



International
Water Association

A dynamic graphic of water splashing across the top half of the slide, with blue waves and bubbles. The background is a gradient of blue with abstract wave patterns.

On the pathway to water utilities mission Focus on Asset Management and Customer relations

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What is the
mission of a
water utility ?



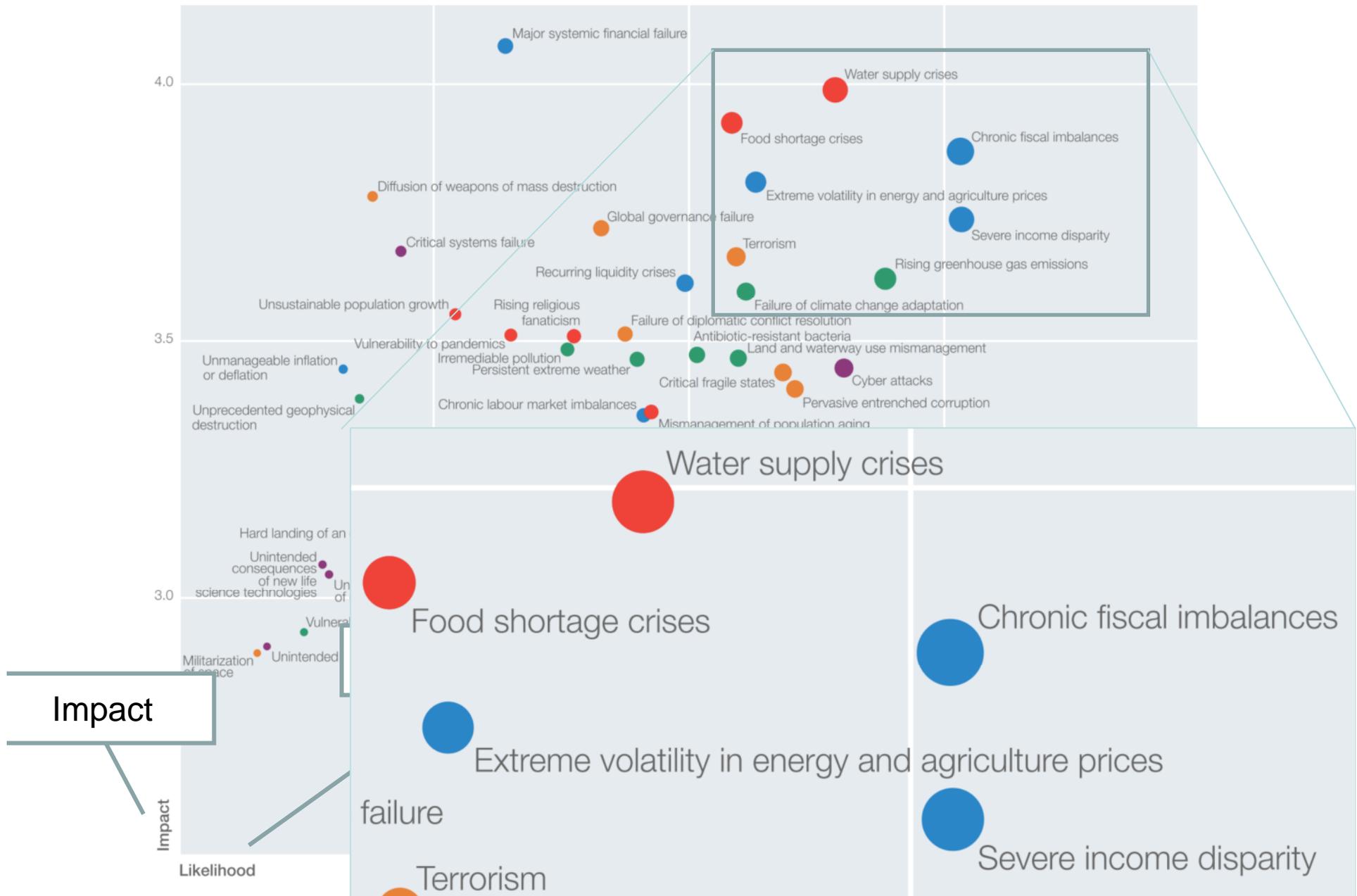


The big picture



Source: Global Risks 2012 - Seventh Edition, World Economic Forum

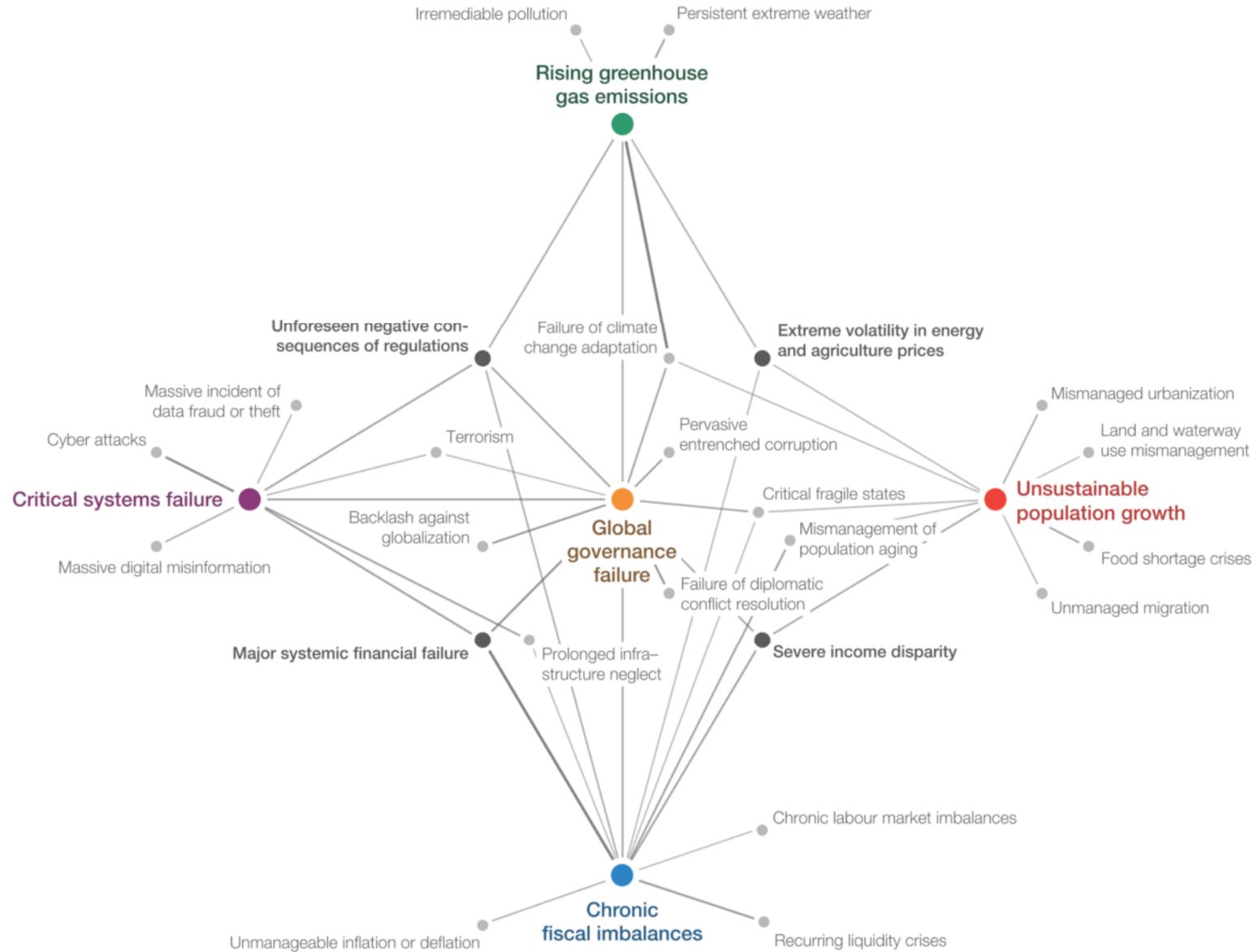
Figure 2: Global Risks Landscape 2012



Source: Global Risks 2012 - Seventh Edition, World Economic Forum

Figure 3: Global Risks Map 2012

Centers of gravity as focal points to guide strategic interventions





Yes, I see, but at the end of the day...



... my immediate problems are:

- Need for recovering the damaged systems
- Enhance reliability and resilience and reliability of existing systems
- Optimise capital and operational costs
- Ensure economic sustainability of the services





How to go from
Earth to earth?

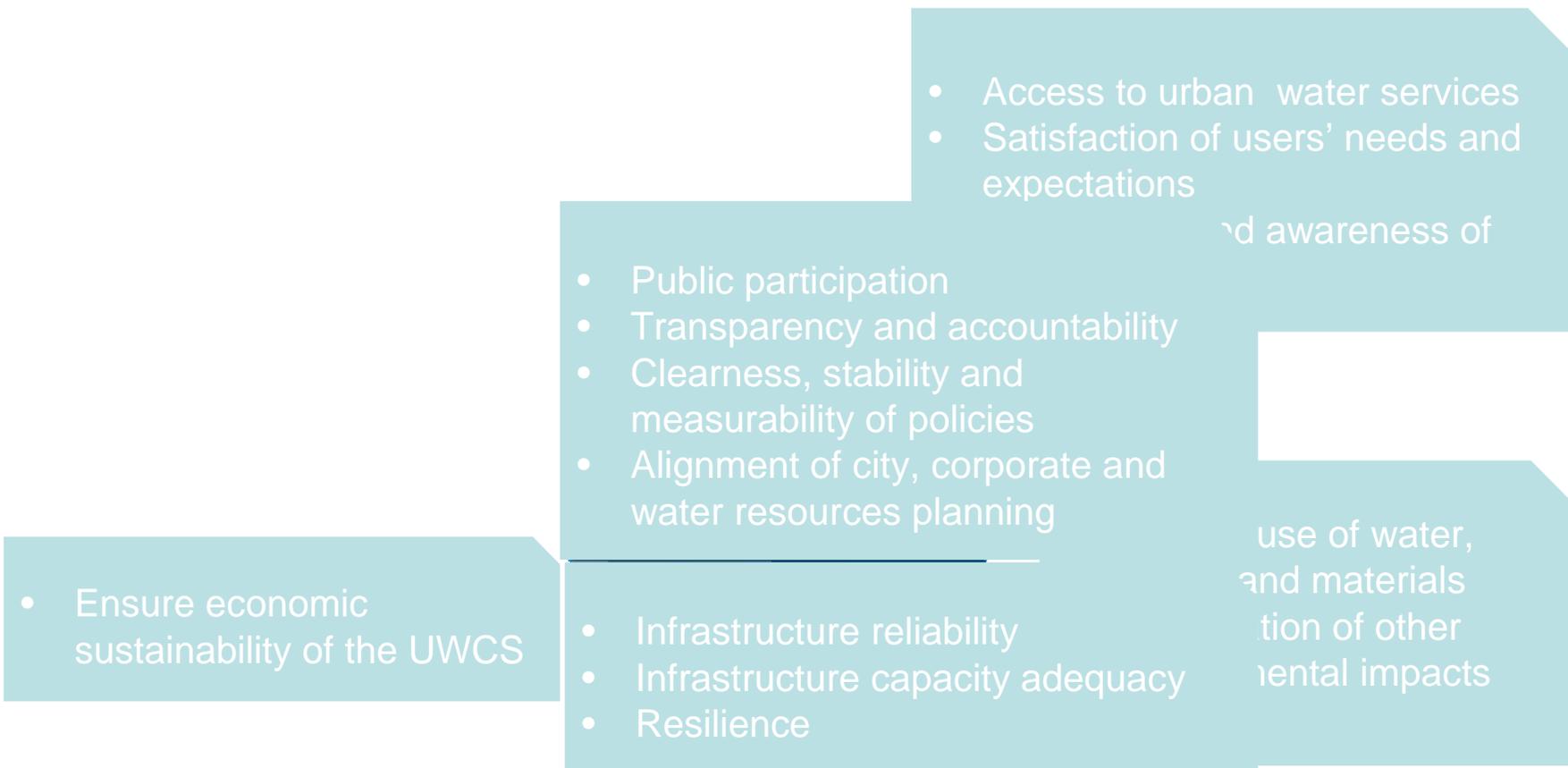


Aim of a water utility (ISO 24510)



- *to offer **services to everybody***
 - *in the area of responsibility of the utility*
- *to provide users with **continuous services***
 - *supply of drinking water*
 - *collection and treatment of wastewater*
- *under **economic and social** conditions that are **acceptable to the users and to the utility.***





Better, but at the end of the day...



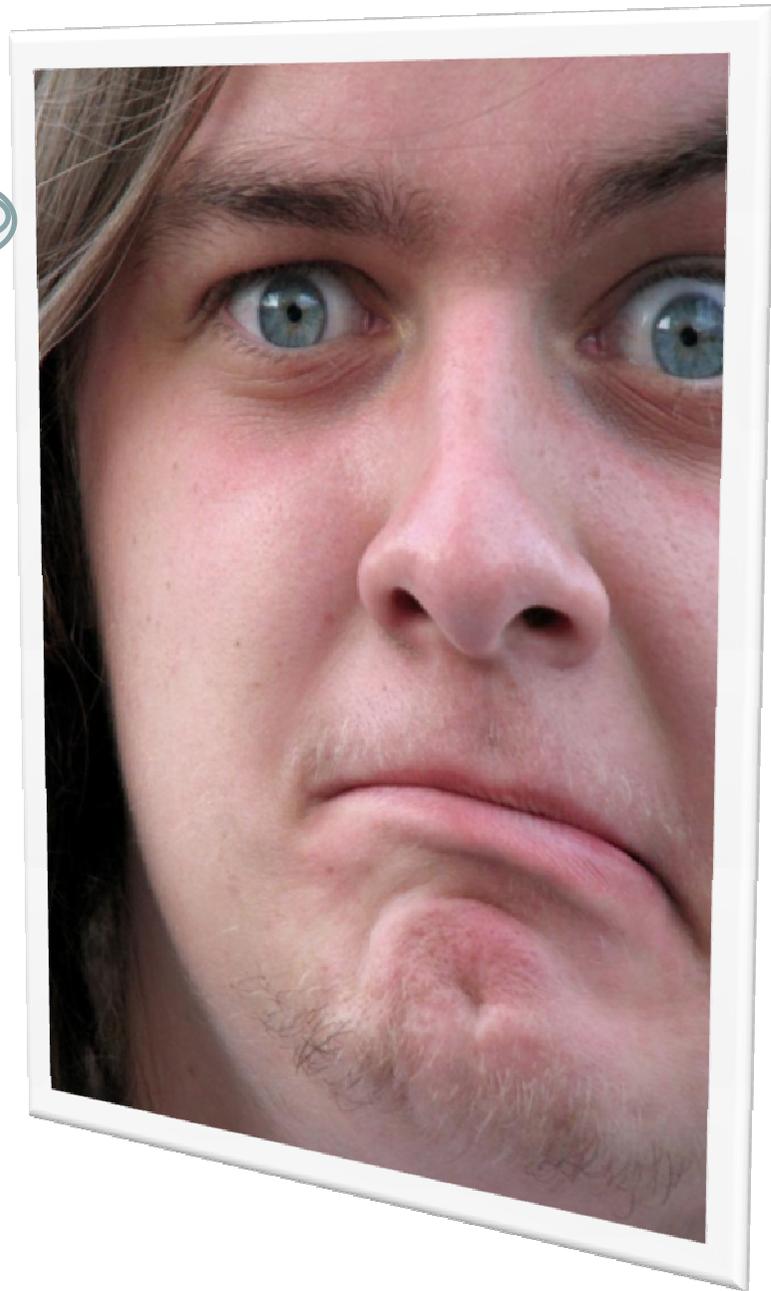
- How to manage my assets strategically?
- How to communicate with my customers so that they understand the actual financial needs to run water services sustainably and reliably?



Great deal! Just 3000 ¥ /
month for my mobile
phone plan!



What? You want my family to pay 20000 ¥ per year just for drinking water?



Better, but at the end of the day...



- How should I act?
- How can I prove that my decisions address the stated strategic objective?
- How can I assess the impact of my decisions and actions?



Infrastructure Asset Management?

Why & what ?



Why IAM ?



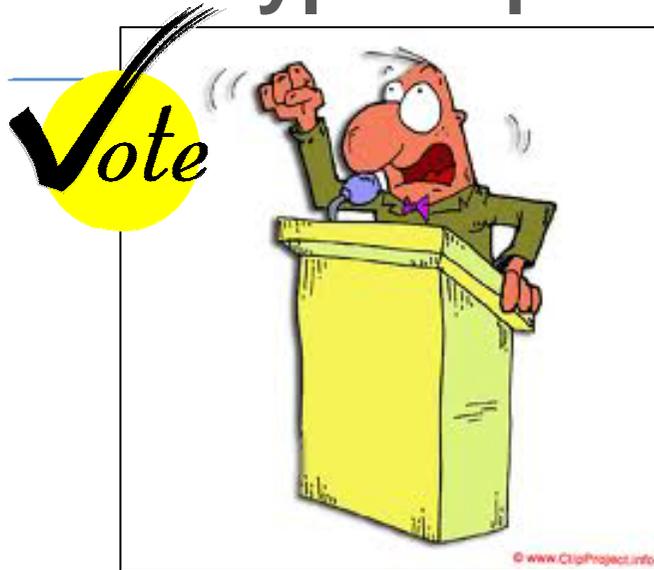
- Promote adequate levels of service
- Strengthen long-term service reliability
- Improve sustainable use of water and energy
- Manage service risk, taking into account users' needs and risk acceptance
- Extend service life of existing assets
- Improve investment and operational efficiency
- Justify investment priorities



And what is it?



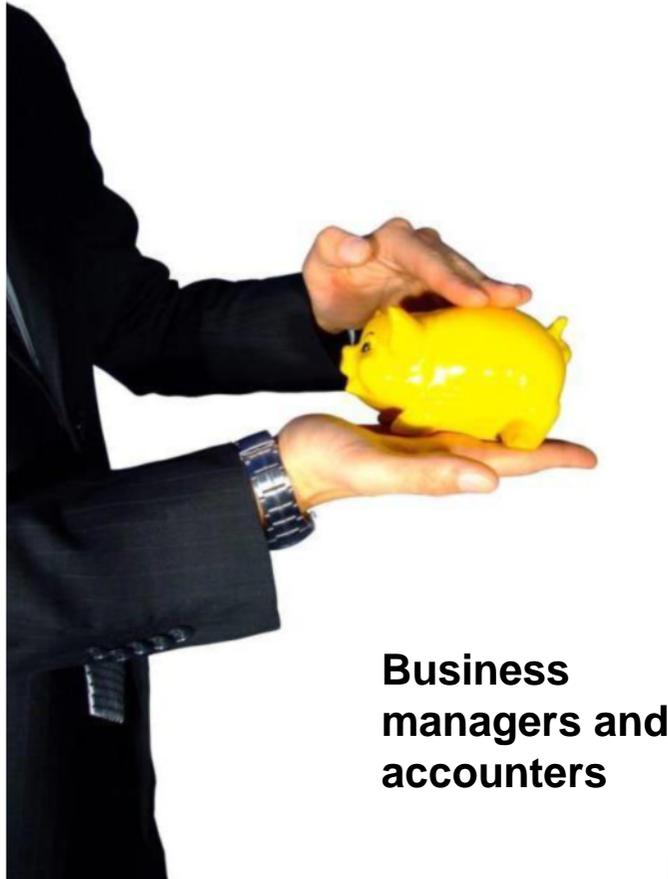
IAM – typical partial visions



Politicians

- Service coverage and quality
- Service affordability
- (buried assets, low visibility)



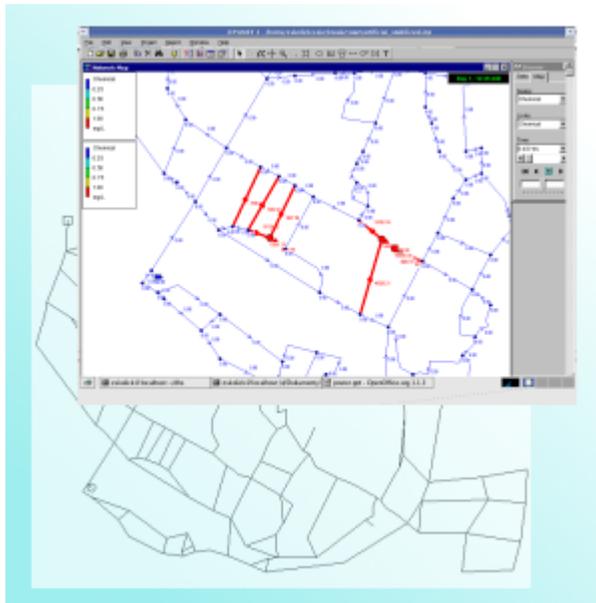


**Business
managers and
accountants**

- Service coverage and quality
- Service affordability
- (buried assets, low visibility)

- **Financial planning**
- **Business risk exposure**





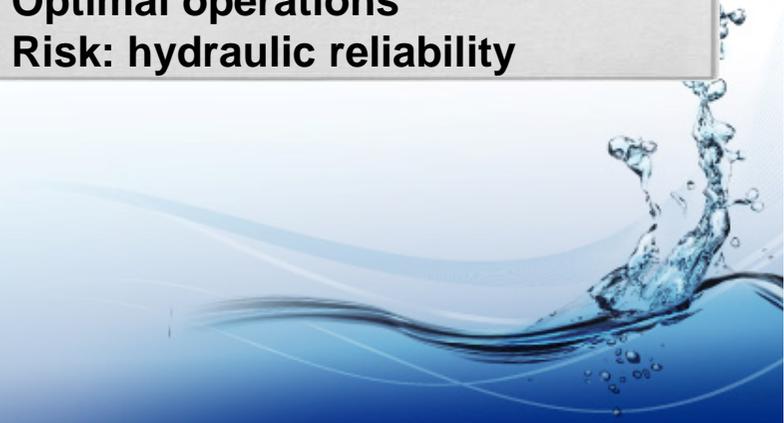
**Water
engineers**



- Service coverage and quality
- Service affordability
- (buried assets, low visibility)

- Financial planning
- Business risk exposure

- **Network analysis & design**
- **Master planning**
- **Construction**
- **Optimal operations**
- **Risk: hydraulic reliability**



- Service coverage and quality
- Service affordability
- (buried assets, low visibility)

- Financial planning
- Business risk exposure

- Network analysis & design
- Master planning
- Construction
- Optimal operations
- Risk: hydraulic reliability

- **Infrastructure = sum of individual assets**
- **Risk: condition-based**



Maintenance
engineers



IAM:

Key requirements for a successful approach



- Global views are adopted
- Users' needs and expectations are duly managed
- Alignment and feedback between decision levels are ensured (strategic/ tactical/ operational)
- IAM methods and decisions used adequately address the service needs, the indefinite life and the system behaviour of the water infrastructures



The IWA family



$$1 + 1 = 3$$



The IWA family



Yokohama, today and tomorrow:

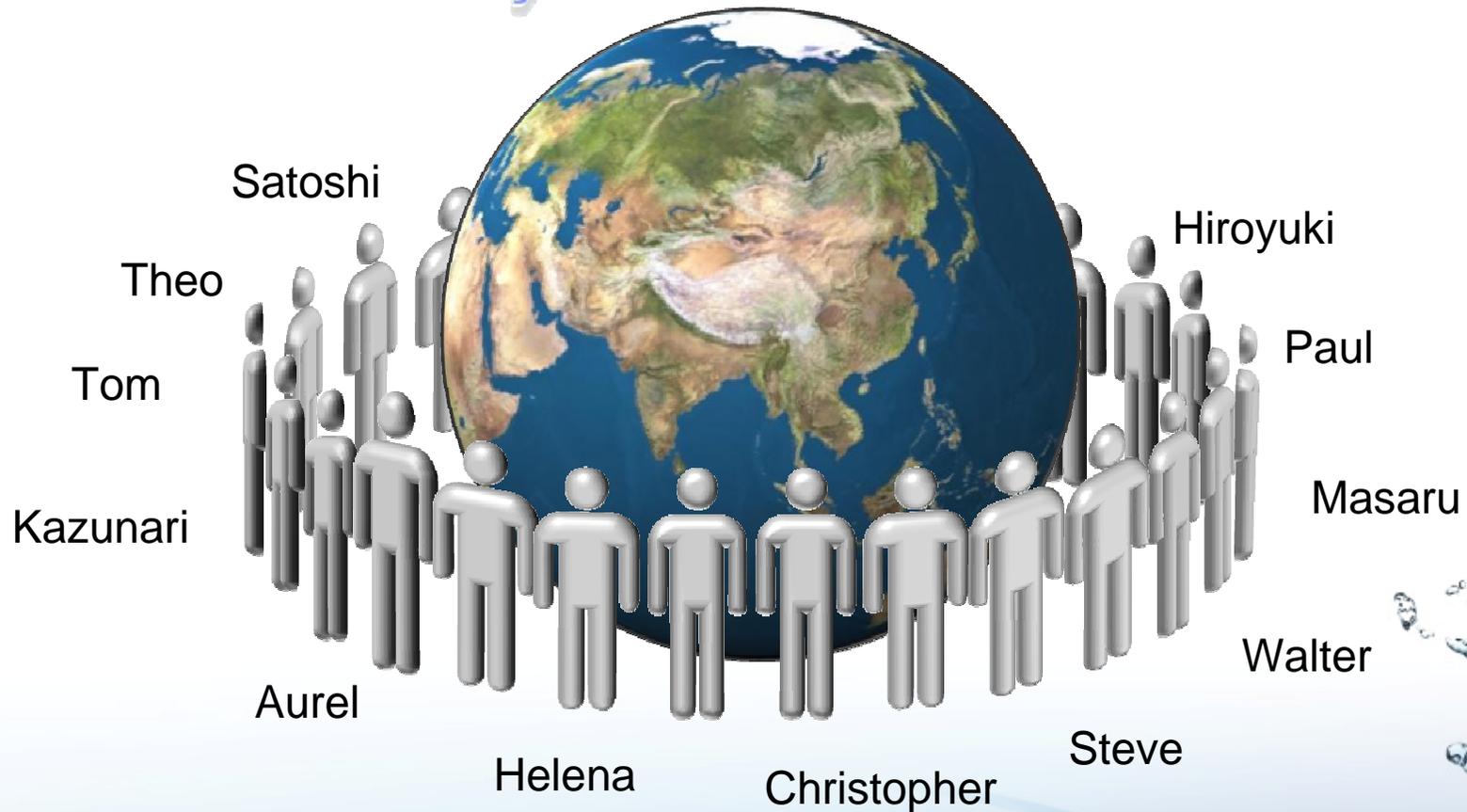
- **World perspectives and trends**
- **Case studies from Japan, Europe, America, Australia**
- **Panel discussion**

1 + 1 = 3





The IWA family



$$1 + 1 = 3$$

