

The Water Manager of the 2020's

***FAST* and LOUD**

Delivering Safe and Healthy Water is a Core Business of Council – BE LOUD!



Once you get used to delivering insights people like to hear more

It's about Service Performance not about Asset Management – DO IT FASTER

Safe and Healthy Water



We provide safe and healthy drinking water



We operate and manage assets that are safe for our suppliers, people and customers



We provide an appropriate region-wide fire-fighting water supply to maintain public safety



We minimise public health risks associated with wastewater and stormwater

Respectful of the environment



We manage the use of resources in a sustainable way



We will enhance the health of our waterways and the ocean



We influence people's behaviour so they are respectful of the environment



We enhance the impact on the natural and built environment of water services

Resilient networks support the economy



We minimise the impact of flooding on peoples' lives and proactively plan for the impacts of climate change



We provide three water networks that are resilient to shocks and stresses



We plan for sustainable water sources and future demand



We provide reliable services to customers

Put the customer at the heart of everything you do

“Service Delivery is a 30+ Year Marathon not an Annual Sprint – BE LOUD

2017/18
3 Waters
Budget



We just need
\$237K for
some other
things

Equivalent of
giving them =
\$7.0M over 30
years



Don't sweep anything under the carpet – BE LOUD



Here's my 10 year
programme to
keep it all running.
If \$ are removed
here are the
consequences



Here's your \$ for
the year. Cover
those problems
by finding
efficiencies.

Cost minimisation is akin to asset stripping in the private sector. It's ok now
but long run the world looks bleak.

Make Your Business More “Prominent” Don’t Leave it Underground – BE LOUD



Overflow effects of wastewater on water quality

Ratepayers asked to contribute millions towards infrastructure



Infrastructure planning can constrain growth



Flooding

We must learn to use simple language. It’s not about being the technical expert but the person who can speak to anybody about what really matters to them.

We have allowed 3 Waters issues to lose prominence, yet it is seen as significantly important by CG and the general public

- Be **Loud** – Raise your issues, speak in simple but compelling language. Set your sights on the top table.
- Be **Fast** – Collect data to have the real conversation
- Be **Fast** – We need change now. Be the change!