

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 wsp		BUILDING SUSTAINABLE CITIES AND THRIVING COMMUNITIES		OPPORTUNITIES AND CHALLENGES IN GOVERNANCE, POLICY, REGULATION AND STRUCTURE City West Water™		ENGAGING & WORKING WITH CUSTOMERS Gentrack		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		267		232				271			
AVOIDING SPILLS - HOW TO SAFELY SHUT DOWN A PRESSURE SEWER NETWORK IN AN EMERGENCY Eamon Casey <i>Iota Services</i>		UNDERSTANDING THE PROCESS DYNAMICS OF AN UNUSUAL HYBRID WWTP Flavia Steinauer <i>GHD</i>		A THIRST FOR WATER SAVINGS DRIVES NORTHERN TERRITORY UTILITY Doug van Gelder <i>Esri Australia</i>		RUBYANNA WWTP: A DEMONSTRATION OF SUSTAINABILITY AND A CATALYST FOR REGIONAL PROSPERITY Mark Newland <i>Downer</i>		REGULATION TO PROTECT DRINKING WATER CATCHMENTS Malcolm Hughes <i>Water NSW</i> Greg Greene <i>Seqwater</i>		INSIGHTS FROM CREATING A TRANSFORMATIONAL CUSTOMER STRATEGY Sean Hanrahan <i>City West Water</i>		ACCENT SPEAKER TO BE ANNOUNCED		DYNAMIC DASHBOARD: A WINDOW INTO EMPLOYEE ENGAGEMENT Julien Anese <i>Adelaide Services Alliance</i>			
162		296		100		244		382		150				299			
SAPP2R - A TACTILE ROBOT FOR SAMPLING CONCRETE CORROSION DEPTH IN SEWER ACCESS POINTS Robert Ross <i>Department of Engineering, La Trobe University</i> Dean Barnett <i>Intelligent Water Networks (IWN)</i>		BEYOND COMPLIANCE: WHEN TREATED EFFLUENT QUALITY IS WITHIN LICENCE LIMITS YET CAUSES MATERIAL ENVIRONMENTAL HARM Daniel Livingston and Margaret Balandin <i>Hunter Water Corporation</i>		MODELLING WESTERN AUSTRALIA'S FUTURE WATER DEMAND AND SUPPLIES Daniel Ferguson <i>Department of Water and Environmental Regulation</i>		PLANET, PEOPLE, PROSPERITY: TRACKING OUR JOURNEY TOWARDS SUSTAINABILITY Grace Rose-Miller <i>Yarra Valley Water</i>		THE FUTURE OF PRICE REGULATION - A FOCUS ON ENGAGEMENT AND SERVICE PERFORMANCE Tim White <i>KPMG</i>		VOICE OF THE CUSTOMER: THE IMPORTANCE OF CUSTOMER INTIMACY & ORGANISATIONAL GROWTH Dawn Loh <i>South East Water</i> Pip Stocks <i>BrandHook</i>				TRANSFORMING OUR WORLD - INNOVATION INSPIRATION Emily Thomas <i>City West Water</i>			
450		247		455		58		351		77		35		328			
REHABILITATION OF CENTURY OLD WILLIAMSTOWN OVOID BRICK MAIN SEWER - DESIGN CHALLENGES Malcolm Spears <i>AECOM</i>		JUGGLING WATER - A STORY OF A WASTEWATER SYSTEM Katherine Reid <i>Allwater, SA Water</i> Caroline Herman <i>Allwater JV</i>		IMPACT OF CLIMATE CHANGE ON WATER DEMAND Luther Uthayakumaran <i>Sydney Water</i>		BEYOND GOAL 6: DRIVING SUSTAINABILITY AT MELBOURNE WATER THROUGH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS Tim Rowan <i>Melbourne Water</i>		OVERCOMING THE CHALLENGING REGULATORY FRAMEWORK TO STOP ILLEGAL STORMWATER DISCHARGE INTO SEWER Peter Smith <i>Queensland Urban Utilities</i>		THE CUSTOMER OF THE FUTURE IN THE URBAN WATER INDUSTRY Cassandra Hogan <i>KPMG</i> Evelyn Rodrigues <i>Water Services Association of Australia (WSAA)</i>		DEVELOPING A SUSTAINABLE WATER FUTURE FOR THE TORRES STRAIT ISLANDS Priyani Madan <i>Arup</i> Tom Day <i>Torres Strait Islands Regional Council</i>		TOOLKIT FOR AN INNOVATION JOURNEY Anna Lundmark <i>Hunter Water Corporation</i>		WATER LEADERS FORUM	
344		136		62		317		59		188		273		193			
INVESTIGATION ON THE CHARACTERISTICS OF CORROSION IN SEWER PIPES Paritosh Giri <i>Macquarie University</i>		SAFESWIM - OR TROUBLED WATERS? AUCKLAND'S SMART CUSTOMER ENGAGEMENT INITIATIVE Steve Couper <i>Mott MacDonald</i> Dukessa Blackburn-Huettner <i>Auckland Council</i>		THE NEW NORMAL - WATER USE TRENDS IN SOUTH AUSTRALIA AFTER THE MILLENNIUM DROUGHT Michelle Irvine <i>SA Water</i>		TRANSFORMING IWM FOR ISM: HOW WATER AUTHORITIES CAN LEAD THE WAY TO ACHIEVE INTEGRATED SUSTAINABLE DEVELOPMENT Paul Satur <i>Monash Sustainable Development Institute, Monash University</i>		MANAGING ELECTRICITY PRICE VOLATILITY TO MEET CUSTOMER AND REGULATORY EXPECTATIONS Marcus Crudden <i>Essential Services Commission</i> Andrew Kremor <i>Lower Murray Urban and Rural Water Corporation</i>		TOMORROW'S PEOPLE - TURNING MEGATRENDS INTO CUSTOMER NARRATIVES Corrina Mercure <i>SA Water</i>		THE WATER RESOURCE CHALLENGES FOR TWO INDIGENOUS COMMUNITIES IN AUSTRALIA AND THE PACIFIC Russell Beatty <i>Hydrology and Risk Consulting</i>		BUILDING A BUSINESS OF THE FUTURE Dr Bernadette Eckermann <i>SA Water</i>			
206		300		418		470		258		6		186		331			
JUSTIFYING INNOVATION: IMPLEMENTATION OF WIDE-SCALE INTERNET ENABLED VACUUM SEWER MONITORING SYSTEM Utsuk Shah <i>Beca</i>		EXPLORE, RESCUE, PROTECT! STRATEGIES FOR SAFELY REFURBISHING INLET STRUCTURES AT WASTEWATER TREATMENT PLANTS THAT ARE DIFFICULT TO ISOLATE Joshua Plummer <i>Hunter H2O</i>		HOW BAD IS THE CURRENT DROUGHT IN NSW, AUSTRALIA? Mahmudul Haque <i>WaterNSW</i>		TASWATER UPGRADES 15 REGIONAL TOWN WATER SUPPLY SYSTEMS TO SUPPLY CUSTOMERS WITH SAFE POTABLE WATER Robert McKaige <i>TasWater/KBR</i>		BOTTOM UP SYSTEMS ANALYSIS OF MARKET MECHANISMS FOR PRICING WATER AND SEWAGE SERVICES Peter Coombes <i>Urban Water Cycle Solutions</i>		CREATING PARTNERSHIPS FOR SUSTAINABLE DEVELOPMENT THROUGH DELIBERATIVE ENGAGEMENT: DANDENONG CREEK COMMUNITY PANEL Sarah Watkins <i>Melbourne Water</i>		LOW ENERGY WASTE WATER COLLECTION AND TREATMENT SYSTEM FOR REMOTE AND DEVELOPING COMMUNITIES Jason Morris <i>Iota Services</i> Peter Harbour <i>Reedbed Technology</i>		IMPROVING INTEGRATED URBAN WATER MANAGEMENT USING HUMAN CENTRED DESIGN Lachlan Guthrie <i>International Water Centre</i>			
10:45am-12:15pm									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 wsp	BUILDING SUSTAINABLE CITIES AND THRIVING COMMUNITIES	OPPORTUNITIES AND CHALLENGES IN GOVERNANCE, POLICY, REGULATION AND STRUCTURE City West Water™	ENGAGING & WORKING WITH CUSTOMERS Gentrack	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	481		146	356	
	MANAGING RISKS TO MAJOR PIPELINES USING SMART SENSOR NETWORK Georgiana Anderson Sydney Water	MEMBRANE BIOREACTOR: SINGLE DISINFECTION BARRIER FOR THE SEWAGE OF LOWOOD AND FERNVALE Paul McPhee Queensland Urban Utilities	AN ISO INTERNATIONAL STANDARD FOR WATER EFFICIENCY LABELLING TO SUPPORT SDG 6 Carol Grossman Department of Agriculture and Water Resources	PROTECTING AND ENHANCING THE CITY'S GREEN SPACES THROUGH INCREASED RECYCLED WATER USE AT THE GOLD COAST Kevin Page City of Gold Coast	CRITICAL INFRASTRUCTURE RESILIENCE IN SYDNEY WATER'S WATER SUPPLY Matthew Schnelle Sydney Water Corporation	CUSTOMER MOMENT Speaker TBA	THE SWARM BUOY TRIAL AT COLIBAN WATER - DETECTING ALGAE IN REAL TIME IN REMOTE LOCATIONS Quentin Bechet Veolia Australia and New Zealand	EVALUATION OF CONCENTRATED ALGAL SYSTEMS THAT INTENSIFY NUTRIENT REMOVAL Matthew Kube RMIT University *Please note that this is a poster pitch presentation and is not part of the Student Water Prize	
	ACCENT SPEAKER USING PIPE CONDITION ASSESSMENTS AS A DECISION AID TO THE IMPLEMENTATION OF PREVENTIVE AND CURATIVE ACTIONS TO MITIGATE PROBLEMS FROM AGEING PIPES Benjamin Rabaud, PIPElab, SUEZ (ex France)	294	322	ACCENT SPEAKER TO BE ANNOUNCED	171	390	182	SWP01	
		A PILOT SCALE EVALUATION OF MEMBRANE AERATED BIOFILM REACTOR (MABR) TECHNOLOGY FOR BNR PROCESS INTENSIFICATION Alastair McNeil and Sandeep Sathyamoorthy Black & Veatch Australia	WATER EFFICIENCY - A LONG TERM PARTNERSHIP Stephen Askew Hunter Water Corporation Adam Jones BMT		GUIDING INTEGRATED URBAN AND WATER PLANNING Chris Chesterfield CRC for Water Sensitive Cities	REDUCING THE COST OF DEBT COLLECTION: A CASE STUDY IN HUMAN CENTRED DESIGN Nitzan Cohen Yarra Valley Water	GROUNDWATER CONTAMINATION, REMOTE COMMUNITIES AND INDIGENOUS HEALTH Nina Hall School of Public Health at The University of Queensland	CONTROLLING AND MONITORING ALGAE BLOOMS IN EFFLUENT STORAGE PONDS Lindsay Stafford Gladstone Regional Council (QLD)	
1:15-3:15pm	359	210	411	52	337	293	241	SWP02	
	TALKING DIRTY (WATER) - A JOURNEY TOWARDS IMPROVED DISCOLOURED WATER PERFORMANCE IN THE LOWER HUNTER John Stanmore Hunter Water Corporation	RESULTS AND LEARNINGS FROM PILOT TRIAL OF NEREDA® AEROBIC GRANULAR SLUDGE TECHNOLOGY AT SYDNEY WATER'S QUAKERS HILL WRP Monita Naicker Aquatec Maxcon	WATER EFFICIENCY OPPORTUNITIES FOR MID-SIZED UTILITIES Simon Fane Institute for Sustainable Futures	LESSONS ON LIVEABILITY: URBAN WATER'S NEXT HORIZON? Hannah Pexton Melbourne Water	PLANNING URBAN WATER SYSTEM RESPONSES TO MEGA DROUGHT Danielle Verdon-Kidd The University of Newcastle	HOME VISITS PROGRAM FOR PENSIONERS IN DEBT Vedah Panuccio and Anna Thomson Sydney Water	ADDRESSING DRINKING WATER FLUORIDE LEVELS ON THE APY LANDS Damian Mortimer SA Water	IMPACTS OF HYBRID WATER SUPPLY SYSTEMS ON WATER RESOURCES AND INFRASTRUCTURE Mukta Sapkota University of Melbourne (VIC)	DIRECTORS FORUM
	400	132	386	113	252	148	316	SWP03	
	FASTER, MORE EFFICIENT WATER MAINS CLEANING AND DISINFECTION USING MOBILE OZONATION Jason Brooks Grenof	TAKING MAINSTREAM DEAMMONIFICATION OUT OF THE BOX AND INTO PRACTICE Sandeep Sathyamoorthy Black & Veatch Australia	USING AGENT BASED MODELLING TECHNIQUES TO UNDERSTAND AND PREDICT WATER CONSERVATION BEHAVIOURS Magnus Moglia CSIRO Jonathan Dixon Sydney Water	DELIVERING WATERWISE COMMUNITIES THROUGH LOCAL COUNCIL PARTNERSHIPS Nadine Riethmuller Water Corporation	LESSONS FROM THE FIRST VICTORIAN WATER SECTOR CLIMATE CHANGE ADAPTATION ACTION PLAN Jill Fagan Department of Environment, Land, Water & Planning	MEETING THE NEEDS OF CUSTOMERS LIVING WITH DISABILITY LEADS TO BETTER SERVICES FOR ALL - PROJECT 'WIDER WORLD' Dave Woodmore SA Water	IMPROVING DRINKING WATER SAFETY IN REGIONAL NSW Josh Tickell NSW Health	RENEWABLE ENERGY REVERSE OSMOSIS DESALINATION IN A SMALL RURAL VILLAGE IN INDONESIA: CASE STUDY Tom Wheeler Murdoch University (WA)	
	172	362	308	234	204	149	237	SWP04	
	GETTING THE CALCO CARBONIC BALANCE RIGHT TO PREVENT ASSET DEGRADATION AND IMPROVE AESTHETICS Todd Lowe Allwater	SIDE-STREAM ANAMMOX SCALE-UP AT THE LUGGAGE POINT SEWER TREATMENT PLANT Justin Todhunter Queensland Urban Utilities	SMART RAINWATER FOR HOT WATER SYSTEM AT AQUAREVO Ninad Dharmadhikari South East Water	UNDERSTANDING THE ROLE OF THE WATER SECTOR IN URBAN GREENING AND LIVEABILITY: A COMPARISON OF AUSTRALIA, SPAIN, NETHERLANDS AND DENMARK Dr Casey Furlong GHD and Centre for Urban Research, RMIT	ECONOMIC EVALUATION AND DESIGN OF A DROUGHT WATER RESTRICTIONS FRAMEWORK FOR SOUTH EAST QUEENSLAND Euan Morton Synergies Economic Consulting	CHW CARE PROGRAMS FOR VULNERABLE AND ISOLATED CUSTOMERS Bridget Folbigg and Kaye Bilston Central Highlands Water	HEALTH-BASED TARGETS IN REGIONAL DRINKING WATER SUPPLIES Glen Luscombe Viridis Consultants Morris Hamill Mareeba Shire Council	THE ONSHORE INFLUENCE OF OFFSHORE FRESH GROUNDWATER Andrew Knight Flinders University (SA)	
		32	320	84	377	358	284	SWP05	
		EASTERN TREATMENT PLANT DISSOLVED AIR FLOTATION THICKENING - OPTIMISING PERFORMANCE TO ENABLE GREATER CAPACITY Jackie Moss Melbourne Water	ICON WATER CUSTOMER METERING REVIEW Guy Price Icon Water	DRAINAGE FOR LIVEABILITY: A NEW PARTNERING APPROACH FOR ENHANCING OUR DRAINS Nadine Riethmuller Water Corporation	MULTI-OBJECTIVE OPTIMISATION TO MEET LEVELS OF SERVICE - FISH RIVER WATER SUPPLY SCHEME Anushia Bleazby City West Water	A DAY AT THE ZOO - ENGAGING CULTURALLY DIVERSE COMMUNITIES Anushia Bleazby City West Water	AN INNOVATIVE GROUNDWATER INVESTIGATION OF THE HUNTER RIVER PALAEOVALLEY Nicholas Bates Hunter Water Corporation	REAL-TIME MONITORING OF CYANOBACTERIA: VALIDATION OF FLUOROMETERS AS A TOOL FOR OPTIMISING TREATMENT PROCESSES Florence Choo UNSW (NSW)	
3:15-4pm	AFTERNOON TEA								



	WORKSHOP 1	WORKSHOP 2	PANEL 3	WORKSHOP 4	PANEL 5	WORKSHOP 6	PANEL 7	WORKSHOP 8	WORKSHOP 9	PANEL 10
4:00-5:30pm	Water Services Association of Australia Presents: INDUSTRY COLLABORATION TO INCREASE INNOVATION FOR PIPE REHABILITATION	SDG Specialist Network and IWAA Present: IMPLEMENTING THE SUSTAINABLE DEVELOPMENT GOALS UNDER CLIMATE CHANGE: NEW PARTNERSHIPS FOR TRANSFORMATION	Water Quality Specialist Network Presents: DROUGHT, DELUGES AND DISINFECTION; MANAGING WATER QUALITY IN AN ENVIRONMENT OF CLIMATE CHANGE	South East Water and Intelligent Water Networks Present: OPPORTUNITIES FOR ARTIFICIAL INTELLIGENCE IN THE WATER INDUSTRY	University of Newcastle Presents: MICROPLASTICS - MEGAPROBLEM?	Thriving Communities Partnership Presents: INCLUSIVE OF ALL - HOW TO PROVIDE BETTER SERVICE AND SUPPORT FOR INDIVIDUALS WITH A COGNITIVE DISABILITY	Australian Water Association Presents: VIETNAM-AUSTRALIA WATER UTILITY IMPROVEMENT PROGRAM OUTCOMES AND LESSONS LEARNED	Water Research Australia Presents: THE FUTURE ROLE OF CATCHMENTS - ARE LIVEABILITY OUTCOMES ALIGNED TO PUBLIC HEALTH PROTECTION?	Melbourne Water Presents: CLIMATE CHANGE MITIGATION - MAKING A DIFFERENCE	<i>*This session will be hosted at The Wood Theatre in the Ozwater Exhibition Hall</i> Water Efficiency Specialist Network Presents: THE ILLUSION OF AVERAGES AND THE MISSED OPPORTUNITIES - THIS PANEL MIGHT CHANGE EVERYTHING YOU THOUGHT YOU KNEW ABOUT WATER EFFICIENCY
5:30-6:30pm	HAPPY HOUR AT THE CLUB HOUSE IN EXHIBITION HALL									