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

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

**(Issue #241 – 1 October 2014)**

**1.   Assistance with new Customer Service Standards**

**2. AWA National Operations Conference, 28-30 October (Cairns)**

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**1.   Assistance with new Customer Service Standards**

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As reported in previous  eFlashes the reformed regulatory framework for drinking water requires that all service providers renew their Customer Service Standards (CSS) before December this year to align them with the new KPI reporting. Information about the new  framework can be found on the [DEWS website](http://www.dews.qld.gov.au/policies-initiatives/water-sector-reform/regulatory-reform).

The requirements for CSS are described in Section 113-120 of the [Water Supply (Safety and Reliability) Act 2008](http://www.qldwater.com.au/Default.aspx?PageID=7578065&A=SearchResult&SearchID=38787550&ObjectID=7578065&ObjectType=1) and further information is already available on the [CSS page of the DEWS website](http://www.dews.qld.gov.au/policies-initiatives/water-sector-reform/regulatory-reform/customer-service-standards). DEWS will be soon sending out letters to all Service Providers with a fact sheet, instructions and suggested models for developing CSS. Links to these documents will be provided as soon as they are publically available.

Service Providers seeking additional information are encouraged to email their DEWS contact officer or contact Heather or Rob at enquiry@qldwater.com.au

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**2.   AWA National Operations Conference, 28-30 October (Cairns)**

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Exploring the themes of “**Affordability, liveability and sensitivity – operations in the twenty teens”** the Australian Water Association National Operations Conference is being held in Cairns from 28-30 October with a pre-conference workshop on 27 October. The conference will focus on how to innovate in an environment where the tightening of funds is affecting water operations nationally.

Hear from notable keynote speakers providing domestic and international perspectives:

* Stuart Bunn – Director, Australian Rivers Institute, Griffith University.  Stuart has extensive experience working with international and Australian government agencies on water resource management issues.
* Captain Timothy Rowe – Australian Defence Force.  Captain Rowe has been involved in water purification as part of international disaster relief operations and holds special operations engineer and other qualifications.
* Dr Glen Daigger – Senior Vice President and Chief Technology Officer, CH2M HILL / President of the International Water Association (IWA).  Dr. Daigger is actively engaged in the water profession through major projects.

Register now for the conference and pre-conference workshops at [www.awa.asn.au/operators2014](http://www.awa.asn.au/operators2014). AWA are offering a discounted council rate – to secure this rate contact Amy at AWA directly aenglish@awa.asn.au.

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