




0830 - 1000	KEYNOTE SPEAKER SESSION   Mark Pesce   Marita Cheng	
1000 - 1045	MORNING TEA (EXHIBITION HALL)	
1045 - 1215	ROOM - M1	ROOM - M2
	Excellence in Operations & Asset Management	
	Biosolids 	
	<b>P36/160</b> - RECUPERATIVE THICKENING AT THE EASTERN TREATMENT PLANT: OPPORTUNITIES AND CHALLENGES Richard Lovett, Melbourne Water	<b>P42/429</b> - DISINFECTANT AND STRESS CRACK RESISTANT PE100 Jeroen Wassenaar, Genos
	<b>333</b> A HIDDEN GEM OR FOOLS GOLD: ADVANCED METHANE RECOVERY AT WASTEWATER TREATMENT PLANTS Mark Trickey, GHD   Jackie Moss, Melbourne Water	<b>370</b> A TARGETED APPROACH TO CONDITION ASSESSMENT OF SEWER RISING MAINS IN RESTRICTIVE ENVIRONMENTS Anna West, SMEC   Anton Bardak, SMEC   Dr Luke Menefy, SMEC
	<b>355</b> SLUDGE TREATMENT OPTIONS ANALYSIS: INTEGRATED ANALYSIS OF THERMAL HYDROLYSIS AND RECUPERATIVE THICKENING Richard Lovett, Melbourne Water	<b>46</b> APPLYING MODERN ASSESSMENT TECHNOLOGIES TO A HISTORIC WATER PUMPING STATION Rochelle Bosworth, Aurecon
<b>329</b> MICROALGAE BASED WASTEWATER TREATMENT AND MICROALGAE BIOMASS OPPORTUNITIES Andrew Ward, Queensland Urban Utilities	<b>238</b> ANALYSIS OF ASBESTOS CEMENT PIPELINES WITH ALTERNATIVE TECHNOLOGIES Dr Mason Erkelens, Detection Services	
<b>P37/23</b> - SHIFTING THE ENERGY BALANCE - DRIVING TOWARD ENERGY NEUTRAL WWTPS Sam Towndrow, Evoqua Water Technologies	<b>P43/37</b> - PRESSURE SEWER OPERATION AND MAINTENANCE EXPERIENCE - SUCCESS IN WHANGAREI, NEW ZEALAND Derek Lachut, Environment One Corporation	
1215 - 1315	LUNCH (EXHIBITION HALL)	
1315 - 1515	ROOM - M1	ROOM - M2
	Climate Risk 	
	<b>P38/430</b> - DECIDING ON RELEASES THROUGH GATED SPILLWAYS DURING MAJOR FLOODS - WHICH RISK IS TO BE TAKEN? Greg McMahon, GM McMAHON CONSULTANTS	<b>P44/84</b> - WATER ANALYTICS SUITE FOR WATER UTILITIES, CASE STUDY - INTELLIGENT ALARMING Dr Christian Michl, KISTERS
	<b>209</b> PROTECTING ONE OF SOUTH EAST QUEENSLAND'S MOST CRITICAL WATER SUPPLY ASSETS FROM CURRENT AND FUTURE CLIMATE RISK Cameron Wearing, Seqwater   Lee Foster, Seqwater	<b>274</b> DATA VISUALISATION - THE NEW CURRENCY OF THE WATER INDUSTRY Mark Rippon, TasWater
	<b>120</b> DEVELOPING AN ENERGY STRATEGY FOR QUEENSLAND URBAN UTILITIES Glen Taylor, Queensland Urban Utilities	<b>156</b> INTEGRATED DATA AND ASSET MANAGEMENT APPROACH IDENTIFIES OPTIMAL LEVEL OF DATA IMPROVING WATER SUPPLY EFFICIENCIES Edgar H Johnson, GHD
	<b>99</b> A NEW SOLUTION FOR REAL-TIME FLOOD INTELLIGENCE IN NSW Galen Lewis, MHL	<b>147</b> PIPELINE FAILURE DATA ANALYTICS AND PREDICTION Bin Liang, Data61   Gagneet Serai, Unitywater
	<b>483</b> DROUGHT RESPONSE PLANNING AND MAKING IT HAPPEN Dimitry Lynas, Seqwater   Jim Fear, Seqwater	<b>35</b> PRACTICAL WATER QUALITY FORECASTING IN DRINKING WATER SUPPLY STORAGE FOR OPERATIONAL DECISION MAKING Jason Antenucci, DHI Group
	<b>P39/416</b> - ESTABLISHING A DIFFUSER BENCHMARKING TRIAL, OUTCOMES FROM CLEAN AND DIRTY WATER TESTING OF NEW DIFFUSERSH Justin Watts, Monadelphous Engineering	<b>P45/437</b> - TRUE OR FALSE? - IN THIS SPACE, DATA MAY SOLVE THE MAZE - CONSUMPTION BEHAVIOUR ANALYSIS Israt Chowdhury, Seqwater   Phillip Chan, Seqwater   Mark Askins, Seqwater
1515 - 1600	AFTERNOON TEA (EXHIBITION HALL)	
1600 - 1730	ROOM - M1	ROOM - M2
	Energy Management 	
	<b>P40/417</b> - ADVANCED AERATION CONTROL: TUNING AERATION TO THE POLLUTION LOAD Caroline Herman, Allwater	<b>P46/60</b> - MAXIMISING ASSET PERFORMANCE IN A DIGITAL AND MORE SUSTAINABLE WORLD Simon Chan, EY
	<b>377</b> FLOATING SOLAR ARRAYS: POWERING OFF-THE-GRID WATER TREATMENT PLANTS OF THE FUTURE Nikhil Khuranar, GHD	<b>70</b> ASSET MAINTENANCE AND THE VERIFICATION OF DRINKING WATER ASSET INTEGRITY USING DRONES Andrea Clement, Seqwater
	<b>286</b> MAKING EVERY DROP COUNT - HARNESSING HYDROELECTRICITY FROM MELBOURNE'S WATER SUPPLY Ian Royston, Melbourne Water	<b>191</b> SEWER SCOUT - FLOATING DRONE 3D CONDITION ASSESSMENT OF SEWERS Steve Barclay, Sydney Water
	<b>472</b> DEVELOPMENT OF NOVEL SODIUM-ION BATTERIES FOR OPERATION OF SEWAGE PUMPING STATIONS: DETERMINING ENERGY REQUIREMENTS Dr Jonathan Knott, University of Wollongong   Dr Heriberto Bustamante, Sydney Water	<b>155</b> ROBOTIC PIPE PROBE TESTING FOR H2S CONCRETE DEGRADATION Robert Ross, La Trobe University   Dean Barnett, Western Water, IWN
<b>P41/404</b> - OPERATING IN A SPOT-PRICE ELECTRICITY MARKET: WE CAN ALL BENEFIT Dan Ford, Allwater	<b>P47/43</b> - PREDICTING THE CORROSION OF CAST IRON PIPES: PRACTICAL APPLICATION. Tony Wells, University of Newcastle	
1830 - 2300	Ozwater'18 GALA DINNER & AUSTRALIAN WATER AWARDS (TICKET REQUIRED)	

KEYNOTE SPEAKER SESSION | Mark Pesce | Marita Cheng

**MORNING TEA (EXHIBITION HALL)**

ROOM - P3	ROOM - P4 & P5
<b>Strengthening Communities</b>	<b>Inspiring Change, People &amp; Organisations in the Water Sector</b>
<b>Building Water Smart Communities</b>	<b>Skills of the Future</b>
<b>P48/444</b> - STRATEGIC APPLICATION OF CARBON AND ECOLOGICAL FOOTPRINT ACCOUNTING AT MELBOURNE WATER Christopher Dey, Areté Sustainability	<b>P54/28</b> - LEARNING ABOUT WATER FOR IRRIGATION, A CASE STUDY IN TASMANIA Melle Nikkels, Tasmanian Institute of Agriculture
<b>178</b> MORE THAN SEWAGE TREATMENT SERVICES - ADDING VALUE TO THE MALENY COMMUNITY Kylie Crouch, Unitywater   Ramraj Kulkarni, Unitywater   Scott Lowe, Unitywater	<b>ACCENT SPEAKER</b> PERSPECTIVES OF INTERNATIONAL BEST PRACTICE FOR PROMOTING ENGAGEMENT OF GIRLS IN STEM Sarah Chapman, Townsville State High School
<b>418</b> GREEN SQUARE WATER REUSE - IMPLEMENTING DECENTRALISED STORMWATER RECYCLING IN SYDNEY'S NEW TOWN CENTRE Ebony Heslop, City of Sydney	<b>89</b> WORKFORCE SKILLS OF THE FUTURE IN THE WATER SECTOR TO THE YEAR 2040 Dr Matt Pearce, KPMG   Peter Gee, WSAA
<b>312</b> ENGAGING CITIZENS IN WATER SENSITIVE CITY TRANSITIONS: LESSONS FROM BENDIGO, VICTORIA Alex Gunn, CRC for Water Sensitive Cities, Monash University   Emma Church, CRC for Water Sensitive Cities, Monash University	<b>IN CONVERSATION</b> IN CONVERSATION AND Q&A SESSION WITH, Sarah Chapman, Dr Matt Pearce & Peter Gee on 'SKILLS OF THE FUTURE'
<b>P49/195</b> - PARTNERING FOR SUCCESS: SUPPORTING SYDNEY'S GROWTH Mark Simister, Sydney Water   Geoff Shepherd, WSP	

**LUNCH (EXHIBITION HALL)**

ROOM - P3	ROOM - P4 & P5
<b>Cool, Green Cities</b>	<b>Inspiring Change</b>
<b>P50/400</b> - SEWER ODOUR AND CORROSION MITIGATION FOR THE ELANORA CATCHMENT Kara Mueller, City of Gold Coast	<b>P55/186</b> - TRANSFORMATION AND RESPONSIVENESS: BUILDING A CUSTOMER-FOCUSED UTILITY Peter Lemon, Sydney Water
<b>397</b> ADELAIDE AIRPORT HEAT REDUCTION Greg Ingleton, SA Water	<b>ACCENT SPEAKER</b> CHANGE IS HARD, RUNNING FROM IT IS EVEN HARDER Kerryn Fewster, Change2020
<b>356</b> FROM WASTELAND TO WATERWAY: WATERWAYS AS GREEN INFRASTRUCTURE Stuart Clevin, Alluvium Consulting	<b>151</b> DIGITAL MATURITY ROADMAP PROJECT Peter Gee, WSAA
<b>45</b> GREENING THE PIPELINE - RE-PURPOSING A HERITAGE LISTED ASSET TO ENHANCE COMMUNITY WELL-BEING David Howard, GHD	<b>389</b> BUILDING AN INNOVATION HUB TO INSPIRE A WORKFORCE AND ENGAGE A COMMUNITY Colin Chapman, Queensland Urban Utilities   Jason Dwyer, Queensland Urban Utilities
<b>34</b> THE GOPP GREEN GRID - MAKING SYDNEY'S NEW HEART COOLER AND GREENER Alan Hoban, Bligh Tanner   Phil Birtles, Sydney Water	<b>362</b> THAT'S MY WATER! CREATING A GENERATIONAL CHANGE IN COMMUNITY ATTITUDES Joel Spry, Power & Water Corporation
<b>P51/340</b> - LOW AERATION FOR IMPROVED NITROGEN REMOVAL AT WESTERN TREATMENT PLANT Aprilia Vellacott, Jacobs	<b>P56/188</b> - OLD KNOWLEDGE, NEW IDEAS: REVIVING SYDNEY WATER'S ENGINEERING COMMUNITY FOR BETTER CUSTOMER OUTCOMES Emily Ryan, Sydney Water

**AFTERNOON TEA (EXHIBITION HALL)**

ROOM - P3	ROOM - P4 & P5
<b>Demonstrating Value in Water Smart Cities</b>	<b>Systems &amp; Standardisations</b>
<b>P52/264</b> - THE BERRIGAN SOLUTION: IMPROVED IRRIGATION OUTCOMES IN THE SOUTHERN RIVERINA Jorge Luengas, Murray Irrigation   Greg Stevens, Ertech	<b>P57/482</b> - SUPPORTING CAPITAL INVESTMENT DECISIONS IN WATER DISTRIBUTION SYSTEMS THROUGH QUANTIFIED RISK MODELLING Darren Broad, Water Corporation
<b>248</b> TRANSITION TO WATER SENSITIVE CITIES - HOW ARE WE PROGRESSING? Kim Markwell, CRC for Water Sensitive Cities   Celeste Morgan, CRC for Water Sensitive Cities	<b>125</b> OVERLOADED - FLEET STANDARDISATION Simon Johnson, Queensland Urban Utilities
<b>224</b> BALLARAT CITY INTEGRATED WATER MANAGEMENT PLAN: A PROTOTYPE FOR URBAN AREAS AND REGIONAL CITIES John Frdelja, Central Highlands Water   Celeste Morgan, E2Designlab	<b>66</b> DEVELOPING AN ONLINE STRATEGIC ASSET MANAGEMENT PLAN: A TOOL FOR INSPIRING CHANGE AND COLLABORATION Nazrul Islam, Gippsland Water   Kristina Campbell, KPMG
<b>172</b> THRIVING COMMUNITIES - HOW CITY WEST WATER'S URBAN WATER STRATEGY IS DRIVING IMPROVED COMMUNITY HEALTH AND WELLBEING Elisa Hunter, City West Water	<b>62</b> REAL TIME CUSTOMER COMPLAINTS MAPPING ... WITH EXCEL Julien Anese, Allwater
<b>P53/140</b> - UNEARTHING THE PAST TO CHART THE FUTURE Troy Kasper, Logan City Council	<b>P58/289</b> - DEVELOPING CONTROL ROOM STAFF CAPABILITY TO DELIVER ON FUTURE STRATEGY Scott Northcott, Water Corporation

**Ozwater'18 GALA DINNER & AUSTRALIAN WATER AWARDS (TICKET REQUIRED)**

<b>0830 - 1000</b>	KEYNOTE SPEAKER SESSION   Mark Pesce   Marita Cheng	
<b>1000 - 1045</b>	<b>MORNING TEA (EXHIBITION HALL)</b>	
<b>1045 - 1215</b>	<b>ROOM - P2</b>	<b>ROOM - P1</b>
	<b>Working with Customers</b>	<b>Servicing &amp; Supporting Rural, Remote &amp; Regional Areas</b>
	<b>Next Generation Water Efficiency</b>	<b>Providing Wastewater Services</b>
	<b>P59/412</b> - THE COST OF CONSERVATISM Adam Pearce, WSP	<b>P65/396</b> - MANAGEMENT IS NOT A DIRTY WORD: UNLOCKING THE POTENTIAL OF DECENTRALISED WASTEWATER SYSTEMS Ben Asquith, Decentralised Water Consulting
	<b>428</b> NEXT GENERATION WATER EFFICIENCY: LOOKING OVER THE HORIZON Simon Fanes, Institute for Sustainable Futures	<b>337</b> SERVICING OF FRINGE DEVELOPMENTS THROUGH TEMPORARY WASTEWATER TREATMENT AND LAND IRRIGATIONS Tobias Chalmers, Calibre Group
	<b>185</b> WATERFIX® STRATA PROVIDES SAVINGS FOR CUSTOMERS IN HI-RISE TOWERS Andre Boerema, Sydney Water	<b>166</b> SEPTIC TANKS VERSES THE SEWER RENEWAL PROGRAM Jon Theobald, South East Water
	<b>327</b> YARRA VALLEY WATER COMMUNITY HOUSING RETROFIT PROGRAM Belinda Goodwin, Yarra Valley Water	<b>425</b> RIGHT TECHNOLOGY, SMART ASSET INVESTMENT FOR REMOTE REGIONAL COUNCIL SEWAGE TREATMENT PLANTS Bob Ma, Aquatec Maxcon   Terry Fagg, Western Downs Regional Council
	<b>P60/401</b> - THE WATER INTELLIGENCE SYSTEM Hamed Hashem Abadi, Collab IT Systems   Murray Leech, Collab IT Systems	<b>P66/295</b> - COST EFFECTIVE RETROFIT OF A CONVENTIONAL PACKAGED PLANT FOR IMPROVED PERFORMANCE Julian Tickle, Townsville Water
<b>1215 - 1315</b>	<b>LUNCH (EXHIBITION HALL)</b>	
<b>1315 - 1515</b>	<b>ROOM - P2</b>	<b>ROOM - P1</b>
	<b>Approaches to Improve the Customer Experience</b>	<b>Drinking Water Supply</b>
	<b>P61/415</b> - WET WEATHER OVERFLOWS - CAN THE CUSTOMER EXPERIENCE BE IMPROVED? Peter Smith, Queensland Urban Utilities	<b>P67/360</b> - UPGRADING TO A TREATED WATER SUPPLY - MORE THAN JUST TREATMENT Mark Ferguson, GWMWater
	<b>128</b> IMPROVING THE CUSTOMER EXPERIENCE TO DELIVER WORLD CLASS SERVICES FOR A BETTER LIFE Tania Davis, SA Water	<b>81</b> SECURING SAFE AND SUSTAINABLE DRINKING WATER SUPPLY IN REGIONAL COMMUNITIES UTILISING EDR TECHNOLOGY Jennine Finlayson, SUEZ
	<b>222</b> BUILDING A STORYBANK: HARNESSING THE POWER OF STORIES TO REACH CUSTOMERS AND COMMUNITIES Matilda Bowra, Foundry	<b>26</b> BATTLING BLACKWATER (DEALING WITH WATER QUALITY ISSUES ASSOCIATED WITH FLOOD WATERS) David Cook, SA Water   Greg Dworak, SA Water
	<b>88</b> COMPLAINTS ARE A GIFT...A FRESH APPROACH TO COMPLAINT MANAGEMENT. Rachael Neumann, SA Water	<b>86</b> AUTOMATED, RAPID MICROBIAL DETECTION SYSTEM FOR REMOTE TESTING OF E.COLI, COLIFORMS, AND ENTEROCOCCI BACTERIA Doug Wilton, Tecta-PDS
	<b>49</b> THE REAL WORLD PROS AND PITFALLS OF ROBOCALLING James Garriock, Insync   Keiran Smith, Hunter Water	<b>102</b> STRESS OR JOY? CLONCURRY, REGIONAL QUEENSLAND - WATER SUPPLY CHALLENGES AND CONTINUAL IMPROVEMENT Tasleem Hasan, Viridis Consultants
	<b>P62/73</b> - CUSTOMER JOURNEY MAPS INFLUENCE BUSINESS PROCESS CHANGE TO IMPROVE CUSTOMER EXPERIENCE Dave Woodmore, SA Water	<b>P68/280</b> - BARRIERS REGIONAL UTILITIES FACE IN MEETING STANDARDS OF SERVICE Geraldine Terada-Bellis, Viridis Consultants
<b>1515 - 1600</b>	<b>AFTERNOON TEA (EXHIBITION HALL)</b>	
<b>1600 - 1730</b>	<b>ROOM - P2</b>	<b>ROOM - P1</b>
	<b>Real Life Case Studies in Water Efficiency</b>	<b>Remote &amp; Off-Grid Solutions</b>
	<b>P63/359</b> - THE ECONOMIC INEFFICIENCY OF FIXED CHARGES FOR WATER SERVICES AND THE IMPLICATIONS FOR EFFICIENT WATER USE Nicholas Michael Smit, Kingspan	<b>P69/328</b> - FLOOD STUDY OF ADELAIDE RIVER FLOODPLAIN Kok Keng Tan, SMEC
	<b>421</b> WATER EFFICIENCY IN DEFENCE - FINDINGS SO FAR Adam Jones, BMT WBM   Helen O'Shaughnessy, Department of Defence	<b>116</b> EVOLVING THE IAKWE SPIRIT - PLANNING WATER SERVICES IN THE MARSHALL ISLANDS Kristina Hermens, Beca   Andrew Watson, Beca
	<b>254</b> MACKAY REGIONAL COUNCIL - LEAK DETECTION, DRIVING CUSTOMER BEHAVIOUR AND REDUCING COST TO SERVE Linda Roberts, Mackay Regional Council	<b>19</b> QUENCHING THE NEED FOR SAFE AND RELIABLE WATER IN REMOTE INDIGENOUS COMMUNITY Priyani Madan, Arup
	<b>372</b> LIVING WATER SMART IN DARWIN TO ACHIEVE FINANCIAL, SOCIAL AND ENVIRONMENTAL BENEFITS Jethro Laidlaw, Power and Water Corporation   Trevor Durling, Power and Water Corporation	<b>143</b> OFF GRID POWER SOLUTIONS FOR WATER CHLORINATION - CUTTING EDGE TECHNOLOGY IN THE CITY OF LOGAN Chris Pipe-Martin, Logan City Council   Reg Bailey, Logan Water Infrastructure Alliance
	<b>P64/431</b> - VICTORIAN DESALINATION PLANT - 2013 TO 2017 - A JOB WELL DONE Veronique Bonnelye, SUEZ	<b>P70/387</b> - BENDIGO GROUNDWATER PROJECT - A CASE STUDY IN COLLABORATION TO MITIGATE TIME CRITICAL ENVIRONMENTAL & PUBLIC AMENITY RISKS Mark Monaghan, GHD
<b>1830 - 2300</b>	<b>Ozwater'18 GALA DINNER &amp; AUSTRALIAN WATER AWARDS (TICKET REQUIRED)</b>	

KEYNOTE SPEAKER SESSION | Mark Pesce | Marita Cheng

**MORNING TEA (EXHIBITION HALL)**

**ROOM - M3**

**ROOM - M4**

**Policy Program**

**Workshop / Panel Six**



GROWTH: URBAN WATER CAN MEET THE CHALLENGE  
(Refer to page 14 for more information)

**W**

**Australian Water Association & Australian Water Partnership Presents:**  
VIETNAM - AUSTRALIA WATER UTILITY IMPROVEMENT  
PROGRAM OUTCOMES  
(Refer to page 37 for more information)

**LUNCH (EXHIBITION HALL)**

**ROOM - M3**

**ROOM - M4**

**Policy Program**

**Workshop / Panel Seven**



THE TRUST EQUATION  
(Refer to page 14 for more information)

**W**

**Institute for Sustainable Futures, UTS Presents:**  
LEARNING TO DANCE WITH SYSTEMS: BUILDING THE CASE FOR  
STRENGTHENING SYSTEMS THINKING AND PRACTICES  
(Refer to page 38 for more information)

**AFTERNOON TEA (EXHIBITION HALL)**

**ROOM - M3**

**ROOM - M4**

**Policy Program**

**Workshop / Panel Eight**



CLOSING THE GAP  
(Refer to page 15 for more information)

**P**

**Melbourne Water Presents:**  
MOVING TOWARDS A GENERATIVE SAFETY CULTURE  
ON A MAJOR CAPITAL WORKS PROGRAM  
(Part of the Industry Safety and Wellbeing Program)  
(Refer to page 39 for more information)

**Ozwater'18 GALA DINNER & AUSTRALIAN WATER AWARDS (TICKET REQUIRED)**