







0830 - 1000	OPENING CEREMONY KEYNOTE SESSION Dr Adriana Marais Dr Alan Duffy	
1000 - 1045	MORNING TEA (EXHIBITION HALL)	
1045 - 1215	ROOM - M3	ROOM - M4
	Excellence in Operations & Asset Management	
	Network Optimisation 	Demand Management 
	P1/330 - WESTERN ADELAIDE WASTEWATER NETWORK UPGRADE: THE ISSUES FACING LARGE SEWER PROJECTS WITHIN A CAPITAL CITY John Skirrow, WSP	P7/194 - SYNTHETIC WEATHER GENERATOR TO SIMULATE DEMAND SCENARIOS Frank Spaninks, Sydney Water
	78 DEVELOPMENT AND PILOT OF WATER MAIN THIRD PARTY CONSEQUENCE MODEL Duncan Sinclair, South East Water David Kelly, Jacobs	313 ONLINE PLANNING TOOL FOR SUSTAINABLE WATER DEMAND MANAGEMENT Marion Derochet, Mott MacDonald Nasrine Tomasi, Mott MacDonald
	258 THE SMELL OF SUCCESS - ROSNY SEWER NETWORK ODOUR CONTROL OPTIMISATION James Benham, TasWater	424 IMPROVING UNDERSTANDING OF WATER DEMAND DRIVERS AND THE IMPLICATIONS FOR MEDIUM AND LONG-TERM FORECASTING Russell Beatty, HARC
11 CALCULATION OF ECONOMIC LEVEL OF LEAKAGE FOR UNITYWATER'S WATER SUPPLY NETWORK Ken Goraya, Unitywater	135 ENHANCEMENTS AND VALIDATION OF A DEMAND FORECAST TOOL FOR SOUTH AUSTRALIA WATER CORPORATION Alana Duncker, Stantec	
P2/204 - RAPID OPTIMISATION OF A WET- TO ALL-WEATHER PUMP STATION CONVERSION USING CFD MODELLING Eric Lemont, AECOM	P8/65 - EUROPEAN TECHNOLOGY PROVIDES LOWEST AERATION SYSTEM LIFECYCLE COST Michael Jakob, Parkson	
1215 - 1315	LUNCH (EXHIBITION HALL)	
1315 - 1515	ROOM - M3	ROOM - M4
	Water Network Monitoring 	Integrated & Strategic Planning 
	P3/342 - WHO'S WORKING ON YOUR PIPES? THE EVOLUTION OF NETWORK ACCESS Igor Jungic, Queensland Urban Utilities	P9/38 - HOSTALEN PP H2483 - A POLYPROPYLENE COPOLYMER WITH EXCEPTIONAL MECHANICAL PROPERTIES BALANCE BY HMC POLYMERS Dr. Andreas Neumann, HMC Polymers
	75 ADELAIDE CBD SMART WATER NETWORK Peter Seltikas, SA Water Dr Helen Edmonds, SA Water	ACCENT SPEAKER WILL WASTEWATER BE THE NEW BLACK? Prof Pascal Perez, SMART Infrastructure Facility, University of Wollongong
	144 AN INNOVATIVE WATER CONTROL ROOM FOR THE GOULBURN BROKEN CATCHMENT MANAGEMENT AUTHORITY Brian Jackson, Water Technology	335 PLANNING MELBOURNE WATER'S WATER, WASTEWATER AND STORMWATER NETWORKS FOR THE NEXT 50 YEARS Andy Chan, Melbourne Water Ryan Brotchie, GHD
	162 EYES IN THE NETWORK - HOW THE 'HYDRANT INSERTION DEVICE' ENABLES GREATER REALTIME MONITORING Greg Chalmers, CMP Consulting Group Henk Buchner, Verge Solutions	180 EFFECTIVE RENEWALS PLANNING PROCESS WITH ROBUST INVESTMENT PLANNING FOR TREATMENT OPERATING ASSETS IN SYDNEY WATER Nandu Marathe, Sydney Water Konrad Kempe, Sydney Water
	368 ONLINE WATER QUALITY MONITORING AND INSTRUMENTS - THE VOICE OF EXPERIENCE Professor Chris Chow, School of Natural and Built Environments - University of South Australia	139 BRINGING OUR ASSET MANAGEMENT PLANS INTO THE MAINSTREAM Aneurin Hughes, Logan Water Infrastructure Alliance
	P4/275 - DETERMINING POPULATION NUMBERS TO UPDATE DRINKING WATER QUALITY SAMPLING PROGRAMS Carlota Rodriguez, City West Water	P10/190 - INTEGRATED WASTEWATER SERVICING OVER THREE CATCHMENTS, SYDNEY, AUSTRALIA Django Seccombe, Sydney Water Phil Von Huben, ENSure Joint Venture
1515 - 1600	AFTERNOON TEA (EXHIBITION HALL)	
1600 - 1730	ROOM - M3	ROOM - M4
	Water Network Monitoring 	Environmental Management 
	P5/464 - TRIMBLE UNITY: SMART WATER MANAGEMENT Brad Dalton, SmartTech Australia	P11/265 - SIMULATING A CARP VIRUS RELEASE TO QUANTIFY THE IMPACT OF DECAYING FISH ON WATER QUALITY Joe Pera, WaterNSW
	108 LEAK DETECTION IN THE ADELAIDE CBD WATER NETWORK USING PERMANENT ACOUSTIC MONITORING Luke Dix, SA Water	211 SIMPLE MODELLING OF WATER QUALITY RISKS TO WATERWAYS FROM WASTEWATER DISCHARGES Dr Bonnie Bonneville, Jacobs
	196 MODELLING OF PRESSURE REDUCING VALVE (PRV) MODULATION IN RESPONSE TO TRANSIENT PRESSURES IN WATER SUPPLY SYSTEMS Rohan Naidu, AECOM	223 A MODIFIED QWASI MODEL FOR PREDICTING FATE AND TRANSPORT OF MICROPOLLUTANTS IN A WASTEWATER LAGOON Yufei Wang, RMIT University
	165 CRAIGIEBURN SEWAGE TRANSFER HUB - SERVICING GROWTH THROUGH INNOVATION AND COLLABORATION Paul Patrick, Yarra Valley Water Paul Luscombe, Jacobs	52 AN INNOVATIVE APPROACH TO VALUING ENVIRONMENTAL IMPACTS OF SEWAGE SPILLS Duncan Sinclair, South East Water Amelia French, CDM Smith
P6/442 - THE PRACTICAL USE OF ELECTRONIC SURVEILLANCE FOR PROTECTION OF DRINKING WATER SOURCES Jerome Douzich, Aroona Alliance	P12/411 - IMPROVING WATER QUALITY OFF NEWCASTLE'S BEACHES: THE BURWOOD BEACH WWTW UV DISINFECTION UPGRADE Julian Briggs, Aurecon	
1730 - 1830	HAPPY HOUR AT THE GENTRACK CLUB HOUSE IN EXHIBITION HALL	

MORNING TEA (EXHIBITION HALL)

ROOM - M2	ROOM - P1
Community Health & Wellbeing	Trends & Opportunities in Governance Policy, Regulation & Structure
Managing Public Health in the Regions	Trends in Governance and Policy Development in a Changing World
P13/307 - IMPROVING DRINKING WATER MANAGEMENT IN WALCHA NEW SOUTH WALES SUPPORTED BY REGULATION Tess Dawson, Walcha Council Tasleem Hasan, Viridis Consultants	P19/126 - GYMPIE REGION WATER BUSINESS UNIT JOURNEY TO 2020 Sayed Khan, Gympie Regional Council
158 COLLABORATIVE IMPLEMENTATION OF DRINKING WATER MANAGEMENT PLANS THROUGH WATER QUALITY COMMITTEE MEETINGS Lisa Procter, Hunter H2O	ACCENT SPEAKER HOW THE B CORP MOVEMENT IS REDEFINING SUCCESS IN BUSINESS Monica Bradley, B Lab Australia
255 UNDERSTANDING AND OPTIMISING DISINFECTION PERFORMANCE IN A WATER SUPPLY NETWORK - CASE STUDY OF THE GLADSTONE REGIONAL COUNCIL'S THREE SCHEME NETWORK Roger Crozier, Stantec Neels Kloppers, Gladstone Regional Council	193 STRATEGIC THINKING - SCENARIO PLANNING FOR AN UNCERTAIN FUTURE Marcia Dawson, Sydney Water Magnus Moglia, CSIRO
406 SUSTAINED IMPROVEMENT IN WATER QUALITY THROUGH APPLYING A PREVENTIVE RISK MANAGEMENT APPROACH Zenah Bradford-Hartke, NSW Health	476 DISRUPTORS AND MEGATRENDS; IDENTIFYING EXTERNAL FACTORS FOR THE MELBOURNE SEWERAGE STRATEGY 2018 Simon Fane, Institute for Sustainable Futures UTS Laura Prickett, Yarra Valley Water
P14/239 - A REVISED VICTORIAN CODE OF PRACTICE FOR FLUORIDATION OF DRINKING WATER SUPPLIES Gwynneth Rice, Beca	P20/290 - A RESILIENT WATER FUTURE FOR THE LOWER HUNTER REGION Emma Berry, Hunter Water

LUNCH (EXHIBITION HALL)

ROOM - M2	ROOM - P1
Securing Public Health	IWCM: How do we Pay for it & How do we Regulate it?
P15/402 - RESERVOIR MANAGEMENT - IT'S ALL ABOUT THE LITTLE THINGS Leah Sertorio, Queensland Urban Utilities	P21/319 - AUSTRALIA AND NEW ZEALAND NATIONAL WATER CONSUMER SURVEY INSIGHTS Myles Rogerson, Arup
260 A NEW APPROACH TO ASSESSING WATER QUALITY RISK - COMBINING BEST PRACTICE OPERATIONS AND HEALTH BASED TARGETS. Steve Westgate, TasWater Matthew Robertson, TasWater	229 HOW IS THE WATER SECTOR SUPPORTING AND CREATING SUSTAINABLE COMMUNITIES? Kevin Werksman, EY
325 PRACTICAL MONITORING AND AUTOMATED REPORTING ON HEALTH BASED TARGETS Phil Wootton, Allwater	413 SYSTEMS ANALYSIS AND BIG DATA REVEALS ECONOMIC EFFICIENCY OF SOLUTIONS AT MULTIPLE SCALES Professor Peter Coombes, Urban Watercycle Solutions
251 ATP. A TOOL FOR THE RAPID EVALUATION OF WATER QUALITY Benjamin Deeley, TasWater	358 THE PERILS AND PITFALLS OF INTEGRATED WATER MANAGEMENT PLANNING IN VICTORIA'S NATIONAL EMPLOYMENT AND INNOVATION CLUSTERS Simon Roberts, E2Designlab
153 HAVELOCK NORTH WATER SUPPLY 2016 OUTBREAK Andrew Watson, Beca Noel Roberts, Water New Zealand	324 EFFECTS BASED ASSESSMENT FRAMEWORK FOR MANAGEMENT OF WET WEATHER SEWER OVERFLOWS Frances Rutledge, Hunter Water
P16/403 - CHARACTERISATION OF NANOMATERIALS IN COMPLEX MATRICIES AT ENVIRONMENTALLY RELEVANT CONCENTRATIONS BY SINGLE-PARTICLE ICP-MS Dr Asa Jamting, National Measurement Institute	P22/163 - ESTUARY MODELLING FOR INTEGRATED PLANNING OF FIVE WWTWS IN THE HUNTER RIVER ESTUARY, NSW - A CASE STUDY (2015-19) Zoe Rogers, Hunter Water



AFTERNOON TEA (EXHIBITION HALL)

ROOM - M2	ROOM - P1
Emerging Contaminants	Getting Investment Right
P17/36 - MANAGING THE PFAS ISSUE Dr Peter Nadebaum, GHD	P23/376 - SOCIOECONOMIC IMPACTS OF THE MURRAY DARLING BASIN PLAN IN VICTORIA Jane Ryan, DELWP
7 ENGINEERED NANOMATERIALS AND POTABLE REUSE - SHOULD WE BE CONCERNED? Ian Law, IBL Solutions	208 DEVELOPMENT OF AN INVESTMENT OPTIMISATION AND PRIORITISATION MODEL INCORPORATING CUSTOMER, REGULATOR AND BUSINESS PREFERENCES Tanu Kaur, Jacobs Dr David Lynch, Jacobs
42 EMERGING CONTAMINANTS AND MICROPOLLUTANTS: WHAT IMPACT DO THEY HAVE ON OUR HEALTH AND WELLBEING? Gabby Butera, Arup	252 APPROACHES TO WATER REUSE PRICING - A REVIEW OF THE VICTORIAN EXPERIENCE UNDER PREMO V1 Rachel Watson, Institute for Sustainable Futures, UTS
218 OPTIONS AND CHALLENGES FOR PFAS REMOVAL IN WATER TREATMENT Dr Yaode Yan, Hunter H2O	115 AUSTRALIAN URBAN WATER RESEARCH - COSTS, BENEFITS AND A SMARTER FUNDING MODEL Peter Dillon, WGA Pty Ltd Neil Palmer, Tonkin Consulting
P18/103 - AN EVALUATION OF SAMPLING METHODS FOR EMERGING CONTAMINANTS USING A COMPUTATIONAL APPROACH Christine Close, RMIT University	P24/267 - BUILDING CUSTOMER PREFERENCES INTO ASSET MANAGEMENT DECISIONS Katherine Larkings, Icon Water


HAPPY HOUR AT THE GENTRACK CLUB HOUSE IN EXHIBITION HALL

0830 - 1000	OPENING CEREMONY KEYNOTE SESSION Dr Adriana Marais Dr Alan Duffy	
1000 - 1045	MORNING TEA (EXHIBITION HALL)	
1045 - 1215	<p>ROOM - P2</p> <p>Working with Customers</p> <p>Enhancing Customer Experience Through Transformation</p> <p>P25/309 ASSESSING ORGANISATIONAL MATURITY Libby Vojin, SA Water Lachlan McInnes, Nova Systems</p> <p>59 IS IT TIME FOR WATER UTILITIES TO RETHINK DIGITAL INNOVATION THROUGH A BUSINESS LENS? Stuart Hartley, EY</p> <p>189 SYDNEY WATER'S CUSTOMER HUB: TOWARDS AN ENHANCED CUSTOMER EXPERIENCE Darren Cash, Sydney Water</p> <p>471 MELBOURNE WATER DIGITAL CUSTOMER TRANSFORMATION Lee Quach, Melbourne Water Breeana Webster, Melbourne Water</p> <p>P26/68 - MURRAY IRRIGATION - MODERNISING THE SOUTHERN RIVERINA Michael Renehan, Murray Irrigation</p>	<p>ROOM - P3</p> <p>Global Perspectives</p> <p>Achieving SDGs</p> <p>P31/484 - TIPOTAPP - MOBILITY AND CLOUD APPS IN WATER MADE EASY Peter Wojciechowski, Collab IT Systems</p> <p>192 ONE SIZE DOESN'T FIT ALL: SCALING WATER SOLUTIONS TO ACHIEVE THE GLOBAL SUSTAINABLE DEVELOPMENT GOALS Shona Fitzgerald, Sydney Water</p> <p>227 BRIDGING THE GAP: BUILDING HUMAN RESOURCE CAPACITY IN CAMBODIA FOR SUSTAINABLE DEVELOPMENT IN WASH SECTOR Fatima Shehata, Center for Sustainable Water</p> <p>ACCENT SPEAKER AN INTRODUCTION TO SDG BONDS AND IMPLICATIONS FOR FINANCE IN THE WATER SECTOR Andrew Lawson, ANZ Bank</p>
1215 - 1315	LUNCH (EXHIBITION HALL)	
1315 - 1515	<p>ROOM - P2</p> <p>What does it mean to be Customer Centric? </p> <p>P27/80 - IMPROVING THE CUSTOMER EXPERIENCE, ONE SMALL GESTURE AT A TIME Helen Spencer, SA Water</p> <p>152 PERSONALISED & EMPATHETIC CUSTOMER MANAGEMENT - WHAT AUSTRALIAN WATER SECTOR CAN LEARN FROM GLOBAL EXPERIENCE Cassandra Hogan, KPMG</p> <p>382 YARRA VALLEY WATER CITIZENS' JURY David Snadden, Yarra Valley Water</p> <p>241 #CUSTOMERSFIRST: A LOVE STORY Sophea Eng, City West Water</p> <p>259 TASWATER'S APPROACH TO PUTTING CUSTOMERS AT THE HEART OF OUR LONG TERM STRATEGIC PLAN Eamon Sullivan, TasWater</p> <p>P28/332 - MACKAY SMART SEWERS - USING LOW COST REAL-TIME TECHNOLOGY FOR IMPROVED SEWER SYSTEM UNDERSTANDING Kylie Rogers, Mackay Regional Council</p>	<p>ROOM - P3</p> <p>International Experience of Innovative Investment </p> <p>P32/349 - NUTRIENT REMOVAL SEWAGE TREATMENT IN DEVELOPING COUNTRIES - BETTERING PUBLIC HEALTH AND THE ENVIRONMENT IN MANILA Brett Eaton, Cardno</p> <p>408 ASSESSING THE LONG TERM INVESTMENT NEEDS OF THE UK WATER INDUSTRY - ARE WE DOING ENOUGH? George Heywood, Servelec Technologies Luke Hart, Servelec Technologies</p> <p>118 INTERNATIONAL COLLABORATION TO EVALUATE THE COSTS AND BENEFITS OF WATER INFRASTRUCTURE INVESTMENTS IN THE PHILIPPINES Nick Clarke, Aither</p> <p>321 REDUCING WASTEWATER OVERFLOWS: A PRAGMATIC APPROACH TO OPTIMISE CAPITAL INVESTMENT IN CHRISTCHURCH Joel Wilson, WCS Engineering Bridget O'Brien, Christchurch City Council</p> <p>256 AN INNOVATION FRAMEWORK FOR THE PHILIPPINE WATER MARKET Monica Bennett, Isle Utilities Yang Villa, Isle Utilities</p> <p>P33/240 - INTRODUCING A WATER INNOVATION STRATEGY: A CHANGE THAT ADDS VALUE Bronwen Sharples, TasWater</p>
1515 - 1600	AFTERNOON TEA (EXHIBITION HALL)	
1600 - 1730	<p>ROOM - P2</p> <p>Are we Thinking about our Commercial Customers?</p> <p>P29/369 - THE JOURNEY TOWARD MEANINGFUL, CONTEMPORARY ENGAGEMENT Andrew Rose, GWMWater</p> <p>ACCENT SPEAKER WORKING WITH CUSTOMERS - AN INDUSTRY PERSPECTIVE Scott Edwards, Coca-Cola Amatil</p> <p>170 GROWING THE BAROSSA THROUGH CUSTOMER COLLABORATION Lynda Hamden, SA Water</p> <p>87 ADVANCING WATER CONSERVATION - CASE STUDIES FROM THE AUSTRALIAN MEAT PROCESSING CORPORATION Jane Gaffel, The Ecoefficiency Group</p> <p>P30/146 - HYDRONET RAINWATCH - FORECASTED, OBSERVED AND HISTORICAL WEATHER DATA AT YOUR FINGERTIPS Brian Jackson, Water Technology</p>	<p>ROOM - P3</p> <p>Water's Contribution to Energy Security </p> <p>P33/92 - ZEELUNG MEMBRANE AERATED BIOFILM REACTOR (MABR): AN INNOVATIVE AND ENERGY EFFICIENT NUTRIENT REMOVAL SOLUTION Sean Cohen, SUEZ</p> <p>323 REALISED RESULTS OF A 2.5 YEAR ENERGY OPTIMISATION INITIATIVE IMPLEMENTED AT 9 SEWAGE TREATMENT PLANTS Nicholas Collins, Stantec Michael Thomas, Unitywater</p> <p>296 THIRSTY ENERGY: INTEGRATED THINKING AND PLANNING REQUIRED TO SUSTAINABLY MANAGE THE WATER-ENERGY-CLIMATE NEXUS James Cullis, Aurecon</p> <p>297 LISMORE SEWAGE TREATMENT PLANT REALIZES AUSTRALIA'S FIRST COMMUNITY FUNDED, COUNCIL OWNED FLOATING SOLAR SYSTEM Geoff Fussell, Suntrix</p> <p>P35/187 - WWTP ENERGY EFFICIENCY BENCHMARKING CONFIRMS NEED FOR CONTINUOUS IMPROVEMENT Greg Appleby, Sydney Water George Charakos, Melbourne Water</p>
1730 - 1830	HAPPY HOUR AT THE GENTRACK CLUB HOUSE IN EXHIBITION HALL	

MORNING TEA (EXHIBITION HALL)

ROOM - PLAZA GALLERY	ROOM - P4 & P5	ROOM - SKY ROOM
Water Leaders Forum (Invite Only)	Workshop / Panel One	Emerging Water Leaders
Proudly Sponsored by: 		Proudly Sponsored by: 
	W The Water and Carbon Group Presents: WWTP SLUDGE CONVERSION FROM A WASTE PRODUCT TO A BENEFICIAL BIOSOLID - GLOBAL PERSPECTIVES, QLD TRIALS, LEGISLATION AND FUTURE USES (Refer to page 32 for more information)	WATER: COST VS VALUE (Refer to page 11 for more information)

LUNCH (EXHIBITION HALL)

ROOM - M1	ROOM - P4 & P5	ROOM - SKY ROOM
Workshop / Panel Two	Workshop / Panel Three	Emerging Water Leaders
		Proudly Sponsored by: 
W Yarra Valley Water Presents: YOU ARE WHAT YOU BUY - OPTIMISING SOCIAL VALUE THROUGH OUR SUPPLY CHAIN (Refer to page 33 for more information)	W Australian Water Association's Asset Management Specialist Network Presents: ORGANISATIONAL SUCCESS AND CUSTOMER OUTCOMES THROUGH A STRONG ASSET MANAGEMENT CULTURE (Refer to page 34 for more information)	WATER: COST VS VALUE (Refer to page 11 for more information)

AFTERNOON TEA (EXHIBITION HALL)

ROOM - M1	ROOM - P4 & P5	ROOM - SKY ROOM
Workshop / Panel Four	Workshop / Panel Five	Student Water Prize National Finalist Presentations
		DEFINING RISK-BASED ODOUR BUFFER ZONES FOR DARWIN'S WASTEWATER TREATMENT FACILITIES: ODOUR DISPERSION MODELLING AND FIELD OLFACTOMETRY Themeli Mousellis, Charles Darwin University
P CRC for Water Sensitive Cities Presents: IMPROVING LIVEABILITY AND PRODUCTIVITY OF AUSTRALIAN CITIES - HOW CAN THE WATER INDUSTRY INFLUENCE OUR RAPID URBAN DEVELOPMENT AND HELP TO DELIVER THIS DESIRABLE OUTCOME? (Refer to page 35 for more information)	W Australian Water Association & Australian Water Partnership Presents: WOMEN OF WATER (Refer to page 36 for more information)	INVESTIGATION OF BORE CONDITION ASSESSMENT METHODOLOGIES AND DETERMINATION OF REMAINING SERVICE LIFE Sean Ding, University of Western Australia & Water Corporation
		QUANTIFYING WASTEWATER DEWATERABILITY FOR IMPROVED WATER RECYCLING Samuel Skinner, The University of Melbourne
		ROBUST SENSOR TECHNOLOGIES COMBINED WITH SMART PREDICTIVE ANALYTICS FOR MODELLING CONCRETE CORROSION IN SEWERS Karthick Thiyagarajan, University of Technology Sydney
		SMART MONITORING FOR MICROBIAL RISK ASSESSMENT Sarah Aucote, Flinders University
		UNDERSTANDING THE ECOLOGICAL BASIS FOR HUMAN HEALTH RISKS ASSOCIATED WITH DRINKING WATER DRAWN FROM A SUB-TROPICAL FRESHWATER CATCHMENT Adam Rose, CQUniversity

HAPPY HOUR AT THE GENTRACK CLUB HOUSE IN EXHIBITION HALL