10:00-10:45am

**STREAM 5**
**OPPORTUNITIES AND CHALLENGES IN GOVERNANCE, POLICY, REGULATION AND STRUCTURE**

**STREAM 6**
**ENGAGING WITH CUSTOMERS**

**STREAM 7**
**SERVICING & SUPPORTING RURAL, REMOTE AND REGIONAL AREAS**

**STREAM 8**
**A SAFE, INCLUSIVE & INNOVATIVE WATER SECTOR**

**STREAM 9**
**WATER LEADERS FORUM (WHITE ONLY)**

**SESSIONS**

**P16/057**
**REGULATION TO PROTECT DRINKING WATER CATCHMENTS**

Helen Hughes - WaterNSW
Greg Grene - Seqwater

**P16/058**
**THE FUTURE OF PRICE REGULATION - A FOCUS ON ENGAGEMENT AND SERVICE PERFORMANCE**

Tim Shala – WSP

**P16/059**
**OVERCOMING THE CHALLENGING REGULATORY FRAMEWORK TO STOP ILLEGAL STORMWATER DISCHARGE INTO SEWER**

Peter Coombs – Queensland Urban Utilities

**P16/060**
**MANAGING ELECTRICITY PRICE VOLATILITY TO MEET CUSTOMER AND REGULATORY EXPECTATIONS**

Marcus Crudwick – Essential Services Commission
Andrew Kiernan – Lower Hunter Urban and Rural Water Corporation

**P16/061**
**CRITICAL INFRASTRUCTURE RESILIENCE IN SYDNEY WATERS WATER SUPPLY**

Matthew Schnelle – Sydney Water Corporation

**P16/062**
**QUANTIFYING INTEGRATED URBAN AND WATER PLANNING**

Chris Chestreid – CRC for Water Sensitive Cities

**P16/063**
**PLANNING URBAN WATER SYSTEM RESPONSES TO MEGA DROUGHT**

Danielle Verdon-Kidd – Unlocking Urban Water Solutions

**P16/064**
**LESSONS FROM THE FIRST VIETNAMESE WATER SECTOR CLIMATE CHANGE ADAPTATION ACTION PLAN**

Jill Hogan – Department of Environment, Land, Water & Planning

**P16/065**
**ECO-EVALUATION AND DESIGN OF A DROUGHT WATER RESTRICTIONS FRAMEWORK FOR SOUTH EAST QUEENSLAND**

Euan Morton – Syngeco Economic Consulting

**P16/066**
**MULTI-OBJECTIVE OPTIMISATION TO MEET LEVELS OF SERVICE - FISH RIVER WATER SUPPLY SCHEME**

Kandath Naveen – WaterNSW

**SESSIONS**

**P20/022**
**INSIGHTS FROM CREATING A TRANSFORMATIONAL CUSTOMER STRATEGY**

Sean Hannahian – City West Water

**P20/023**
**CERTS CUSTOMER UNFOLDING A DOUBTFUL ORGANISATIONAL HISTORY OF CHANGING GROWTH**

Jason Loff – South East Water

**P20/024**
**SUSTAINABLE WATER MANAGEMENT PLANNING IN THE TORRES STRAIT ISLANDS**

Pippa Douglas – Arts Council

**P20/025**
**MANAGING THE CHALLENGING FRAMEWORK TO STOP ILLEGAL STORMWATER DISCHARGE INTO SEWER**

Peter Coombs – Urban Water Cycle Solutions

**P20/026**
**CREATING PARTNERSHIPS FOR SUSTAINABLE DEVELOPMENT THROUGH DELIBERATIVE ENGAGEMENT: DAMENDEG CREEK COMMUNITY PANEL**

Sarah Welfare – Melbourne Water

**P20/027**
**LOW ENERGY WASTE WATER COLLECTION AND TREATMENT SYSTEM FOR REMOTE AND DEVELOPING COMMUNITIES**

Jason Morris – iota Services

**P20/028**
**CONTROLLING AND MONITORING ALGAE BLOOMS IN EFFLUENT STORAGE BODIES**

Lindley Stafford – Gladstone Regional Council (QLD)

**P20/029**
**THE SWARM BUDY TRIAL AT CULIBAN WATER - DETECTING ALGAE IN REAL-TIME IN WATERTOWNS**

Quantin Bechtel – Steve Austin and New Zealand

**P20/030**
**GROUNDWATER CONTAMINATION: REMOTE COMMUNITIES AND INDIGENOUS HEALTH: STARTING A NATIONAL CONVERSATION**

Nita Hall – School of Public Health, University of Queensland

**P20/031**
**IMPACTS OF HYDROB WASTE SUPPLY SYSTEMS ON WATER RESOURCES AND INFRASTRUCTURE**

Maria Sapakova – University of Melbourne (VICT)

**P20/032**
**HEAD-BASED TARGETS IN REGIONAL DRINKING WATER**

Glen Luscombe – Water Consultants

**P20/033**
**THE ONSHORE INFLUENCE OF OFFSHORE FRESHWATER GROUNDWATER**

Andrew Knight – Murdoch University (SA)

**P20/034**
**A DAY AT THE ZOO - ENGAGING CULTURALLY DIVERSE COMMUNITIES**

Beleza Bush – City West Water

**P20/035**
**AN INNOVATIVE GROUNDWATER INVESTIGATION OF THE HUNTER RIVER PALMERSHALL**

Nicholas Bates – Hunter Water Corporation

**P20/036**
**REAL-TIME MONITORING OF CYANOBACTERIA: VALIDATION OF FLOURESCENCE AS A TOOL FOR OPTIMISING TREATMENT PROCESSES**

Florece Cheu – UNISIN (VICT)

**SESSIONS**

**P28/021**
**ACCENT SPEAKER (REFER TO INSERT)**

**P28/022**
**DYNAMIC DASHBOARD: A WINDOW INTO EMPLOYED ENGAGEMENT**

Julian Annes – Adakale Services Alliance

**P28/023**
**TRANSFORMING OUR WORLD – INNOVATION INSPIRATION**

Emily Thomas – City West Water

**P28/024**
**JUSTIFYING INNOVATION: IMPLEMENTATION OF WIDE-SCALE MULTI-OBJECTIVE OPTIMISATION TO MEET LEVELS OF SERVICE – FISH**

Guy Price – Melbourne Water

**P28/025**
**THE CUSTOMER OF THE FUTURE IN THE URBAN WATER INDUSTRY**

Dr Bernadette Eckermann and Tom Lewis – SA Water

**P28/026**
**WATER LEADERS FORUM (WHITE ONLY)**

**P28/027**
**IMPROVING INTEGRATED URBAN AND WATER MANAGEMENT USING HUMAN CENTRED DESIGN**

Lachlan Guthrie – International Water Centre