

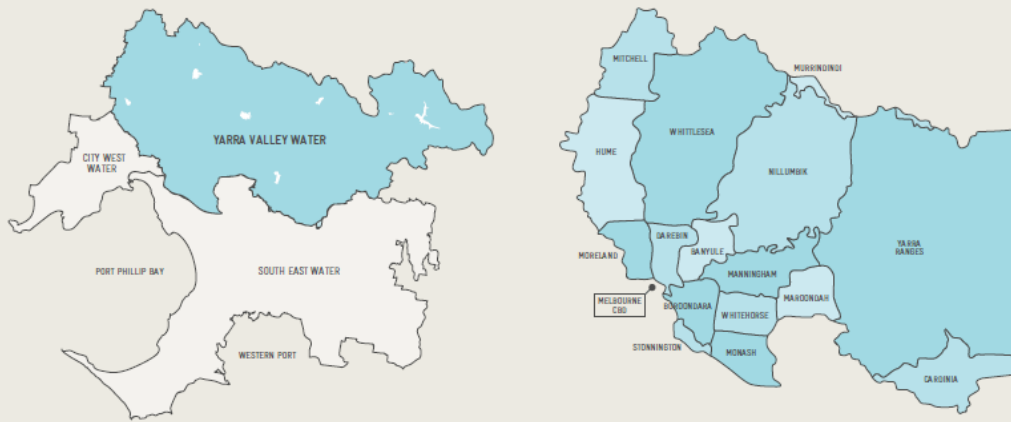


QUEENSLAND WATER

David Snadden: General Manager Strategy and Communication



ABOUT US



OUR ASSETS

9,449

km of sewer mains

9,743

km of water supply mains

142

water pressure
reducing stations

104

sewage
pumping stations

44

drinking water
supply tanks

76

water pumping
stations

9

sewage
treatment plants

KEY STATISTICS

1.8 million

population served

709,059

residential properties

52,718

business customers

9,851

new customers
in 2015-16

539

full time
equivalent staff

- Service just over 30% of Vic population
- Annual turnover \$1B, Assets \$4.2B
- 4,000 square kilometre service area
- 20,000km water and sewer mains
- 9 sewage treatment plants, 2 recycled water plants – (2 more in plan), 1 stormwater treatment plant
- 750,000 water meters
- 539 staff



OUR CUSTOMERS

- We serve 30% of the Victorian population
- Expected to grow by in excess of 500,000 people (25%) by 2036
- Culturally diverse population - 28% Language Other Than English (LOTE)
- VicHealth ratings for health and wellbeing in the community we serve are consistent with Victorian averages
- 87% of our customers believe there are good facilities and services in their area



SUPPORTING A DIVERSE COMMUNITY:

Customer led future

- 1 in 4 customers born overseas
- 10 multilingual consultants - 10,000 calls pa in Mandarin, Arabic, Greek and Cantonese
- CALD outreach through specialised media outlets and WaterCare Hub
- 99% of customers surveyed said that our LOTE service was better than any other similar service they use.

CUSTOMER VALUE PROPOSITION



- 94% of customers agree that YVW provides a reliable water service
- 89% of customers agree that YVW provides great drinking water
- 88% of customers agree that YVW provides a trouble free sewerage system
- 90% of customers say they are confident YVW will meet their needs now and in the future

A HIGH VOLUME SERVICE BUSINESS



3,000 telephone enquiries per day



35,000 land development & plumbing applications pa



60,000 maintenance jobs pa
Bursts, leaks, blockages.



Billing

3M Meter Reads

3.7M bills issued

4.3M payments processed

41,000 customers on instalments

OUR STAKEHOLDERS



Our stakeholders include:

- Our customers
- Government departments
- Regulators
- Community groups
- Water industry organisations
- Land developers
- Research organisations
- Community advocates

Engagement: 87% of stakeholders agree that we have elevated water industry performance.

WATER FOR VICTORIA: POLICY DIRECTION



Resilient and liveable cities and towns

- Cooler, Greener Cities
- Healthier Waterways
- Resilient Water Systems
- Reduced Flooding Risks
- Thriving Communities

CURRENT FOCUS

- Customers and the community at the center of everything we do
- Protecting the environment and enhancing Melbourne's liveability
- Developing partnerships to meet the challenges



WE ARE YARRA VALLEY WATER



OUR PURPOSE IS TO PROVIDE
EXEMPLARY WATER AND SANITATION
SERVICES THAT CONTRIBUTE TO THE
HEALTH AND WELLBEING OF CURRENT
AND FUTURE GENERATIONS.

WE PROVIDE
EXEMPLARY
SERVICE



WE WORK
IN HARMONY
WITH THE
ENVIRONMENT



WE SUPPORT
THRIVING
COMMUNITIES



THE WAY WE
WORK ENABLES
EXTRAORDINARY
PERFORMANCE



WE ARE
SAFE



WE MAKE
EVERY CENT
COUNT



CULTURE



PETER DRUCKER

eats strategy
for breakfast

CULTURE: WHY BOTHER?



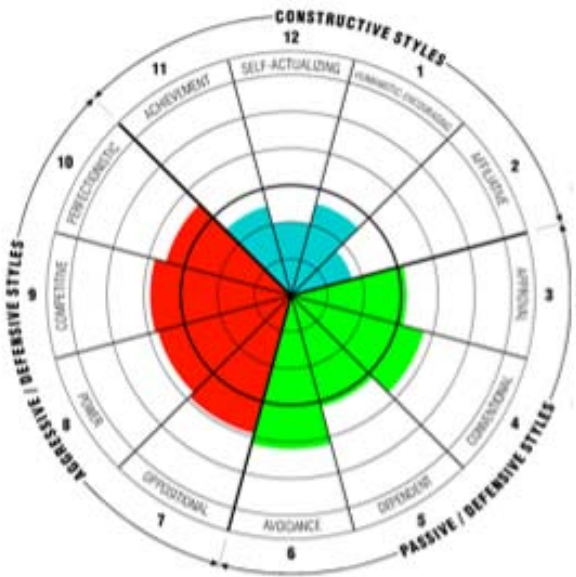
Gallup Research Report “Companies that invest in engaging staff and developing a positive culture have **27 %** higher profits, **50%** higher sales, **50%** higher customer loyalty, **38%** above-average productivity”

Harvard Business School report : “Businesses with high employee satisfaction show a 2:1 stock price improvement over competitors”

Aon Hewitt: “44% more employees are engaged, and twice as many employees will stay, in companies where culture is aligned with strategy”



MEASURING CULTURE & ENGAGEMENT



human
synergistics®
INTERNATIONAL

AON Hewitt



SAY: An engaged employee speaks positively about the company among co-workers, clients and his/her friends

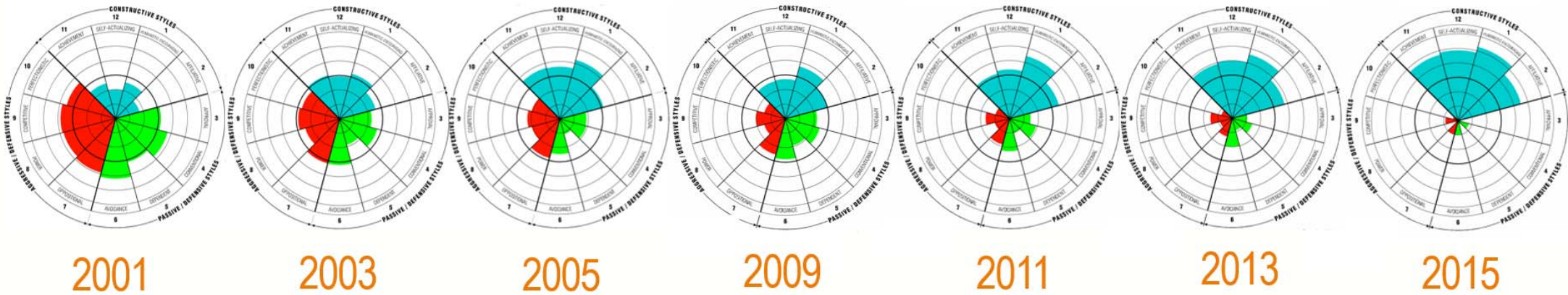


STAY: An engaged employee associates his/her future with the company



STRIVE: An engaged employee feels motivated to exert extra effort for the company

OCI RESULTS 2001 - 2015

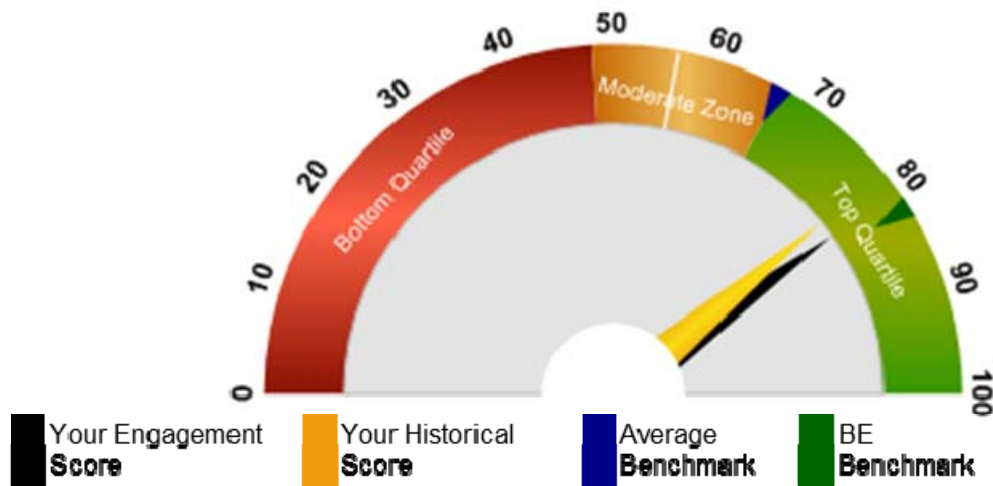


New Australian benchmarks set in:

- Role Clarity
- Customer Focus
- Employee Satisfaction

STAFF ENGAGEMENT

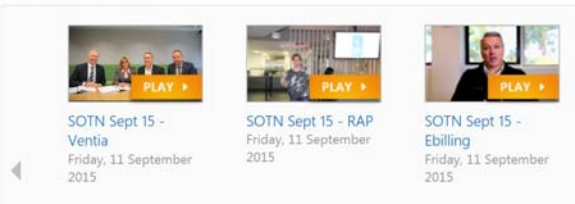
- Engagement score, 80%
(2% improvement since 2014) 94% response rate
- Strive: from 68.5% to 74.5%.
- 15% improvement in 'highly engaged' staff from 2014



LINE OF SIGHT



YVW Video Wall



96% staff alignment



MANAGER ACTION PACK



24 October 2014

SAFETY WEEK & PLEDGE WALL

Yarra Valley Water's Safety Week 2014 runs from 23-30 October. Over the course of the week several activities will take place to help build safety awareness. Please visit [The Source](#) for all details and encourage your teams to get involved.

As part of the Safety Week initiatives, The Safety Team has designed an engaging two week campaign called the "Pledge Wall" to help drive ownership of, and personal accountability for safety. The Pledge Wall also enables teams or individuals to reflect on the insights gained through the Safety Action Squads initiative.

ACTION: Please read the [pledge wall instruction pack](#) and brief your staff at your next meeting.

FACILITIES SECURITY

As you are aware the national terrorism security threat has been raised to 'High'. As an essential services provider, YVW now needs to ensure tighter security measures. Please talk to your staff about the following rules:

- 1) Please remember that visitors who have not been inducted must wear their name tag and be accompanied by a member of staff at all times.
- 2) Please only use your security pass to swipe yourself in — don't use your pass to let others into site (this includes the boom gates).
- 3) Please don't enter or exit the building through Reception. The front entrance is for visitors only.

STRATEGY UPDATE

You're invited to YVW's inaugural 2020 Strategy Update event.

When: Monday 24 November
Where: T rooms
Who: All YVW employees

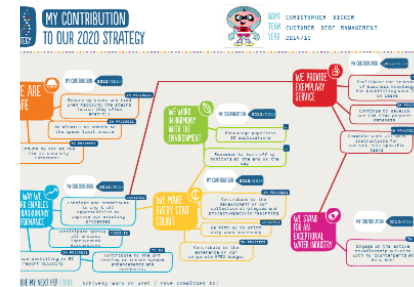
At this event you will:

- Learn more about our progress towards achieving our 2020 Strategy goals
- Explore our current top priorities and key initiatives
- Hear from YVW's leaders.

On the Agenda:

- Structure changes explained - Strategy Dashboard launched - Customer Self Service progress update - Northern Growth Strategy explained - Waste to Energy construction begins - and more...

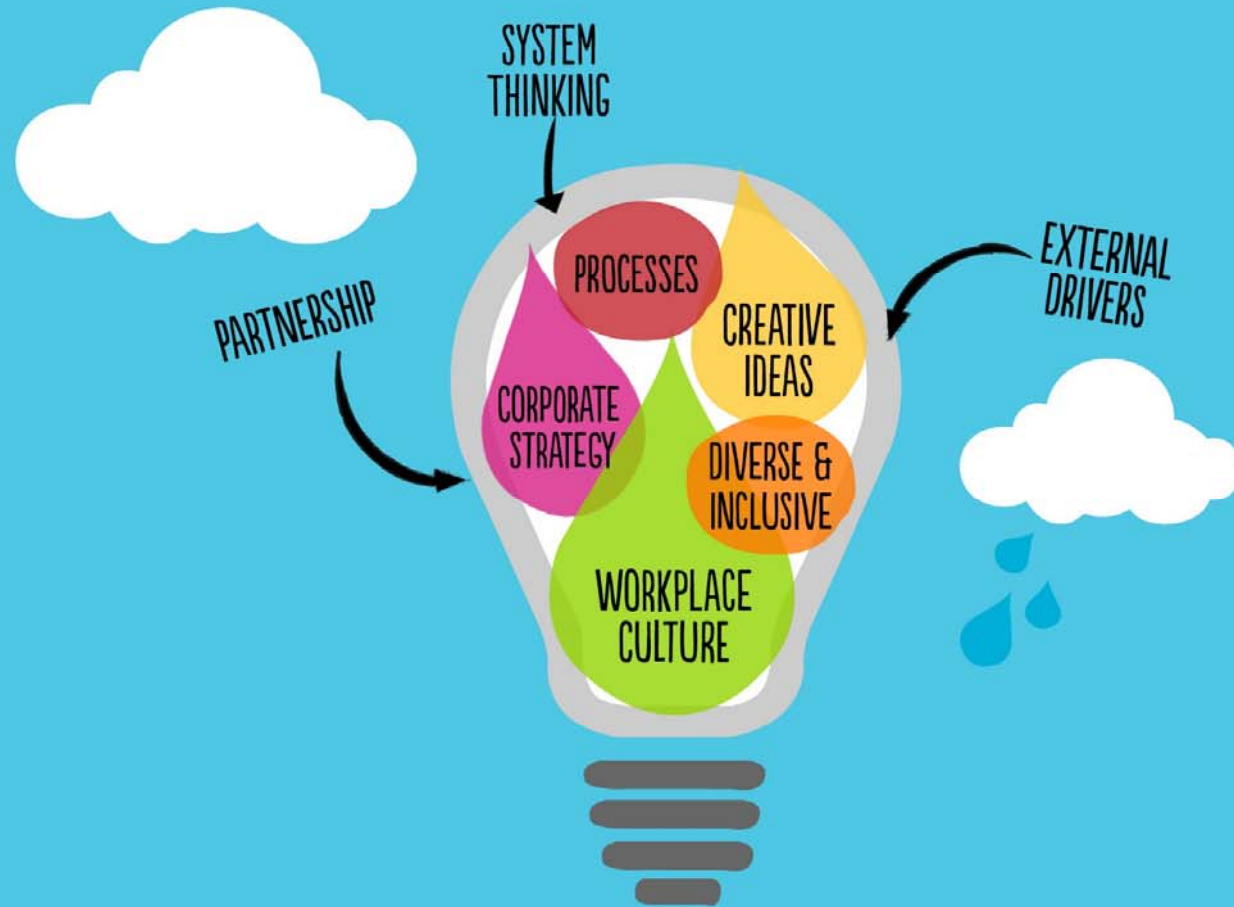
More info will be made available on The Source.
Contact Michael Wos (ext. 1753) if you have any further questions.



INNOVATION AT YVW



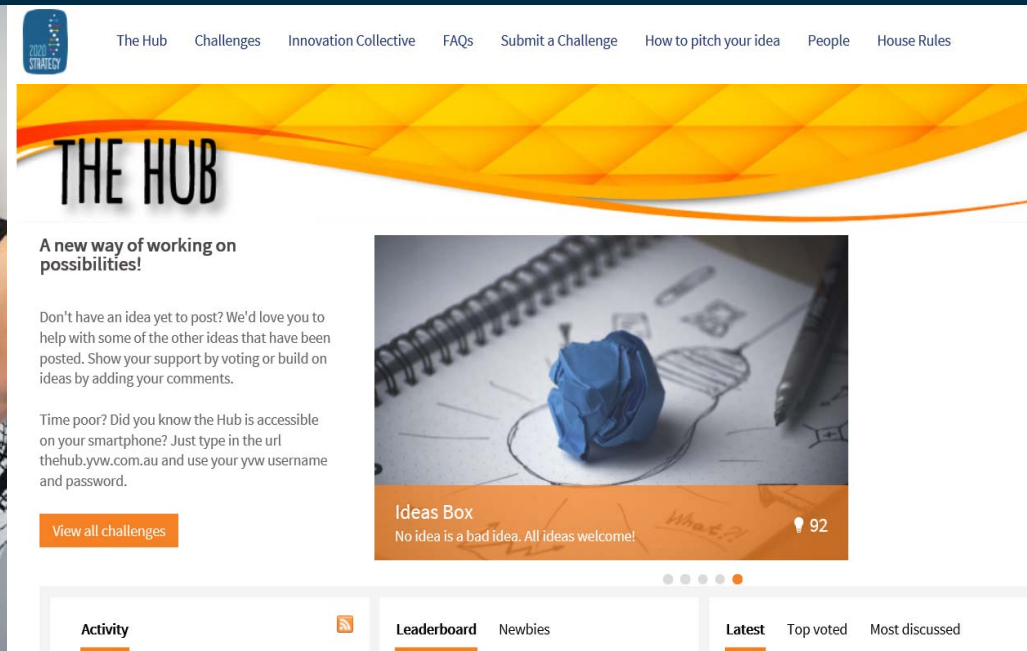
INNOVATION



INNOVATION COLLECTIVE



Embedding innovation in the way we work to deliver breakthrough thinking for the 2020 strategy.



SCALED AGILE FRAMEWORK FOR ENTERPRISES





KEY INITIATIVES



LOOKING AFTER VULNERABLE CUSTOMERS

Our Philosophy

Access to essential water and sanitation services should not be compromised by inability to pay.

Latest programs

- WaterCare Hub, CareHub
- Centrelink Outreach – Bring your bills
- Vulnerable concession customers / aged & DHHS housing
- Community Housing Retrofit Program
- Aboriginal Support Program

Recognised as best practice in Utilities:

- ESC, Prime Minister's award, Consumer Utilities Advocacy Centre,



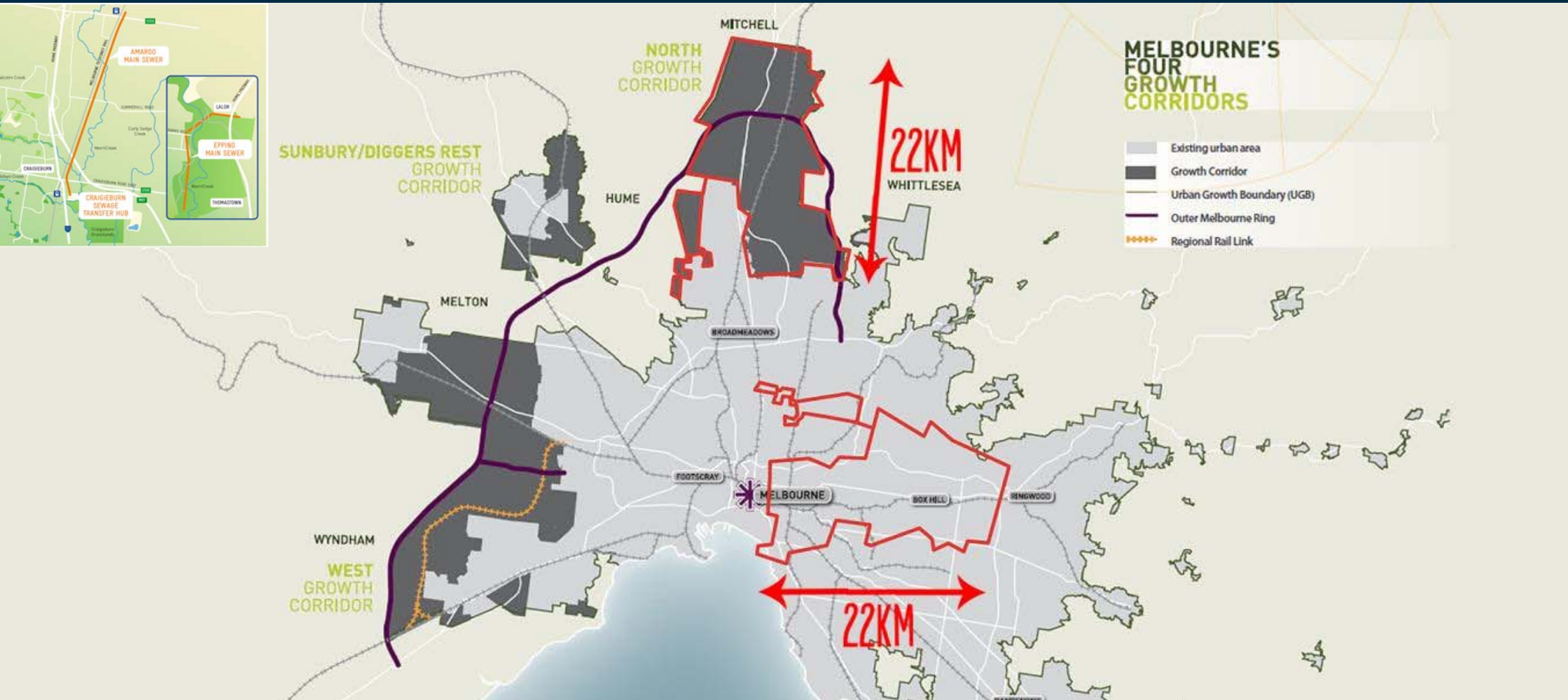


LIVEABILITY:

Yarra Valley Water's role

- Exploring new ways to make Melbourne a cooler greener city that everyone can enjoy
- Focus on Health and Amenity & meeting the diverse needs of our diverse community.
- Stronger partnerships with Councils and other agencies to enhance liveability outcomes

VITAL INFRASTRUCTURE TO THE NORTH



DIGITAL: CUSTOMER



- Fault map
- Yarra Valley Online Water - 23% of transactions are processed on-line
- Developer online portal – 30% of customers now choose this channel



YARRA
VALLEY
ONLINE
WATER



INTELLIGENT NETWORKS & DIGITAL METERING



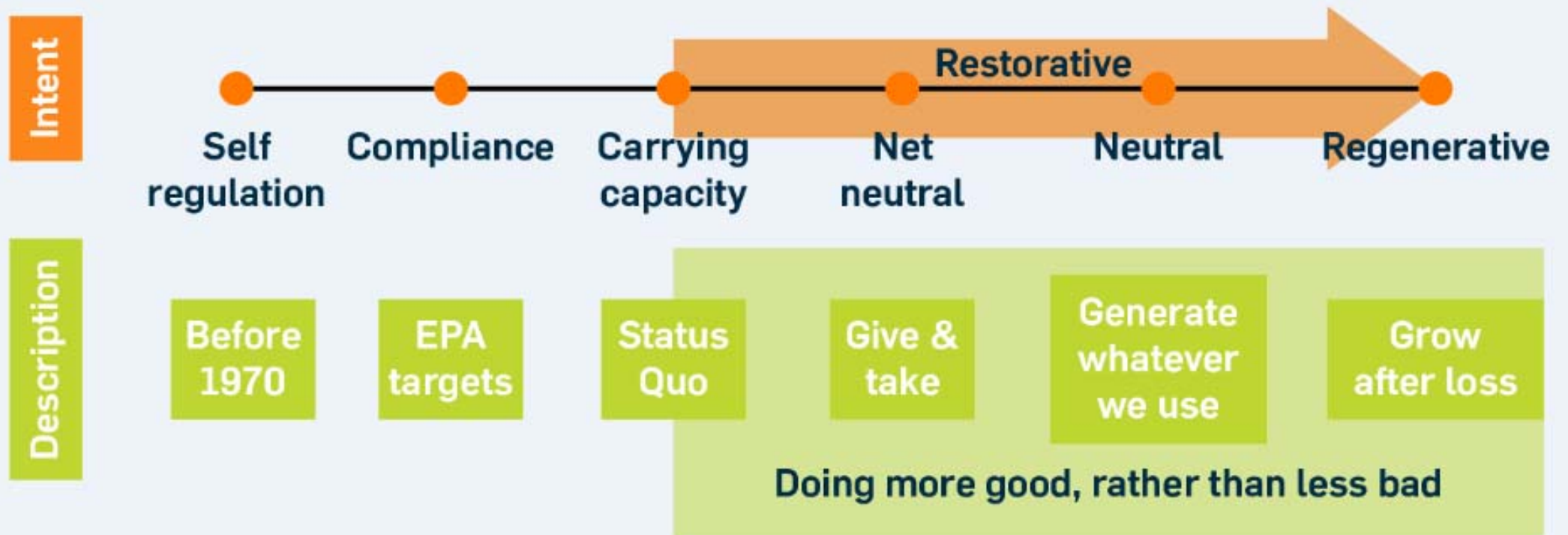


ENVIRONMENT

Yarra Valley Water's role

- Our environmental impact never exceeds the carrying capacity of nature
- We pursue a **restorative approach** where the planetary or local carrying capacity of nature is exceeded
- We have redefined the possibilities in sustainable water and sanitation services

SHIFTING TO A RESTORATIVE APPROACH



- Restorative approach where the planetary and local carrying capacity of nature has been exceeded.
- Requires us to work in new ways and creates new partnerships

THE RESTORATIVE UTILITY



- We generate 50% of our own energy by 2020, and 100% by 2030
- We have a net neutral impact on streams that we discharge into.
- Environmental flows for rivers we extract from are not compromised.





WASTE TO ENERGY:

“REDEFINING THE ROLE THAT A WATER UTILITY CAN PLAY IN
MANAGING A
CITY’S WASTE.”



REWASTE: WASTE TO ENERGY

- Trucked organic wastes including market food waste, food processors, dairy wastes, restaurant and catering wastes.
- Process over 33,000 tonnes of organic waste per year.
- Peak electricity generating capacity of 1-Megawatt per day.
- Two anaerobic digesters to produce methane-rich biogas.
- Supply electricity to both the neighboring sewage treatment plant, with the surplus going to the electricity grid.
- Opens 2017

BE SMART CHOOSE TAP

a Yarra Valley Water
initiative



COALITION PARTNERS

South
Gippsland Water



CENTRAL
HIGHLANDS
WATER



WESTERNPORT
WATER



Coliban
WATER



East Gippsland Water

wannonwater



A GLOBAL APPROACH

The UN Sustainable Development Goals



Thank-you

David Snadden: Yarra Valley Water

yvw.com.au

