Thursday, 10th October, 2019   *Clayton Hotel Silver Springs, Cork.*

Delivering sustainable water services

09.00 a.m. – 09:30 a.m.	**Registration**
09:30 a.m. – 10.15 a.m.	**Introduction – Colette Byrne, Chief Executive, Kilkenny Co. Co./Cathaoirleach, WSTG**
	Welcome: Cllr. Dan Boyle, Deputy Lord Mayor, Cork City Council
	Address & Official Opening of Conference Minister John Paul Phelan T.D. Minister of State for Local Government and Electoral Reform
	Keynote Address - *Niall Gleeson, Managing Director, Irish Water*

Session 1	**Policy & Regulation**
Chairperson	***Colette Byrne, Chief Executive, Kilkenny County Council/Cathaoirleach, WSTG***

10.15 a.m. – 10:40 a.m.	Policy Update
	Feargal O'Coigligh, Assistant Secretary, Department of Housing, Planning and Local Government
10.40 a.m. – 11.05 a.m.	Framing water services investment and delivery through regulation
	Laura Brien, Director for Water, Commission for Regulation of Utilities
11.05 a.m. – 11.25 a.m.	Tea/Coffee

Session 2	***Water Sustainability***
Chairperson	***Gerry Galvin, Chief Technical Officer, Irish Water/Leas-Cathaoirleach WSTG***

11.25 a.m. – 11.45 a.m.	National Water Resources Plan - Update
	Sean Laffey, Head of Asset Management, Irish Water
11.45a.m. – 12.15 p.m.	A systematic data based approach to reducing leakage
	David Lonergan, National Leakage Manager, Irish Water & Ronan O'Rourke, Executive Manager (Engineering), Dublin City Council
12.15p.m. – 12.35p.m.	Irish Water's 5 Year Investment look - ahead - delivering on Policy Priorities
	Finbarr Burns, Business Operations Manager, Asset Delivery, Irish Water
12.35 p.m. - 12.50 p.m.	Questions and Answers
12.50 p.m. - 2:00 p.m.	Lunch

Session 3	**Delivering for our customers**
Chairperson	***Kevin Morey, County Engineer, Cork County Council/Member WSTG***

2.00 p.m. – 2.20 p.m.	*Achieving compliance through SOP's and process optimization – Dan McCartan, Senior Executive Engineer, Wexford County Council & Áine Butler, Process Optimisation Specialist, Irish Water*
2.20 p.m. – 2.40 p.m.	*Working together to serve our customers as a regulated utility*
	Yvonne Harris – Head of Customer Operation, Irish Water
2.40p.m. – 3.00p.m.	Development Infrastructure
	Maria O'Dwyer – Connections and Developer Services Manager, Irish Water
3.00 p.m. – 3.20 p.m.	Questions and Answers
3.20 p.m. - 3.45 p.m.	Tea/Coffee

Session 4	**Planning for the future water industry**
Chairperson	***John Conway, Training & Development Executive, LGMA/Member WSTG***

3.45 p.m. – 4.15 p.m.	Safety - High Potential Incidents Approach – turning data into intelligence
	Neil Lenehan, HSQE Manager, Irish Water
4.15p.m. – 4.45 p.m.	Building workplace skills in a changing climate
	Anna Coffey, Water Technical Training Manager, Irish Water/Member WSTG & Marcus O'Connor, Director of Services, Tipperary County Council/Member WSTG
4.45 p.m. – 5.15 p.m.	Questions and Answers
5.15 p.m. – 5.30 p.m.	**Closing Address**
5.30 p.m. – 6.00 p.m.	Conference reception (teas/coffees etc.) sponsored by IPB Insurance