


8:30-10:00am									OPENING CEREMONY KEYNOTE ADDRESS								
10:00-10:45am									MORNING TEA								
STREAM 1		STREAM 2		STREAM 3		STREAM 4		STREAM 5		STREAM 6		STREAM 7		STREAM 8		STREAM 9	
EXCELLENCE IN OPERATIONS AND ASSET MANAGEMENT		EXCELLENCE IN OPERATIONS AND ASSET MANAGEMENT		BUILDING SUSTAINABLE CITIES AND THRIVING COMMUNITIES		BUILDING SUSTAINABLE CITIES AND THRIVING COMMUNITIES		OPPORTUNITIES AND CHALLENGES IN GOVERNANCE, POLICY, REGULATION AND STRUCTURE		ENGAGING & WORKING WITH CUSTOMERS		SERVICING & SUPPORTING RURAL, REMOTE AND REGIONAL AREAS		A SAFE, INCLUSIVE & INNOVATIVE WATER SECTOR		WATER LEADERS FORUM (INVITE ONLY) PROUDLY SPONSORED BY: 	
Sewer Condition & Rehabilitation		Environmental Compliance		Demand Forecasting & Supply		SDGs		Regulation & Pricing		Voice of the Customer		Pacific & Indigenous Water Resources		Innovative Culture			
189		96		412		27		382		232		ACCENT SPEAKER TO BE ANNOUNCED		271			
AVOIDING SPILLS - HOW TO SAFELY SHUT DOWN A PRESSURE SEWER NETWORK IN AN EMERGENCY Eamon Casey iota Services		UNDERSTANDING THE PROCESS DYNAMICS OF AN UNUSUAL HYBRID WWTP Flavia Steinauer GHD		A THIRST FOR WATER SAVINGS DRIVES NORTHERN TERRITORY UTILITY Doug van Gelder Esri Australia		RUBYANNA WWTP: A DEMONSTRATION OF SUSTAINABILITY AND A CATALYST FOR REGIONAL PROSPERITY Mark Newland Downer		THE FUTURE OF PRICE REGULATION - A FOCUS ON ENGAGEMENT AND SERVICE PERFORMANCE Tim White KPMG		INSIGHTS FROM CREATING A TRANSFORMATIONAL CUSTOMER STRATEGY Sean Hanrahan City West Water				DYNAMIC DASHBOARD: UNLOCKING THE POWER OF EMPLOYEE ENGAGEMENT Julien Anese Adelaide Services Alliance			
162		296		100		244		278		150				299			
SAPP2R - A TACTILE ROBOT FOR SAMPLING CONCRETE CORROSION DEPTH IN SEWER ACCESS POINTS Robert Ross Department of Engineering, La Trobe University Dean Barnett Intelligent Water Networks (IWN)		BEYOND COMPLIANCE: WHEN TREATED EFFLUENT QUALITY IS WITHIN LICENCE LIMITS YET CAUSES MATERIAL ENVIRONMENTAL HARM Daniel Livingston Hunter Water Corporation Margaret Balandin Hunter Water Corporation		MODELLING WESTERN AUSTRALIA'S FUTURE WATER DEMAND AND SUPPLIES Daniel Ferguson Department of Water and Environmental Regulation		PLANET, PEOPLE, PROSPERITY: TRACKING OUR JOURNEY TOWARDS SUSTAINABILITY Grace Rose-Miller Yarra Valley Water		INSIGHTS AND LESSONS FROM DEVELOPING A REGULATORY PRICE SUBMISSION UNDER THE PREMO FRAMEWORK Kanchana Karunaratna and Rob Nolan Marsden Jacob Associates		VOICE OF THE CUSTOMER: THE IMPORTANCE OF CUSTOMER INTIMACY & ORGANISATIONAL GROWTH Dawn Loh South East Water Pip Stocks BrandHook		TRANSFORMING OUR WORLD - INNOVATION INSPIRATION Emily Thomas City West Water					
450		247		455		58		351		77		35		328		WATER LEADERS FORUM	
REHABILITATION OF CENTURY OLD WILLIAMSTOWN OVOID BRICK MAIN SEWER - DESIGN CHALLENGES Malcolm Spears AECOM Chris Chan East MIEAust, CPEng, NER		JUGGLING WATER - A STORY OF A WASTEWATER SYSTEM Katherine Reid Allwater, SA Water Caroline Herman Allwater JV		IMPACT OF CLIMATE CHANGE ON WATER DEMAND Luther Uthayakumaran Sydney Water		BEYOND GOAL 6: DRIVING SUSTAINABILITY AT MELBOURNE WATER THROUGH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS Tim Rowan Melbourne Water		OVERCOMING THE CHALLENGING REGULATORY FRAMEWORK TO STOP ILLEGAL STORMWATER DISCHARGE INTO SEWER Peter Smith Queensland Urban Utilities		THE CUSTOMER OF THE FUTURE IN THE URBAN WATER INDUSTRY Cassandra Hogan KPMG Evelyn Rodrigues Water Services Association of Australia (WSAA)		DEVELOPING A SUSTAINABLE WATER FUTURE FOR THE TORRES STRAIT ISLANDS Samuel Koci Arup Tom Day Torres Strait Islands Regional Council		TOOLKIT FOR AN INNOVATION JOURNEY Anna Lundmark Hunter Water Corporation			
344		136		62		317		59		188		273		406			
INVESTIGATION ON THE CHARACTERISTICS OF CORROSION IN SEWER PIPES Paritosh Giri Macquarie University		SAFESWIM - OR TROUBLED WATERS? AUCKLAND'S SMART CUSTOMER ENGAGEMENT INITIATIVE Steve Couper Mott MacDonald		THE NEW NORMAL - WATER USE TRENDS IN SOUTH AUSTRALIA AFTER THE MILLENNIUM DROUGHT Michelle Irvine SA Water		TRANSFORMING IWM FOR ISM: HOW WATER AUTHORITIES CAN LEAD THE WAY TO ACHIEVE INTEGRATED SUSTAINABLE DEVELOPMENT Paul Satur Monash Sustainable Development Institute, Monash University		MANAGING ELECTRICITY PRICE VOLATILITY TO MEET CUSTOMER AND REGULATORY EXPECTATIONS Marcus Cruden Essential Services Commission Andrew Kremor Lower Murray Urban and Rural Waste Corporation		TOMORROW'S PEOPLE - TURNING MEGATRENDS INTO CUSTOMER NARRATIVES Corrina Mercure SA Water		THE WATER RESOURCE CHALLENGES FOR TWO INDIGENOUS COMMUNITIES IN AUSTRALIA AND THE PACIFIC Russell Beatty Hydrology and Risk Consulting		DIGITAL DISRUPTION CREATING CONNECTEDNESS OF CUSTOMERS, ASSETS AND EMPLOYEES Raymond Llave, Brinda Mohan and Anthony Finn Sydney Water			
206		300		418		470		258		6		186		331			
JUSTIFYING INNOVATION: IMPLEMENTATION OF WIDE-SCALE INTERNET ENABLED VACUUM SEWER MONITORING SYSTEM Utsuk Shah Beca		EXPLORE, RESCUE, PROTECT! STRATEGIES FOR SAFELY REFURBISHING INLET STRUCTURES AT WASTEWATER TREATMENT PLANTS THAT ARE DIFFICULT TO ISOLATE Joshua Plummer Hunter H2O		HOW BAD IS THE CURRENT DROUGHT IN NSW, AUSTRALIA? Mahmudul Haque WaterNSW		TASWATER UPGRADES 15 REGIONAL TOWN WATER SUPPLY SYSTEMS TO SUPPLY CUSTOMERS WITH SAFE POTABLE WATER Robert McKaige TasWater/KBR		BOTTOM UP SYSTEMS ANALYSIS OF MARKET MECHANISMS FOR PRICING WATER AND SEWAGE SERVICES Peter Coombes Urban Water Cycle Solutions		CREATING PARTNERSHIPS FOR SUSTAINABLE DEVELOPMENT THROUGH DELIBERATIVE ENGAGEMENT: DANDENONG CREEK COMMUNITY PANEL Sarah Watkins Melbourne Water		LOW ENERGY WASTE WATER COLLECTION AND TREATMENT SYSTEM FOR REMOTE AND DEVELOPING COMMUNITIES Jason Morris iota Services Peter Harbour Reedbed Technology		IMPROVING INTEGRATED URBAN WATER MANAGEMENT USING HUMAN CENTRED DESIGN Lachlan Guthrie RMIT			
12:15-1:15pm									LUNCH								



	STREAM 1	STREAM 2	STREAM 3	STREAM 4	STREAM 5	STREAM 6	STREAM 7	STREAM 8	STREAM 9	
	EXCELLENCE IN OPERATIONS AND ASSET MANAGEMENT	EXCELLENCE IN OPERATIONS AND ASSET MANAGEMENT	BUILDING SUSTAINABLE CITIES AND THRIVING COMMUNITIES	BUILDING SUSTAINABLE CITIES AND THRIVING COMMUNITIES	OPPORTUNITIES AND CHALLENGES IN GOVERNANCE, POLICY, REGULATION AND STRUCTURE	ENGAGING & WORKING WITH CUSTOMERS	SERVICING & SUPPORTING RURAL, REMOTE AND REGIONAL AREAS	STUDENT WATER PRIZE		
	Pipe Degradation & Cleaning	Piloting & Advanced Wastewater Treatment	Water Efficiency & Conservation	Water & Liveability	Planning in an Uncertain Future	Vulnerable Customers	Regional Health & Water Quality			
	428	201	145	106			146			
	MANAGING RISKS TO MAJOR PIPELINES USING SMART SENSOR NETWORK <i>Georgiana Anderson Sydney Water</i>	MEMBRANE BIOREACTOR: SINGLE DISINFECTION BARRIER FOR THE SEWAGE OF LOWOOD AND FERNVALE <i>Paul McPhee Queensland Urban Utilities</i>	AN ISO INTERNATIONAL STANDARD FOR WATER EFFICIENCY LABELLING TO SUPPORT SDG 6 <i>Carol Grossman Department of Agriculture and Water Resources</i>	PROTECTING AND ENHANCING THE CITY'S GREEN SPACES THROUGH INCREASED RECYCLED WATER USE AT THE GOLD COAST <i>Kevin Page City of Gold Coast</i>	TO BE CONFIRMED	CUSTOMER MOMENT <i>Speaker TBA</i>	THE SWARM BUOY TRIAL AT COLIBAN WATER - DETECTING ALGAE IN REAL TIME IN REMOTE LOCATIONS <i>TBA Veolia Australia and New Zealand</i>			
1:15-3:15pm	359	294	322	ACCENT SPEAKER TO BE ANNOUNCED	171	390	182	SWP01		
	TALKING DIRTY (WATER) - A JOURNEY TOWARDS IMPROVED DISCOLOURED WATER PERFORMANCE IN THE LOWER HUNTER <i>John Stanmore Hunter Water Corporation</i>	A PILOT SCALE EVALUATION OF MEMBRANE AERATED BIOFILM REACTOR (MABR) TECHNOLOGY FOR BNR PROCESS INTENSIFICATION <i>Alastair McNeil Black & Veatch Australia</i>	WATER EFFICIENCY - A LONG TERM PARTNERSHIP <i>Stephen Askew Hunter Water Corporation Adam Jones BMT</i>		GUIDING INTEGRATED URBAN AND WATER PLANNING <i>Chris Chesterfield CRC for Water Sensitive Cities</i>	REDUCING THE COST OF DEBT COLLECTION: A CASE STUDY IN HUMAN CENTRED DESIGN <i>Nitzan Cohen Yarra Valley Water</i>	GROUNDWATER CONTAMINATION, REMOTE COMMUNITIES AND INDIGENOUS HEALTH <i>Nina Hall School of Public Health at The University of Queensland</i>	CONTROLLING AND MONITORING ALGAE BLOOMS IN EFFLUENT STORAGE PONDS <i>Lindsay Stafford Gladstone Regional Council (QLD)</i>		
	400	210	411	52	337	293	241	SWP02		
	FASTER, MORE EFFICIENT WATER MAINS CLEANING AND DISINFECTION USING MOBILE OZONATION <i>Jason Brooks Grenof</i>	RESULTS AND LEARNINGS FROM PILOT TRIAL OF NEREDA® AEROBIC GRANULAR SLUDGE TECHNOLOGY AT SYDNEY WATER'S QUAKERS HILL WRP <i>Monita Naicker Aquatec Maxcon Pty Ltd</i>	WATER EFFICIENCY OPPORTUNITIES FOR MID-SIZED UTILITIES <i>Simon Fane Institute for Sustainable Futures</i>	LESSONS ON LIVEABILITY: URBAN WATER'S NEXT HORIZON? <i>Hannah Pexton Melbourne Water</i>	PLANNING URBAN WATER SYSTEM RESPONSES TO MEGA DROUGHT <i>Danielle Verdon-Kidd The University of Newcastle</i>	HOME VISITS PROGRAM FOR PENSIONERS IN DEBT <i>Vedah Panuccio and Anna Thomson Sydney Water</i>	ADDRESSING DRINKING WATER FLUORIDE LEVELS ON THE APY LANDS <i>Damian Mortimer SA Water</i>	IMPACTS OF HYBRID WATER SUPPLY SYSTEMS ON WATER RESOURCES AND INFRASTRUCTURE <i>Mukta Sapkota University of Melbourne (VIC)</i>		
	172	132	386	113	252	148	316	SWP03		
	GETTING THE CALCO CARBONIC BALANCE RIGHT TO PREVENT ASSET DEGRADATION AND IMPROVE AESTHETICS <i>Todd Lowe Allwater</i>	TAKING MAINSTREAM DEAMMONIFICATION OUT OF THE BOX AND INTO PRACTICE <i>Sandeep Sathyamoorthy Black & Veatch Australia</i>	USING AGENT BASED MODELLING TECHNIQUES TO UNDERSTAND AND PREDICT WATER CONSERVATION BEHAVIOURS <i>Magnus Moglia CSIRO Jonathan Dixon Sydney Water</i>	DELIVERING WATERWISE COMMUNITIES THROUGH LOCAL COUNCIL PARTNERSHIPS <i>Nadine Riethmuller Water Corporation</i>	LESSONS FROM THE FIRST VICTORIAN WATER SECTOR CLIMATE CHANGE ADAPTATION ACTION PLAN <i>Jill Fagan Department of Environment, Land, Water & Planning</i>	A UTILITY THAT VALUES DISABILITY - PROJECT WIDER WORLD <i>Dave Woodmore SA Water</i>	IMPROVING DRINKING WATER SAFETY IN REGIONAL NSW <i>Josh Tickell NSW Health</i>	RENEWABLE ENERGY REVERSE OSMOSIS DESALINATION IN A SMALL RURAL VILLAGE IN INDONESIA: CASE STUDY <i>Tom Wheeler Murdoch University (WA)</i>		
	362	308	234	204	149	237	SWP04			
TO BE CONFIRMED	SIDE-STREAM ANAMMOX SCALE-UP AT THE LUGGAGE POINT SEWER TREATMENT PLANT <i>Justin Todhunter Queensland Urban Utilities</i>	SMART RAINWATER FOR HOT WATER SYSTEM AT AQUAREVO <i>Ninad Dharmadhikari South East Water</i>	UNDERSTANDING THE ROLE OF THE WATER SECTOR IN URBAN GREENING AND LIVEABILITY: A COMPARISON OF AUSTRALIA, SPAIN, NETHERLANDS AND DENMARK <i>Dr Casey Furlong GHD and Centre for Urban Research, RMIT</i>	ECONOMIC EVALUATION AND DESIGN OF A DROUGHT WATER RESTRICTIONS FRAMEWORK FOR SOUTH EAST QUEENSLAND <i>Euan Morton Synergies Economic Consulting</i>	CHW CARE PROGRAMS FOR VULNERABLE AND ISOLATED CUSTOMERS <i>Bridget Folbigg and Kaye Bilston Central Highlands Water</i>	HEALTH-BASED TARGETS IN REGIONAL DRINKING WATER SUPPLIES <i>Glen Luscombe Viridis Consultants Morris Hamill Mareeba Shire Council</i>	THE ONSHORE INFLUENCE OF OFFSHORE FRESH GROUNDWATER <i>Andrew Knight Flinders University (SA)</i>			
212	32	320	84	377	358	284	SWP05			
DELIVERING WELLINGTON'S EMERGENCY WATER NETWORK <i>Ashley Rideout Cardno</i>	EASTERN TREATMENT PLANT DISSOLVED AIR FLOTATION THICKENING - OPTIMISING PERFORMANCE TO ENABLE GREATER CAPACITY <i>Mukundan Devadas Melbourne Water</i>	ICON WATER CUSTOMER METERING REVIEW <i>Guy Price Icon Water</i>	DRAINAGE FOR LIVEABILITY: A NEW PARTNERING APPROACH FOR ENHANCING OUR DRAINS <i>Suzanne Brown Water Corporation</i>	MULTI-OBJECTIVE OPTIMISATION TO MEET LEVELS OF SERVICE - FISH RIVER WATER SUPPLY SCHEME <i>Kandiah Mahadeva WaterNSW</i>	A DAY AT THE ZOO - ENGAGING CULTURALLY DIVERSE COMMUNITIES <i>Anushia Bleazby City West Water</i>	WATER DIVINER OF THE 21ST CENTURY - A CASE STUDY <i>Nicholas Bates Hunter Water Corporation</i>	NSW FINALIST TO BE ANNOUNCED 8 MARCH 2019 <i>*Session to continue through Afternoon Tea</i>			
3:15-4pm	AFTERNOON TEA									



	STREAM 1	STREAM 2	STREAM 3	STREAM 4	STREAM 5	STREAM 6	STREAM 7	STREAM 8	STREAM 9
4:00-5:30pm	WORKSHOP/ PANEL 1		WORKSHOP/ PANEL 2		WORKSHOP/ PANEL 3	WORKSHOP/ PANEL 4	WORKSHOP/ PANEL 5	WORKSHOP/ PANEL 6	WORKSHOP/ PANEL 7
5:30-6:30pm	HAPPY HOUR AT THE CLUB HOUSE IN EXHIBITION HALL								
							AWA AUSTRALIA-VIETNAM WATER UTILITY IMPROVEMENT PROGRAM WORKSHOP		