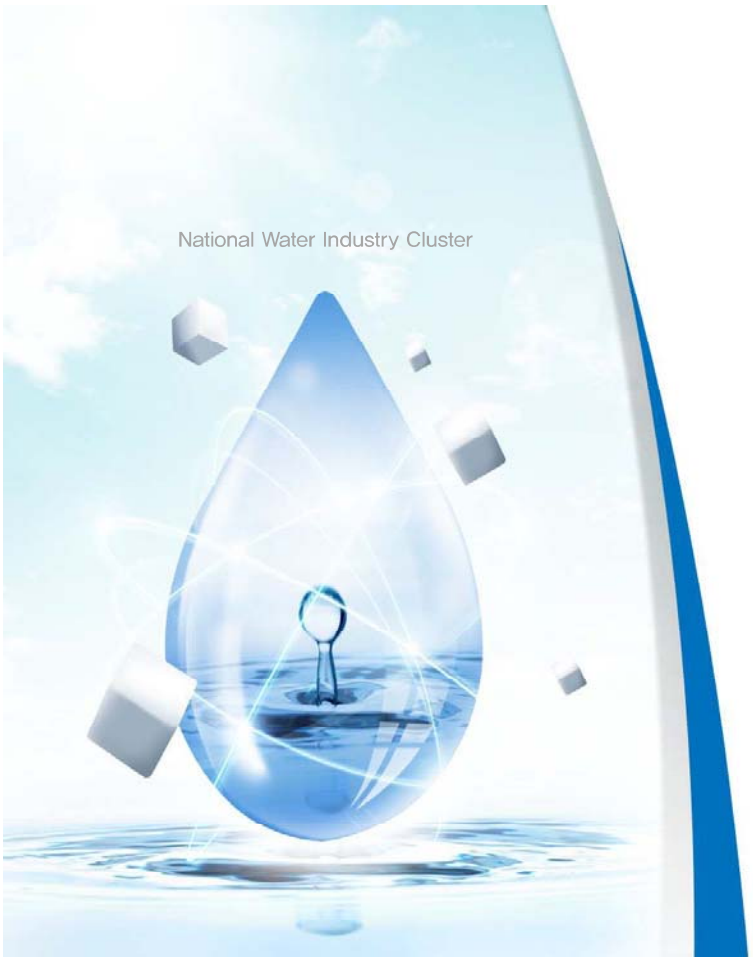
Test-bed (80,000㎡) | Supporting Facilities (64,000㎡) | **Business complex (503,870㎡)**

Overview

Play a role as a circulation circle of water in cluster

- Organic supporting system with integrated companies
- Self-contained System(Developed technology → product → business)
- Responsible for part of BWC(Blue Water Circle)

Complex Introduction	Target companies
	Purification, water related companies Wastewater treatment related companies Industrial waste water treatment related companies Sludge treatment and recycling company Other water-related companies



Future Plans

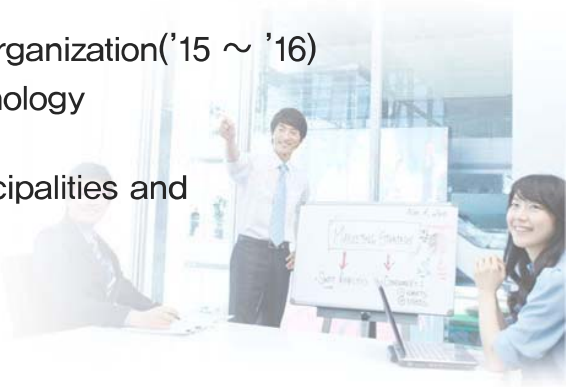
Legal & Institutional Establishment

01 Legislation

- Legislation of National Water Cluster('15)

02 Optimal organization and Technology Supporting Center

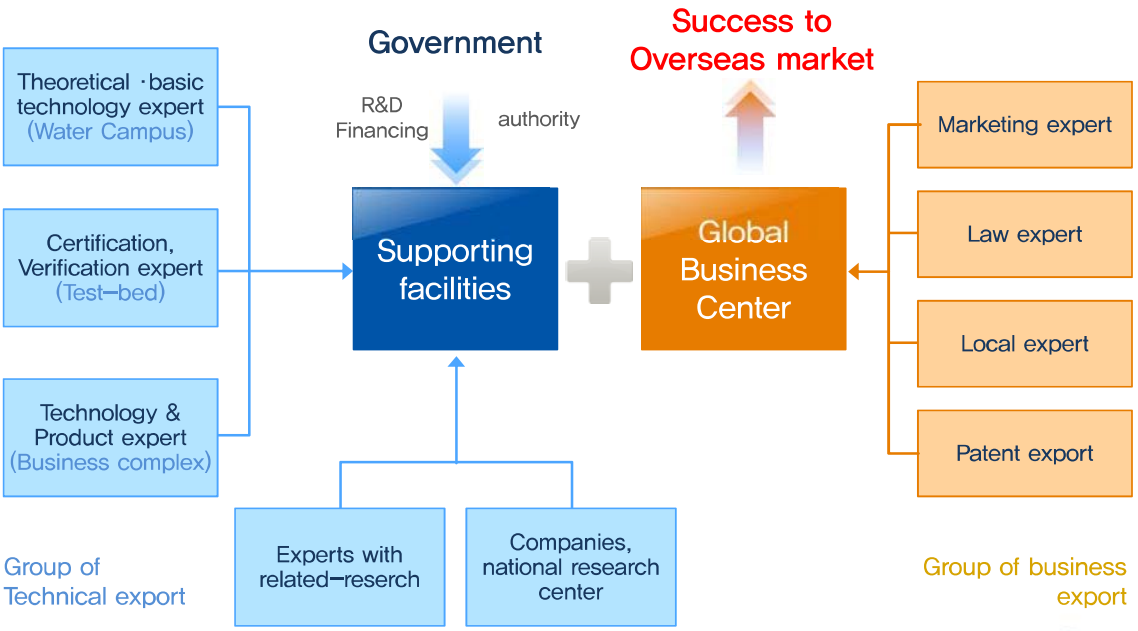
- Composing optimized water cluster organization('15 ~ '16)
- Planning water and wastewater technology support organization('16)
- Conducting need analysis from Municipalities and companies('16)
- 'Trouble-shooting On-site support' of the plants ('17~)



KWWA

Cluster based on the experts

03 Cluster based on experts of related-field



KWWA

Training Human Resources

04 Water Campus

- Leading to improve Water Cluster by R&D from Water Campus

Function of Water Campus

KWWA

Korea Water Partnership

04 Main Function

- Market-oriented institution of the public-private-partnership
- Platform for small-to-medium business to exporting technology and products
- Global Cooperation Window for improving global water welfare

Further Plan

Time Plan

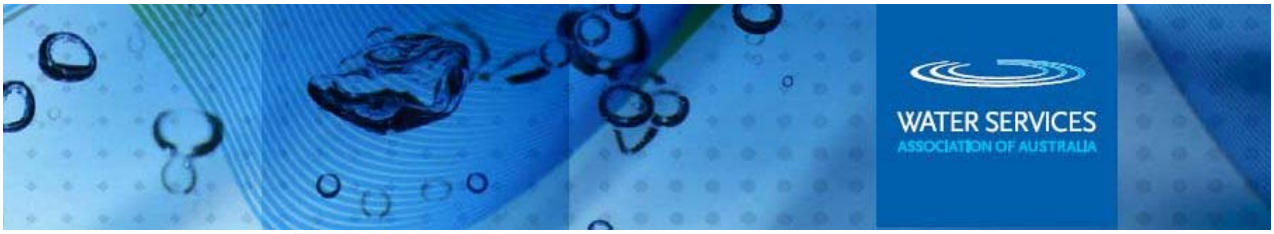
Strategies	2015				2016				2017				2018			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Overall planning																
Reviewing turn-key and bidding																
Elementary Design & Working Design																
Construction (Duration : 30months)																


KWWA
KOREA WATER AND WASTEWATER WORKS ASSOCIATION
National Water Industry Cluster
Thank You

Water Services Association of Australia Association Meeting, Saitama October 2015

Stuart Wilson
Deputy Executive Director

WATER SERVICES ASSOCIATION OF AUSTRALIA

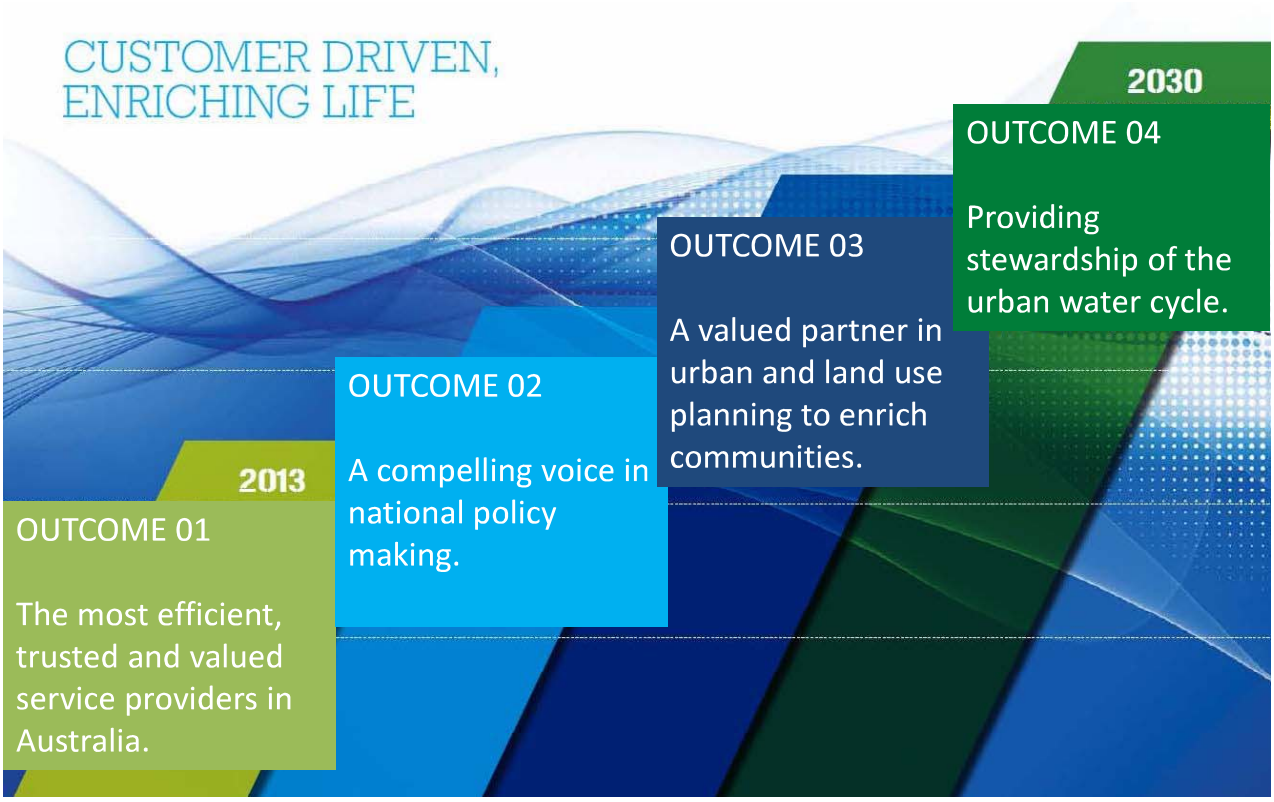


Sydney Water
WATER CORPORATION
City West Water
seqwater WATER FOR LIFE
Yarra Valley Water
icon WATER
City of Townsville
NSW GOVERNMENT Sydney Catchment Authority
Wellington Water
Government of South Australia
SA Water
GIPPSLAND WATER
GOSFORD CITY COUNCIL
CENTRAL HIGHLANDS WATER
Unitywater
Melbourne Water
Coliban WATER
WESTERN WATER
South East Water
PowerWater
QUEENSLAND Urban Utilities
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)
- Members have annual revenue over $15 billion
- Members manage over $150 billion in assets

WATER SERVICES
ASSOCIATION OF AUSTRALIA



New members

WSAA has recently welcomed private utilities as private utility members

VEOLIA

suez environnement Degrémont

TRILITY™

WSAA's central functions

1. Collaboration

Working together on projects, sharing information between members

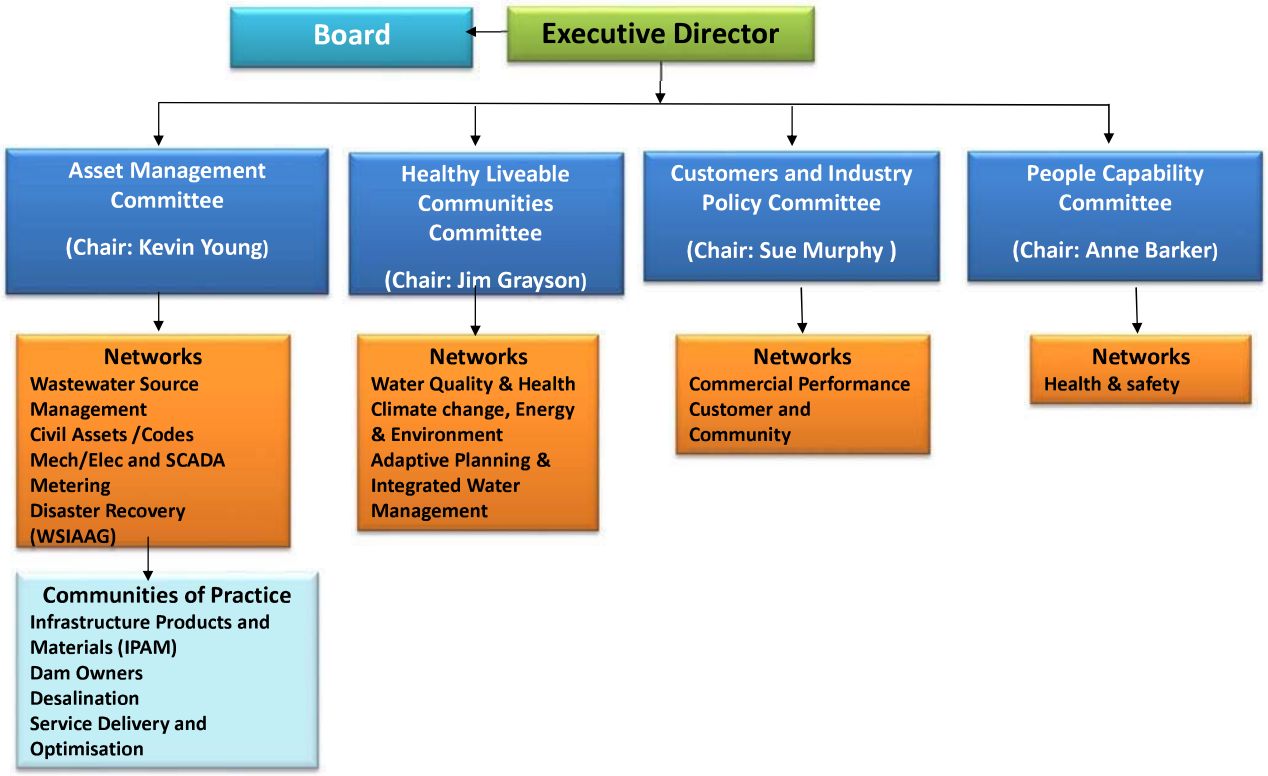
2. Advocacy

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

3. Innovation

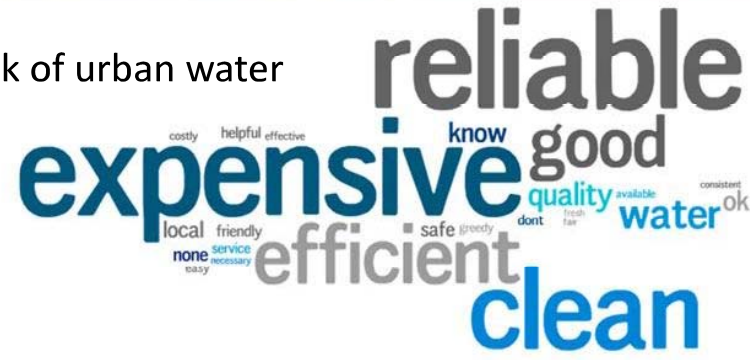
A filtering point for the latest technology from Australia and overseas, benchmarking, research

WSAA's Committees and Structure



Urban water industry challenges - affordable services

What customers think of urban water



What they want!

Urban water industry challenges - affordable services

What customers think of urban water

What they want!

Urban water industry challenges

- Affordable services
- Productivity and efficiency
- Aligning regulation with long term customer interests
- Competition and new business models
- Water's place in Liveable cities

WSAA response and priorities

- New membership model
  - Private utility
- Paper on urban water reform
- Customer Engagement
  - Customer indicators
  - National customer survey
- Promote operational efficiency
  - Efficiency benchmarking
  - Asset management benchmarking

Aquamark 2016

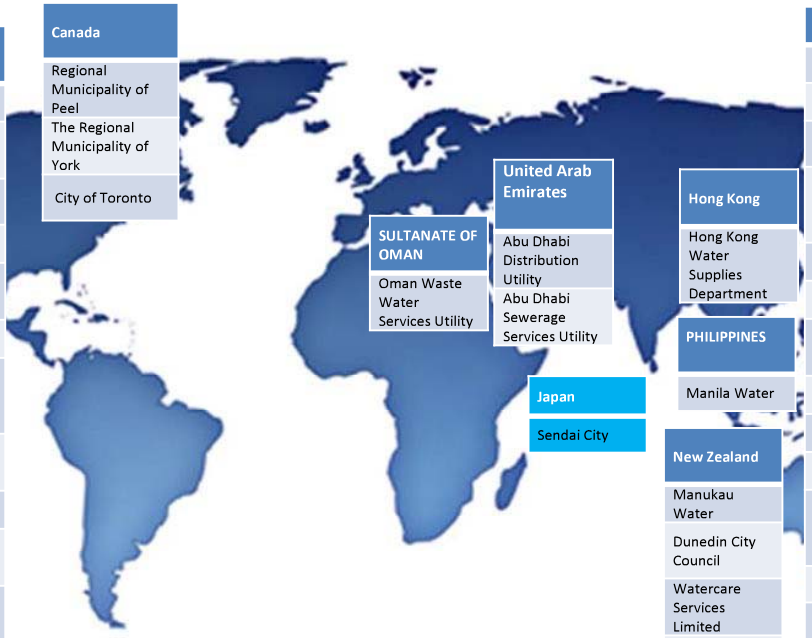
Delivering international excellence and tailored collaboration in asset management
through the identification and promotion of leading practice

- Performance benchmarking – not metrics
- Aligned with ISO55001 (Asset Management)
- Developed by utilities for utilities
- Establishes a network of like utilities

v3 aquamark
WSAA Asset Management Assessment System

Aquamark: over 50 participants worldwide since 2004

"…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



North America
Anchorage Water and Wastewater Utility
City of Columbus Department of Public Utilities
City of Portland Water Bureau
Greater Cincinnati Water Works
Metropolitan Sewer District of Greater Cincinnati
Tohopekaliga Water Authority
Los Angeles Department of Water and Power - Water
Seattle Public Utilities – Water and Wastewater
Philadelphia Water Department
City of Portland Environmental Services Bureau
City of Tacoma Environmental Services
City of Tacoma Water Services

Canada
Regional Municipality of Peel
The Regional Municipality of York
City of Toronto

United Arab Emirates
Abu Dhabi Distribution Utility
Abu Dhabi Sewerage Services Utility

SULTANATE OF OMAN
Oman Waste Water Services Utility

Japan
Sendai City

Hong Kong
Hong Kong Water Supplies Department

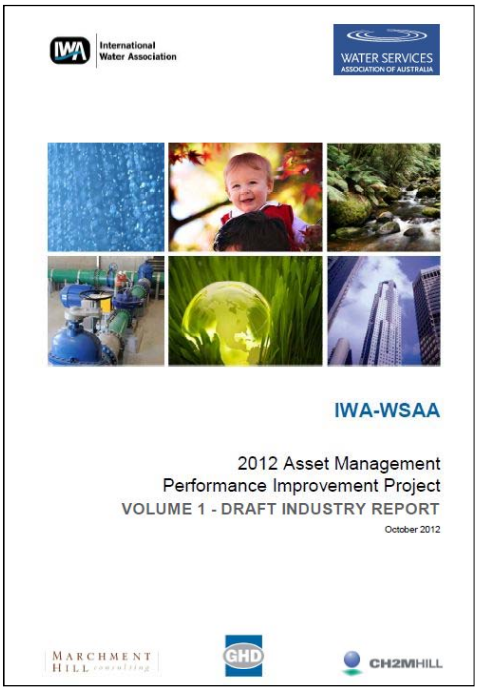
PHILIPPINES
Manila Water

New Zealand
Manukau Water
Dunedin City Council
Watercare Services Limited
North Shore City Council
Metrowater Ltd

Australia	
ACTEW Corporation	Power Water Corporation
Barwon Water	Queensland Urban Utilities
Ben Lomond Water	Seqwater
Central Highlands Water	South Australian Water Corporation
City West Water	South East Water
Coliban Water	Southern Water
Cradle Mountain Water	Sydney Catchment Authority
Gippsland Water	Sydney Water Corporation
Gladstone Area Water Board	Unitywater
Goulburn Valley Water	Wannon Water
Hunter Water Corporation	Water Corporation of Western Australia
LinkWater	Western Water
Melbourne Water Corporation	Yarra Valley Water
North East Water	

What you will receive as part of this program

- Project mentoring
- Access to project methodology (Aquamark)
- Utility report – confidential
- International Benchmarking Industry Report with detailed regional analysis
- Leading Practices Compendium
- Attendance at leading practices conference
- Ongoing support, access to networks and ability to benchmark performance



How to find us

Twitter
@wsaa_water

LinkedIn
Water Services Association of Australia

Web
www.wsaa.asn.au

American Water Works Association

The Authoritative Resource on Safe Water®

A Better World Through Better Water

Presented at
Japan Water Works Association
Association Meeting
Brillante Musashino, Saitama, Japan
October 21, 2015

Who We Are

With more than 50,000 members worldwide AWWA advances public health, safety and welfare by uniting the efforts of the entire water community.

Mission

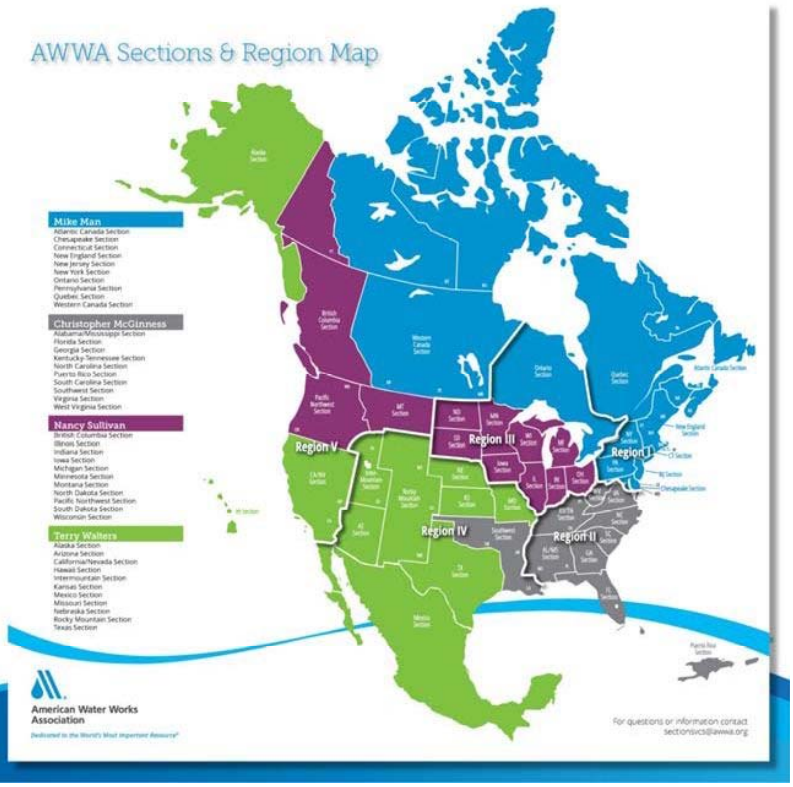
AWWA unites the water community to protect public health and to provide safe and sufficient water for all. Through collective leadership, AWWA advances technology, education, science, management, and government policies.

Strategic Focus

- Member Engagement & Development
- Knowledge Creation & Exchange
- Leadership & Advocacy
- Organizational Stewardship

Member Engagement

- International association with 43 sections
- Integrated member benefit
- Unified voice



Knowledge Creation and Exchange

Leadership

- Total Water Solutions

  All water Is directly or indirectly connected to drinking water

- Collaboration

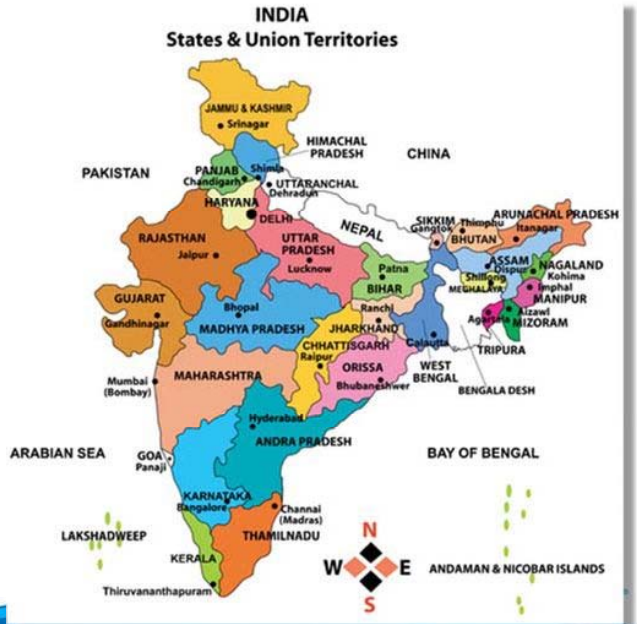
  Leveraging collective knowledge and strengths

Value of Water COALITION

Global

- Greater presence to engage and share information

AWWAIndia



Investments in Change

- Engaging young professionals
- Building the workforce of the future

Community ENGINEERING CORPS™

The Water Equation Campaign
Knowledge+Sharing=Transformation

Become part of The Water Equation

Thank you for the opportunity to make this presentation. Questions?

Contact information:

Steve Via
Regulatory Affairs Manager
Washington, DC
202.326.6130
svia@awwa.org

The International Water Association

Shaping our water future

SUSHMITA MANDAL, IWA ASIA

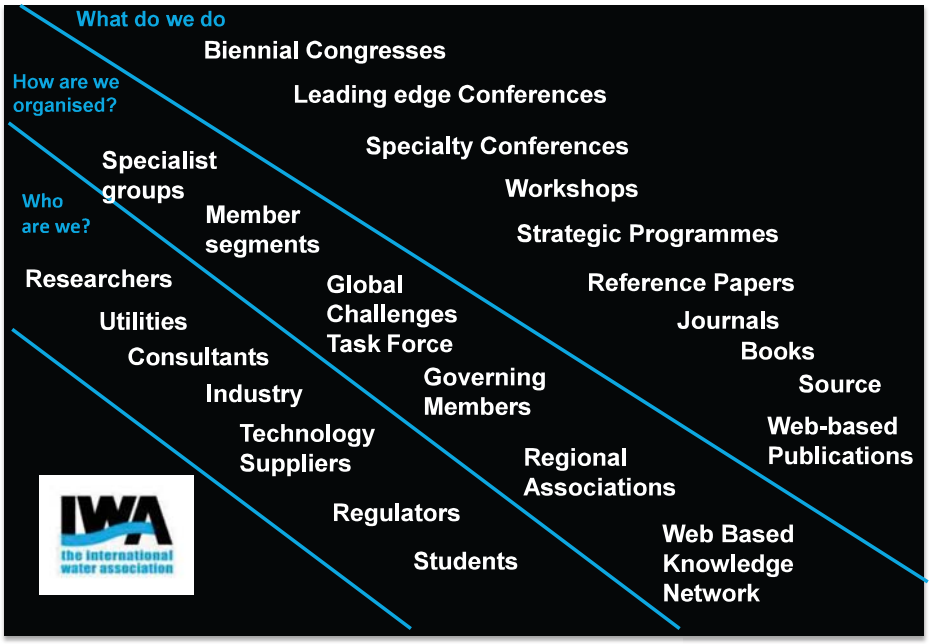
JWWA General Assembly: IWA UPDATE

SAITAMA 22 OCTOBER 2016

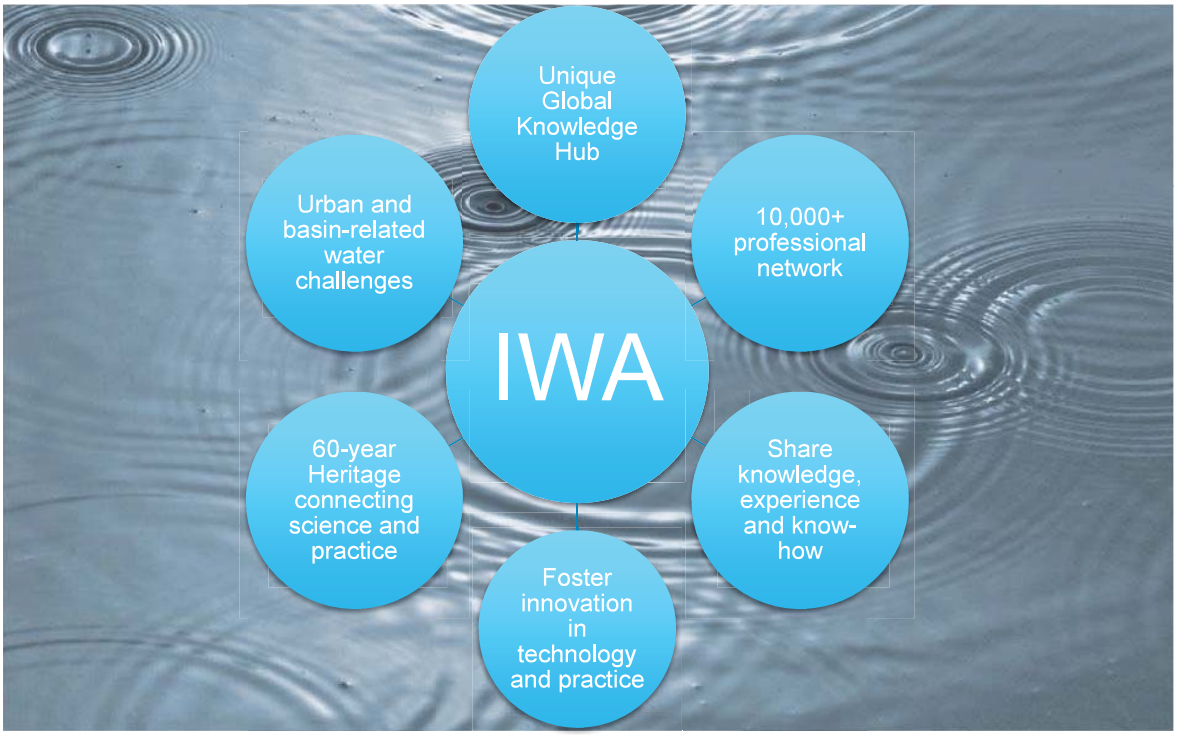
IWA MISSION

To inspire change and service IWA members, the community of professionals concerned with water, external organisations and opinion leaders in being the international reference and global source of knowledge, experience and leadership for sustainable urban and basin-related water solutions.

IWA: WHAT, HOW AND WHO



WHAT IS THE IWA?



IWA Strategic Plan 2014 - 2018

IWA Vision

A world in which water is wisely managed to satisfy the needs of human activities and ecosystems in a sustainable way.

IWA Mission

To inspire change and service the IWA members, the community of water professionals at large, external organisations and opinion leaders as the international reference and global source of knowledge, experience and leadership for sustainable urban and basin-related water solutions.

IWA Shared Values

SUSTAINABILITY
INNOVATION
EQUITY
EXCELLENCE
DIVERSITY
LEADERSHIP

SPA 1	SPA 2	SPA 3	SPA 4
IWA as Learning Organisation	IWA as Content Developer	IWA as Reliable Source	IWA as global and diverse network

SPA SUPPORT

The IWA as professional organisation

IWA Publishing (IWAP)

the international water association

The leading international publisher on all aspects of water, wastewater and related environmental fields:

- Journals
- Books
- *Source* magazine
- Online directories

IWA IN ASIA-PACIFIC

How we organise vis-à-vis the region

the international water association

- Trans Himalaya (Pakistan, India, Nepal, Bangladesh)
- India, Bangladesh, Bhutan, Sri-Lanka
- Myanmar, Thailand, Lao, Cambodia and Vietnam
- Philippines, Indonesia, Malaysia
- Japan, Korea, Singapore, New-Zealand, Australia
- Pacific islands

IWA IN ASIA-PACIFIC
working on…

- Sundarban Initiative
- WSP Asia Network
- Flood and Drought Project
- AquaRating
- Water and Wastewater Companies for Climate Mitigation

IWA IN ASIA-PACIFIC

- **Engagement with regional and national actors**
  - ASEAN, Asian Development Bank, Asian Disaster Preparedness Centre, Asian Institute of Technology, CEGIS, Global Green Growth Institute, ICIMOD, ICLEI, IWMI, MRC, UNDP
- **Regional hubs**
  - Regional office in Bangkok established and operational since September 2014
  - Continued presence of IWA in Singapore.
  - South Asia: Bangladesh and India offices set up since June 2015

IWA IN ASIA PACIFIC, 2016

- Regional Meeting on Groundwater in South Asia, January 2016, Dhaka, Bangladesh
- Water Loss Conference, February 2016, Bangalore, India
- Water Safety Planning Conference, April 2016, Philippines
- SIWW, Singapore
- Disasters and Utilities training Program
- Busan Forum
- Young Water Professionals :Singapore, Bangladesh, Thailand, Sri Lanka & India
- WaterLinks Forum

IWA CONGRESSES IN THE REGION

- 2016 IWA Congress & Exhibition (Brisbane)
- 2017 IWA Water Development Congress & Exhibition, South Asia
- 2017 ASPIRE conference in Malaysia
- 2018 IWA Congress & Exhibition (Tokyo)

ROLE OF ASSOCIATIONS IN THE REGION

- Brace up to Post-2015 Development agenda, especially Goal 6 of SDG
- Build knowledge and capacities on monitoring/ addressing country specific indicators for SDGs
- Address information asymmetries through better knowledge management and reaching out to members
- Track Evidence on how working together is yielding benefits

ASSOCIATIONS ARE ESSENTIAL TO THE WATER SECTOR

"A small body of determined spirits fired by an unquenchable faith in their mission can alter the course of history."

- Mahatma Gandhi

the international water association

inspiring change

www.iwa-network.org