



**Water Services Association of Australia
Association Meeting, Saitama October 2015**



**Stuart Wilson
Deputy Executive Director**



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



CUSTOMER DRIVEN,
ENRICHING LIFE

2030

OUTCOME 04

Providing
stewardship of the
urban water cycle.

OUTCOME 03

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

OUTCOME 02

A compelling voice in
national policy
making.

2013

OUTCOME 01

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

New members

WSAA has recently welcomed private utilities as private utility members



WSAA's central functions



1. Collaboration

Working together on projects, sharing information between members



2. Advocacy

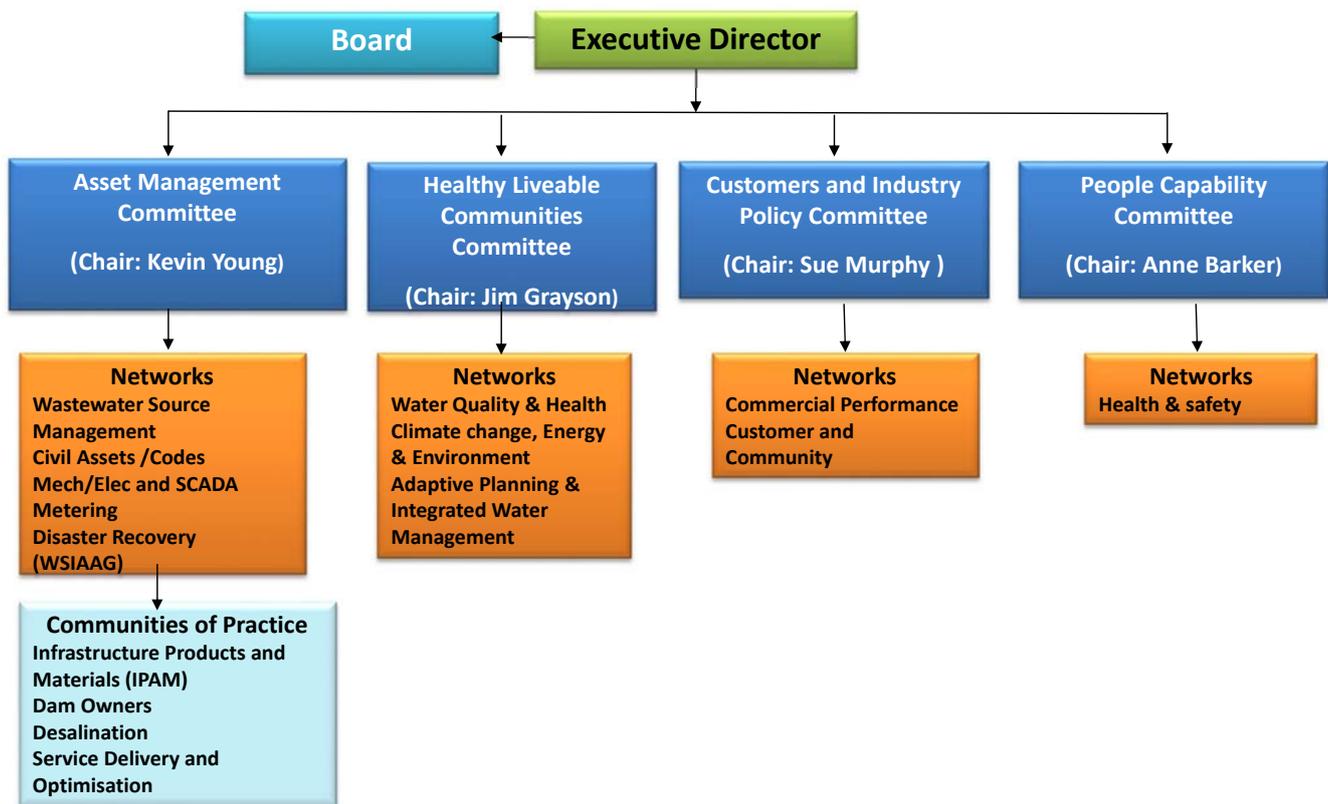
Submissions to inquiry's, influencing policy, representing industry needs at a national level



3. Innovation

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

WSAA's Committees and Structure



Urban water industry challenges - affordable services

What customers think of urban water



What they want!

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



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



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

IWA-WSAA

2012 Asset Management Performance Improvement Project
VOLUME 1 - DRAFT INDUSTRY REPORT
October 2012

MARCHMENT HILL consulting | GHD | CH2MHILL

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