

AUSTRALIAN WATER

ASSOCIATION

ozwater'18

SUGGESTED ITINERARY

CUSTOMERS

This itinerary is perfect for professionals with an interest in enhancing the customer experience.

Monday, 7 May 2018

18.00 Arrive in Brisbane and attend the **welcome networking evening** at the Soleil Pool Bar, Rydges South Bank.

Tuesday, 8 May 2018

08.30 Hear from our **keynote speakers**, Dr Adriana Marais and Dr Alan Duffy as they **set the scene for evolution revolution**.

10.00 Grab some morning tea in the Exhibition Hall and continue to discuss and network with both Ozwater'18 delegates and exhibitors.

10.45 Customers are an important part of the water sector and at Ozwater'18 you can hear from a variety of presenters on all things customer related. Kicking it off is the Enhancing Customer Experience Through Transformation session. Hear **how water utilities are enhancing the customer experience** with presentations from Sydney Water, Melbourne Water, EY, Murray Irrigation, SA Water and Nova Systems.

12.15 Grab some lunch and head to the Queensland Urban Utilities Theatre to hear from our exhibitors on their innovative products and solutions.

13.15 We always hear about putting the customer first but what does that really mean? Head over to the What Does it Mean to be Customer Centric session to hear about **TasWater's Approach to Putting Customers at the Heart of our long term strategic plan** or City West Water's **#Customersfirst: a love story**.

15.15 Grab some afternoon tea in the Exhibition Hall and check out the poster display on your way down. Our poster display showcases over 90 presenters' research in a visual A1 display. You will also be able to download their poster and extended abstract.

16.00 Before heading to Happy Hour join the presenters for a session on **Are we thinking about our Commercial Customers?** During this session you will hear from one of our accent speakers, Scott Edwards from Coca-Cola Amatil on **Working with Customers – an Industry Perspective**, as well as from the Ecoefficiency Group on **Advancing Water Conservation – Case Studies from the Australian Meat Processing Corporation**.

17.30 **Happy Hour at the Club House** in the Ozwater Trade Exhibition is the perfect opportunity to network and unwind with your colleagues at the end of day one. *Included in Full Delegate and Tuesday Day Registration.*

Wednesday, 9 May 2018

08.30 In today's **keynote session**, we hear from Marita Cheng and Mark Pesce on **automation and humanity**.

10.00 Grab some morning tea in the Exhibition Hall and take some time to look at the innovations on display in the 'Innovation Hub'.

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10.45	Start your day hearing a real-life case from CRC for Water Sensitive Cities, Monash University about <i>Engaging Citizens in Water Sensitive City Transitions: Lessons from Bendigo Victoria</i> in the Building Water Smart Communities session.
12.15	Over lunch, recharge at one of our sponsored delegate lounges. They offer the perfect opportunity to continue networking with other industry professionals.
13.15	The Approaches to Improve the Customer Experience session is all about how you can ensure the customer experience is met. Hear about <i>The Real-World Pros and Pitfalls of Robocalling</i> and how <i>Complaints are a Gift ... a Fresh Approach to Complaint Management</i> .
15.15	Pick up some afternoon tea in the Exhibition Hall.
16.00	Hear about how you can track <i>Real Time Customer Complaints Mapping ... with Excel</i> in the Systems and Standardisations session.
18.30	The <i>Ozwater Gala Dinner and Australian Water Awards</i> is the highlight of the Ozwater social program. Tickets are only available to registered delegates. Book early via ozwater.org as this is a sell-out event.

Thursday, 10 May 2018

09.00	Ease into your day exploring the 250 exhibitors! The Ozwater'18 Trade Exhibition is the largest display of the latest water industry science, innovation, technology, products and services for all water professionals and associated industries.
10.30	Time for morning tea! If you've been meaning to check out the poster display now is your last chance to check out all 90 posters which cover everything from asset management, to drinking water regulations and how technology will be shaping the water experience in the future.
11.15	Join Queensland Urban Utilities in an interactive workshop all about the future and pick up some great strategic planning skills. Make sure you head to the <i>Facing an Uncertain Future with Scenarios and Dynamic Capabilities</i> workshop early to get the best seat in the room.
12.15	Grab some lunch in the Exhibition Hall and drop by the Aquademic Hub to see the great work universities are doing in water research.
13.45	Round off this year's Ozwater experience at the <i>final keynote session</i> which will teach you how to make the most of your personal and professional development. This will be followed by the Closing Ceremony.
15.45	Get in that last-minute networking with other delegates over closing drinks.

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