



Local Authority Services National Training Group

Grúpa Náisiúnta Oiliúna na Seirbhísí Údaráis Áitiúil
(WATER SERVICES TRAINING GROUP)
Grúpa Traenála na Seirbhísí Uisce

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19th Annual Conference

TOPIC **Optimising Services Delivery in the Water Industry**

The water industry in Ireland continues to face challenges in the delivery of water services in a regulated environment. Irish Water in collaboration with local authorities must look to optimize service delivery to household and business customers and accelerate the investment needed to upgrade water services infrastructure. The WSTG Annual Conference continues to provide a forum for discussion of topical issues for representatives of all stakeholders involved in both water services delivery and provision of associated infrastructure.

DATE **Thursday 3rd September 2015**

VENUE **Radisson Blu Hotel, Rosses Point Road, Sligo**

OBJECTIVE To assist the water industry to face the challenges of services delivery to meet customer expectations.

WHO SHOULD ATTEND Management and Engineering Personnel in local authorities working under Service Level agreements to deliver water services in collaboration with Irish Water and the consultants/contractors involved in infrastructure provision and water services delivery.

BOOKING: Booking by e-mail to wsntg@eircom.net on or before Friday 28th August.

FEE: €150 per delegate



Tom Kirby, Secretary,
July 2015.



Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government



EUROPEAN UNION
STRUCTURAL FUNDS

UISCE
ÉIREANN : IRISH
WATER

19th Annual Conference

Thursday 3rd. September, 2015

Radisson Blu Hotel, Sligo

Optimising Services Delivery in the Water Industry

09.00 a.m. – 09:30 a.m.
09:30 a.m. – 9.50 a.m.

Registration

Welcome – Ms. Colette Byrne, Chairperson, Water Services Training Group

Address – Mr. Alan Kelly T.D., Minister for the Environment, Community & Local Government

Session 1 Chairperson

Where we are now.

Ms. Colette Byrne, Chief Executive, Offaly Co. Co./Chairperson WSTG

9.50 a.m. – 10.10 a.m.

DEC&LG's Ongoing Role in the Water Services Sector

Ms. Maria Graham, Asst. Secretary Planning & Water DEC&LG

10.10 a.m. – 10:30 a.m.

Water Services Delivery – A Single Way of Working

Dr. John Tierney, Managing Director, Irish Water

10:30 a.m. – 10.50 a.m.

WSTO/LA Perspective

Mr. Oliver Ring, Director of Services, Kerry Co. Co.

10.50 a.m. – 11:05 a.m.

Tea/Coffee

Session 2 Chairperson

Technology & Standards

Ms. Áinle Ní Bhriain, Assistant Principal, DEC&LG/Member WSTG

11:05 a.m. – 11.25 a.m.

SCADA/Telemetry & Leakage Management System

Mr. Paul Boreham, Alarms Specialist & Mr. Peter Thornton, Telemetry Specialist, Irish Water

11.25 a.m. – 11:45 a.m.

Technical Standards - Specifications

Mr. Liam Murray, Technical Standards Specialist, Irish Water

11.45 a.m. – 12.05 p.m.

Waste Water Network Modelling Specification

Mr. Francis Finnerty, Modelling & Long Term Planning Specialist, Irish Water

12:05 p.m. – 12.25 p.m.

An Integrated Approach to Health & Safety in the Water Industry

Mr. Neil Lenehan, HSQE Manager, Irish Water

12.25 p.m. - 12.45 p.m.

Questions and Answers

12:45 p.m. - 2:00 p.m.

Lunch

Session 3 Chairperson

Developing the Water Utility

Mr. Gerry Galvin, Chief Technical Advisor, Irish Water/Member WSTG

2:00 p.m. – 2:20 p.m.

Developing an Asset Management approach in a Public Water Utility

Mr. Geoff Aitkenhead, Executive Director, Capital Investment, Scottish Water

2:20 p.m. – 2:35 p.m.

The Utility Approach to Safe Drinking Water

Mr. Mark Macaulay, Water Supply Strategy Lead, Irish Water

2:35 p.m. – 2.50 p.m.

An Integrated Approach to Incident Management

Ms. Anne Bonner, Compliance Specialist, Irish Water.

2.50 p.m. - 3.10 p.m.

Novel Approaches to Solving Drinking Water Quality Issues

Mr. Frank Harvey, HRA Environmental Services

3.10 p.m. – 3.25 p.m.

Questions and Answers

3.25 p.m. - 3.40 p.m.

Tea/Coffee

Session 4 Chairperson

Looking to 2016 and beyond

Mr. Seamus Neely, Chief Executive, Donegal Co. Co./Member WSTG

3.40 p.m. – 4.00 p.m.

SLA Review 2015

Mr. John Keane, SLA Lead, Irish Water/Mr. Paddy Mahon, WSTO

4.00 p.m. – 4:20 p.m.

Customer Charter/Code of Practice Requirements

Mr. Paul Daly, Workflow Analyst, & Mr. John Beirne, Customer Strategy Manager, Irish Water

4.20 p.m. – 4.40 p.m.

Transformation Plan Initiatives - Status Report

Mr. John Dempsey, Head of Finance/Project Director, Irish Water

4.40 p.m. – 5.00 p.m.

E-learning/Webinars for Delivery of Training Courses

Mr. Mark O'Leary, Irish Web HQ

5.00 p.m. – 5.15 p.m.

Questions and Answers

5.15 p.m. – 5.30 p.m.

Closing Address

Ms. Colette Byrne, Chief Executive, Offaly Co. Co./Chairperson WSTG

5.30p.m. – 6.00 p.m.

Wine reception sponsored by IPB Insurance followed by Conference Dinner