



ABOUT THE SINGAPORE WATER STORY

As a small island that does not have natural aquifers and lakes and with little land to collect rainwater, Singapore needs to maximise whatever it can harvest. Driven by a vision of adequacy, reliability and sustainability in water, Singapore has been investing in research and technology. Today, the nation has built a robust, diversified and sustainable water supply from four different sources known as the Four National Taps (water from local catchment areas, imported water, reclaimed water known as NEWater and desalinated water).

By integrating the system and maximising the efficiency of each of the four taps, Singapore has ensured a stable and sustainable water supply capable of supporting the country's continued growth.

ABOUT THE SINGAPORE WATER ACADEMY

The Singapore Water Academy is a practitioner-focused learning institute in urban water management. Established by PUB, Singapore's National Water Agency, the Academy enhances capability development for water professionals both locally and internationally.

REGISTER YOUR INTEREST TODAY

For enquiries and course registration, please contact:

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Singapore Water Management Series on
WATER SUPPLY NETWORK MANAGEMENT
(13 – 17 January 2020)



Through comprehensive measures and efforts on network management, PUB, Singapore's National Water Agency, has one of the lowest rates for unaccounted for water (UFW) in the region. Drawing from PUB and internationally renowned experts' experiences, the Water Supply Network Management Course will offer water professionals practitioner-based technical solutions in water management through pertinent case studies and eye-opening site visits.

Starting with Singapore's journey towards integrated water resource management, the course gives an overview of Singapore's water journey. Thereafter, participants will gain a deeper understanding of PUB's current approaches and practices in water network management, as well Manila Water's success story on urban water sector reforms. The course ends with the future in mind – covering the future of the water supply network and through the sharing by Suez on the use of smart technologies to optimise network efficiency.

COURSE HIGHLIGHTS:

Integrated Water Resources and Water Quality Management in Singapore

- Singapore's Water Masterplan
- Closing the water loop with four national taps
- Land use policies and planning: the Marina Reservoir Story
- Going beyond conventional sources
- Ensuring Safe Drinking Water

Sharing by Manila Water on Utility Reform in the Urban Water Sector

- Lessons learnt from Manila Water's Transformation:
- NRW reduction
 - Increased access to 24/7 water supply to customers
 - Customer-centred service
 - Efficiency in operations

Maintaining Low NRW and Network Renewal

- Managing Un-accounted for Water: Singapore's Experience
- Water Loss Management using a life cycle approach
- Active Leak Control
- Implementing new innovative technologies for asset management and renewal
- A Future Ready Smart Water Grid

Sharing by Suez on 360 Approach to optimise Network Efficiency

- Assessment, planning and coordination of Non-Revenue Water recovery
- Flow, pressure and water quality day-to-day management
- Effective leak detection and repair on water network
- Sustainable management of water network assets
- Precise measurement and billing of water consumption

Efficient Response to Network's Incidents and Excellence in Customer Services

- Leadership emphasis on network incidents and PUB's Service DNA
- Organisation of PUB to respond to network incidents
- Resources allocations, Service KPIs
- 24-hr call centre operations and CRM
- Staff training to achieve Service Excellence

WHO WILL BENEFIT

Engineers and Managers from utilities who are looking for practical solutions in network management in managing their infrastructure and to bring down non-revenue water to ensure a sustainable water supply for their cities.

Course Fee: SGD\$3,490.00 (excluding 7% Goods and Services tax)

RENOWNED SPEAKERS IN THE WATER SUPPLY NETWORK MANAGEMENT COURSE



Mr Chan Yoon Kum

Senior Consultant, PUB Singapore

Mr Chan Yoon Kum is the senior consultant of PUB, Singapore's national water agency and provides consultancy on policies, management and operations of water supply to the Board. He was former Deputy Chief Executive of PUB and has extensive experience from his over 40 years in PUB, covering water supply management policies, engineering, operations and maintenance of the entire water supply chain.



Dr Lim Mong Hoo

Director, Water Quality Department, PUB Singapore

Dr Lim Mong Hoo is the Chief Water Quality Specialist and Director of Water Quality Department of PUB, Singapore's national water agency. He plays an important role in establishing water quality goals, setting and monitoring of internal operating controls for water quality of the various water systems in Singapore. His expertise also extends to planning, development and commissioning of water treatment plants, conducting applied research in water treatment processes, water quality evaluation, and water quality monitoring systems.



Mr Chong Hou Chun

Senior Consultant, Water Supply (Network) Department, PUB Singapore

Mr Chong Hou Chun is the Senior Consultant of Water Supply (Network) Department of PUB, Singapore's National Water Agency. He has 42 years' experience in the management of Singapore's water supply system. As Director of the department from 2004 to 2015, he was in charge of the planning, construction, operation and maintenance of the water supply networks, ensuring a reliable supply of NEWater, Industrial water and clean potable water to customers. The department also provides customer service and manages water demand. Currently, his focus area is on network expansion and renewal.



Mr Ng Han Tong

Senior Deputy Director, Water Supply (Network) Department, PUB Singapore

Mr Ng Han Tong is the Senior Deputy Director at the Water Supply (Network) Department, PUB. He currently oversees customer supply which includes metering operations as well as managing Singapore's water demand. He was the Assistant Director in charge of PUB's water conservation programme from 2000 to 2004. The key water conservation projects that he has overseen during this period are the Water Efficient Homes for households and the Water Efficient Buildings for the non-domestic sector.



Mr Lai Kah Cheong

Chief Engineer, Water Supply (Network) Department, PUB Singapore

Mr Lai Kah Cheong is the Chief Engineer at the Water Supply (Network) Department, PUB. Currently, he oversees a team responsible for the planning and system design of water network infrastructure to meet the water demand for the future and ensure a reliable and adequate water supply for Singapore. With over 20 years of service in PUB, he was previously in charge of the maintenance of the water supply network, which includes surveillance and protection of pipelines, leak detection, asset and water quality management as well as repair works.



Mr George Madhavan

Senior Deputy Director, Water Supply (Network) Department, PUB Singapore

Mr George Madhavan is the Senior Deputy Director at the Water Supply (Network) Department, PUB. He now oversees the management of PUB's water supply network. With over 34 years of service in PUB, he has held various positions including Director of Corporate Development, Public Communications as well as Centralised Services. George holds a Bachelor of Engineering (Hons) in Civil Engineering and is a registered Professional Engineer, Singapore.



Mr Abelardo P. Basilio

Chief Operating Officer, Manila Water Operations, Manila Water Company, Inc.

Mr Abelardo P. Basilio is the Chief Operating Officer for Manila Water Operations, Manila Water Company, Inc. He has extensive experience in water treatment, distribution and network management and has been in Manila Water for over 20 years. During his time, he held several key appointments such as Director of Technical Services Group, Group Director of East Zone Business Operations, OIC Head of Corporate Regulatory Affairs Group and Group Director for Strategic Asset Management.



Mr François Figueres

Advanced Water Networks Senior Expert, Suez

Mr François Figueres is the Senior Expert in Advanced Water Networks at the Water Distribution Technical Centre, SUEZ HQ and is dedicated to the development and deployment of R&D and innovation products in the operational context. He has 25 years of experience in network design and operation, including pressure management and asset management. He executed numerous water supply projects in South America and was head of engineering department in Morocco and hydraulic studies department in Bordeaux, France. He was also the Technical Director of the water supply improvement program in Mumbai, India.