

MEDIA RELEASE

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Auckland water company joins the Leading Utilities of the World network

Watercare joins five new utilities members inducted during the American Water Summit, in Austin, TX

Watercare is pleased to announce that on Nov. 29, 2017, the organisation was inducted into the [Leading Utilities of the World](#) (LUOW), a network of 22 of the world's most forward-thinking water and wastewater utilities. LUOW is an initiative of the [Global Water Leaders Group](#), a non-profit organization aiming to create a better story for water worldwide and supported by foundation sponsor [CH2M](#).

The purpose of LUOW is to create a global network of the world's most successful and innovative water and wastewater utilities to help drive performance across the sector by recognising achievement, providing a network for sharing ideas, and inspiring others to improve. Its members represent the gold standard of utility innovation and performance throughout the developed world's water sector.

LUOW members must be nominated by other gold-standard utilities and complete a rigorous interview and selection process. Each nominated utility presents three innovation successes, which are evaluated by the LUOW Advisory Board. The Advisory Board is led by Howard Neukrug, Senior Advisor to the Global Water Leaders Group and former CEO of the Philadelphia Water Department. The Board also includes representatives from DC Water (USA), Milwaukee Metropolitan Sewerage District (USA), PUB Singapore, Water Corporation (Western Australia), Waternet (The Netherlands) and the Waterworks Bureau of Kitakyushu (Japan).

Watercare was recognised for outstanding achievements in stakeholder engagement, overall utility productivity and wastewater treatment and environmental impact.

The five new member utilities accepted into the network by the LUOW Advisory Board were:

- **Camden County Municipal Utilities Authority, USA**
- **Central Contra Costa Sanitary District, USA**
- **Environmental Services, The Regional Municipality of York, Canada**
- **San Antonio Water System, USA**
- **Watercare Services Limited, New Zealand**

The new member organisations were presented with the Golden Tap trophy to commemorate the membership during a special gala dinner at the American Water Summit hosted by *Global Water Intelligence*.

Says chief executive Raveen Jaduram: "This Award is fantastic news for Watercare. We are very focused on our mission of delivering safe and reliable water and wastewater services to 1.4 million customers in Auckland. We work extremely hard to maintain and build on our excellent performance, but it is wonderful to see these efforts recognised."

“It was also heartening to be reminded of how special some of our projects are. As part of the selection process, I used the story of biosolids placement to rehabilitate an island as an example of an innovative solution to achieve economic, social, environmental and cultural outcomes.

“Watercare had bought the island some years ago; we then gifted the island to its indigenous owners to whom the island is sacred.

“The volcanic cones of the island had disappeared as a result of quarrying. The plan is to fill the former quarry with biosolids instead of trucking them away – saving fuel, money and reducing carbon impact. When completed in 30 to 35 years, the island will have regained the original contours – and the reclaimed quarry will serve as a recreational reserve for all of Auckland to enjoy under the ownership of the iwi (indigenous tribe).

“While this kind of approach is common in much of our work, this story stole the hearts of judges and the American Water Summit audience.”

To become a utility member of the Leading Utilities of the World, a utility needs to demonstrate outstanding innovation in at least three areas of utility management and have an ambition to continue to drive performance in the years to come.

These areas are designed to apply comprehensively to water utilities, specifically in economically developed countries, and enable utilities to understand the commonalities of challenges and solutions that are relevant across different local, social, political, environmental, and regulatory frameworks. LUOW Members benefit from this recognition, and from the ongoing interaction in the LUOW online community, face-to-face meetings, and in-depth White Papers produced by the Global Water Leaders Group.

About Watercare:

Each day, Watercare provides lifeline water and wastewater services to 1.4 million customers in the Auckland region.

We are New Zealand's largest company in the water and wastewater industry. We supply around 354 million litres of water to Auckland every day.

We draw water from 23 sources, treat it and supply it to homes and businesses via a vast network of pipes. We collect, treat and dispose of around 392 million litres of wastewater daily, including trade waste from industry. We also carry out significant work to upgrade and build infrastructure, so that we can maintain levels of service and provide capacity for a fast-growing population.

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