

Managing backflow prevention in Australia's largest city

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Backflow Prevention Association Conference

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Our Key Goals

1. To protect public health
2. To protect the environment
3. To be a successful business

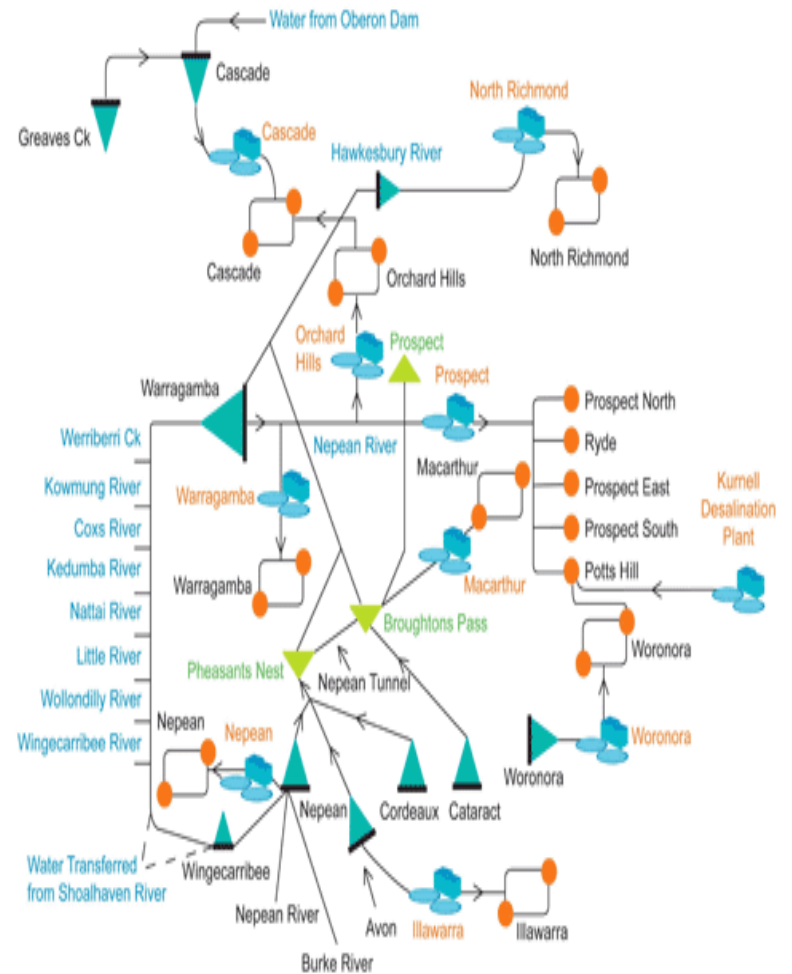
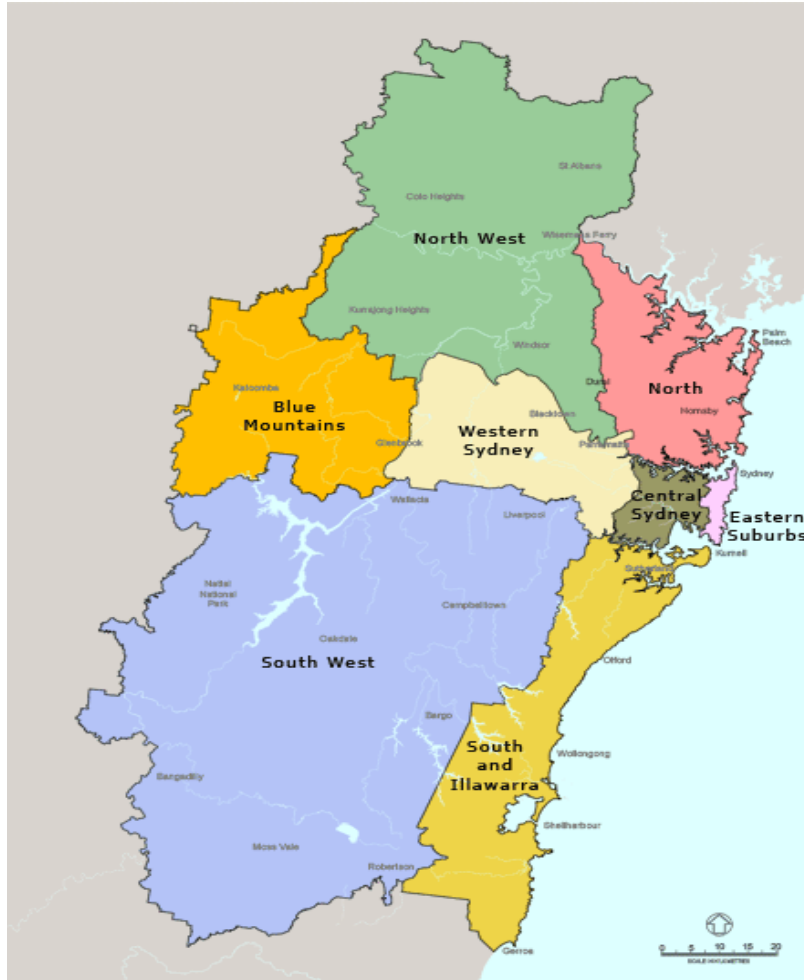


Area of Operation

13000 km²

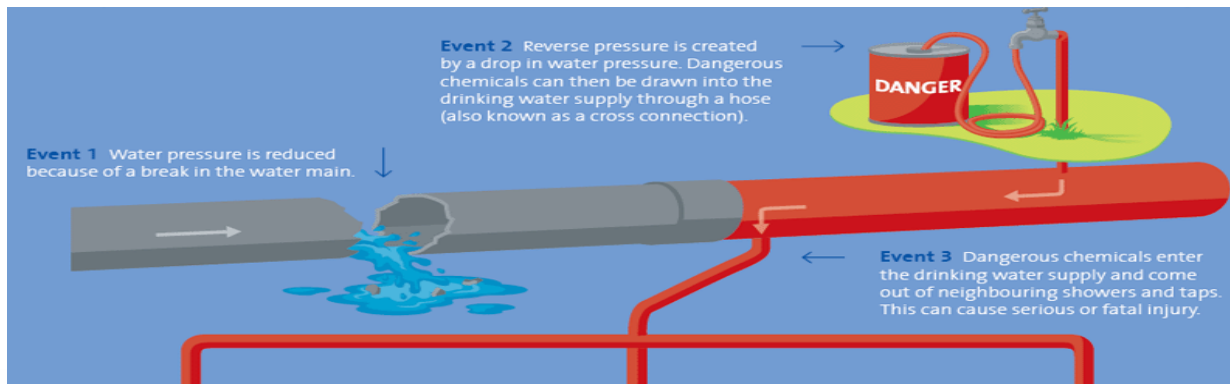
21000 km of pipes

Dams to the Network



Managing Containment

- Water main breaks mean potential cross connections



Managing Backflow Protection

- ▶ New Connections 2013-2014

Fire Service Connections - 850

Domestic Connections > than 25mm - 725



- ▶ Existing Connections with containment

> 30,000 in the backflow data base

- ▶ Currently data matching to identify customers requiring containment

Backflow, Online Lodgement

Accredited Backflow Plumbers

1500 listed on Sydney Water Web site

Provide support as required to all plumbers

Plumbers survey

System improvements



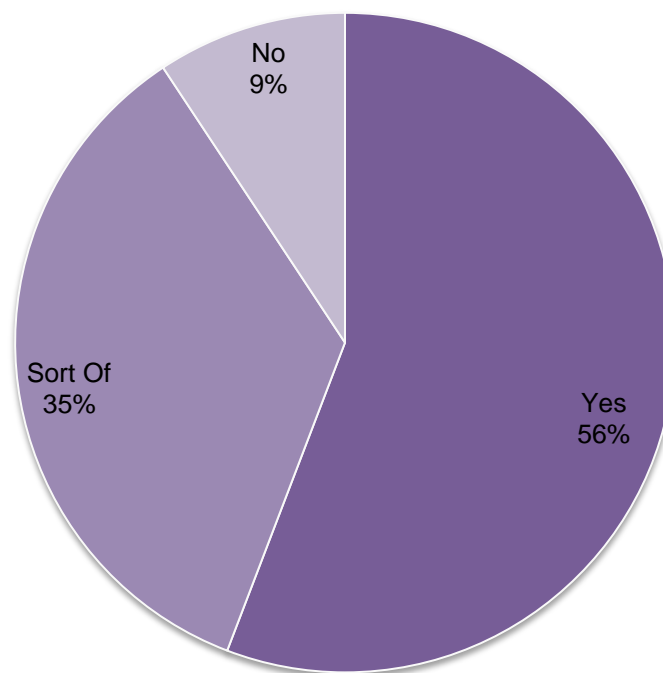
Some initial results...

- 35% identified at least one thing we could update/change

e.g.

- Update the forms (still have spaces for signatures etc)
- Many want the system to be quicker to use
- More drop downs and less free text!
- Many said the placement of the backflow page within our Sydney Water website was hard to find.

Is the system easy to use?



Survey of backflow plumbers

- Surveyed a sample of our plumbers use of the online system
- Feedback was good – 56% surveyed said system was easy to use **but!**
 - Plumbers want to lodge onsite
 - System can be tricky for infrequent users
 - Plumbers want to be able to email reports straight away
 - Plumbers want the lodgement process to be even faster (less free text, less clicking, more drop downs with prefilled info)

Team Structures

Assurance Team

Backflow Data base

Product Approval

Technical Advice

Site audits

Non compliance management

Connections Team

Application and Connections

Sewer

Trade Waste

Water

All new connections and upgrades

Industry Partners

▫ TAFE Colleges

Sydney Water representative attends and presents at all backflow courses

▫ Backflow Prevention Association Australia

▫ AHSCA

Associate membership

Industry Partners

Department of Fair Trading

MOU

Ongoing Liaison

Master Plumbers Association

Sydney Water representative attends trade nights

Utility and Customer Costs

- Theft of water meters and backflow prevention devices

Scrap metal \$\$\$

- Who pays ?

- Increasing numbers



Fire Protection

- Fire Sprinkler services in nursing homes

All existing and new nursing homes must be fitted with sprinkler systems

- Fire service Installers

Engage with this industry



Corporate Strategy

- World Class Performance
- Customer at the Centre
- High Performing Culture

Future changes...

We will focus on:

- Restricting non compliant customers
- Implementing the feedback from the survey into our processes.
- Providing plumbers what they want –
 - Investigating supporting other internet browsers
 - Investigation of an app or mobile display
 - Quick and easy design of upgrades

Future Challenges



- WICA , Water Industry Competition Act
Supply water
manage containment, ensuring connection requirements are met
- New connections
- Alternative water supplies
- Reduction in regulation

Questions?



Sydney, leading in backflow prevention

Sport



Culture

