**Queensland Water Directorate (*qldwater*)** ***e-*flash**

**Information for Water Industry Managers and Practitioners in the Queensland Water Industry**

**(Issue #403– 23 August 2019)**

**1.   Annual Forum September 12 – Understanding and Exceeding Customer Expectations**

**2.   Job Opportunity in Southern Downs – Manager Water**

**3.   New Local Buy Chemical Supply arrangement – your feedback wanted**

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**1.  Annual Forum September 12 – Understanding and Exceeding Customer Expectations
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**Annual Forum September 12 –** **Understanding and Exceeding Customer Expectations**

The next topic leader for our industry roadmap planning workshop at Logan on September 12 as part of the ***qldwater*** Annual Forum is Ben Steel from Logan Water.

Ben will look to challenge our understanding of customer expectations as an industry to ensure that we’re able to deliver a positive and effective customer experience. Ben has been with Logan Water since 2012 following its reestablishment as a commercial business of Logan City Council and is currently facilitating a significant business transformation activity for Logan Water, including a realignment of its customer experience and service delivery models.

“The reality is that customer expectations are changing, other industries are moving with them and the Water Industry needs to respond.  Strengthening the experiences of our customers and renewing water utilities’ focus on ensuring customers are at the heart of everything we do is critical to ensuring the sustainability and success of water and wastewater service delivery. Water utilities across the globe are investing significant effort and attention into creating positive customer experiences to deliver greater power to the customer. Expectations carry over, and soon customer experience will be a baseline, not a differentiator. The customer of the future wants to be at the centre, meaning an industry shift from asset to people-centric mindset is needed.”

Feedback from members to date has highlighted our need as an industry to focus on the level of customer understanding of the services they receive, how to show customers the financial impacts of their behaviours including the longer-term capital cost associated with (for example) peak demand, and maintaining expected levels of service in smaller communities where costs simply cannot be recovered.

By participating in the workshop, you have the opportunity to explore these and other issues with your peers, and potentially influence industry policy and direction through the industry roadmap.

The day will include a series of workshop activities, with discussion introduced and supported by topic leaders and **qldwater** staff and our professional facilitator Lara Schlinker.

Register before August 28 to receive $100 off the registration cost for the ***qldwater*** Annual Forum – **places on the Technical Tour on 11 September are limited by bus size so ensure you register soon.**

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**2.  Job Opportunity in Southern Downs – Manager Water**

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Based in Queensland’s Southern Downs, and offering a strong economic foundation based on horticulture, agriculture, commerce, manufacturing and tourism, Warwick offers an exceptional work/life balance. Council is looking for a Manager Water who can both lead from the front and inspire by example. With an initial emphasis on developing effective asset management strategies and a safety focused culture, you will play an integral role in driving operational and cultural change initiatives while also managing and overseeing the effective delivery of water supplies and sewerage services across the region. To discuss further, please contact Rob Daly on 07 3211 9700 or view the advertisement: <https://www.seek.com.au/job/39682801?searchrequesttoken=1ca56aa3-8e70-4af5-b1ac-291eb8ca6144&type=standout>

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**3.  New Local Buy Chemical Supply arrangement – your feedback wanted**

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The Local Buy BUS250 Chemical Supply arrangement is due to expire on 31st August 2019.  There has been increased uptake of the existing arrangement in the last 6 months by a number of councils.

**Proposed Categories**

The following range of service Categories will be offered under this BUS277 arrangement based on discussions with councils and potential suppliers:

1. Drinking water treatment
2. Sewage treatment
3. Swimming pool treatment
4. Pest control
5. Associated chemical services
6. Associated chemical equipment

The categories are not exclusive, allowing Purchasers to obtain associated products and services which are not specifically listed.  Suggestions for additional scope have included:

* Equipment supply – storage tanks, dosing and pump units
* Training
* Telemetry
* Site Audits of chemical plant to check compliance with Aust Stds.

**Proposed Procurement Timeline**

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| --- | --- |
| Tender release: | Saturday 21 September 2019 |
| Tender Close: | Tuesday 15 October 2019 |
| Commencement of Contract: | 2 January 2020 |

Please contact Pat McCormack from Local Buy (pmccormack@localbuy.net.au, 0447 083 438 ) if you would like to provide input into the process.

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