

ALUMNI SPOTLIGHT

EXCLUSIVE INTERVIEW WITH ANDREW WYBER WATER CORPORATION'S STRATEGY AND RISK MANAGER



PUB: What are your views on the Singapore Water Management Series: Water Quality Management (8-12 Nov 2016) course? Which were the segments you liked best? Which was your least favourite?

A.W: I thoroughly enjoyed the program and I believe both Water Corporation and I will continue to benefit from my attendance.

I found the presentations from Mr Chan Yoon Kum and Dr Lim Mong Hoo particularly informative, given their vast experience in water quality at a utility. No sessions particularly 'fell flat', although it got quite hot wearing a suit and tie every day!

PUB: If there was one thing you fondly recall from attending the programme, what would it be and why?

A.W: I found the opportunity to meet and network with international water professionals from a range of countries, including Singapore, particularly rewarding.

PUB: What were some of the most valuable takeaways from this programme? How are they relevant / applicable to you in your line of work?

A.W: Some key takeaways were:

- PUB's view on the importance of maintaining public confidence from its customers about the quality of their drinking water.
- PUB's 50 year plan – driven by strategic need (building ahead of demand), rather than cost.
- The value PUB places on source protection, regardless of downstream technology. This ties in with the concept of the 'better water quality you get in, the better water quality you get out'.

Supplying our customers with safe drinking water is the Water Corporation's highest priority, so these key takeaways resonated with me. The program reinforced the advantages of strategic planning and the importance of source protection to the water quality process.



PUB: What are some of the challenges you face in your current portfolio / role, and what are the strategies in place to mitigate or overcome them?

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A.W: The sheer geographical expanse which Water Corporation operates within can pose challenges from a water quality perspective. We operate over more than 2.6 million square kilometres, which can make implementing cost-efficient solutions to water quality issues a challenge.

Water Corporation is addressing these challenges by streamlining processes, increasing visibility of asset performance and increasing the 'nimbleness' of our operational responses.

PUB: In your view, what are some of the key water challenges Western Australia is facing?

A.W: Water supplies in the south west corner of Western Australia continue to be impacted by climate change. This is the biggest challenge ever faced by Water Corporation.

Continuing to meet increasing customer expectations is also a challenge to which Water Corporation has continued to adapt. We have implemented a range of initiatives, such as the ability to chat with customers about their account issues.

PUB: What are your views on the global water landscape?

A.W: The importance of access to clean drinking water and adequate sanitation continues to be an issue on a global landscape. In developed countries, we take the provision of safe drinking water for granted – however, on a global scale we need to maintain a focus on improving conditions for the 1.8 billion people who drink contaminated water each year.

PUB: What do you think of the future of the global water industry? Is water the new gold?

A.W: In the face of climate change, water is as precious as gold – or at least as valuable as silver!

I feel practical innovation, building on existing good engineering practice, will serve the global water industry well. Programs like this, which facilitates smart collaboration between

international water professionals, allowing us to learn from each other will continuously improve outcomes.

PUB: Would you recommend this course to future participants? What would you say to them?

A.W: This program provides participants with an opportunity to receive insight from a range of international, highly respected presenters on a number of topics relevant to the water industry. It also allows participants to learn how PUB manages water quality. On a lighter note, participants also meet and greet people, eat great food and generally have a good time!

PUB: In your view, what sort of courses / training would benefit water practitioners in Australia?

A.W: Courses providing information about the below would benefit the wider water industry:

- Water quality framework and risk management
- Best practices in water treatment
- Lessons learnt from water quality incidents



Source: Water Corporation

Taking less water from the environment and ensuring there is enough water to maintain the health of waterways is essential for the sustainable management of water supplies. - Water Forever, Towards Climate Resilience, October 2009