

**Workshop for the Review of Sydney Water's Operating Licence
Thursday 1 April 2004**

AGENDA

Item No	Time	Topic	Detail
	9.00am	Tea & coffee	<ul style="list-style-type: none"> • Registration
1	9:15am	Introduction and structure for the day	
2	9:30am	Role of the Operating Licence	<ul style="list-style-type: none"> • History of the licence • Role of the licence
3	10:30am	Water quality <ul style="list-style-type: none"> • IPART presentation • Round table discussion • Open discussion 	<ul style="list-style-type: none"> • Current arrangements • What are the options for improving the current arrangements?
	11:30	MORNING TEA	
4	11:45am	Customer Service Issues <ul style="list-style-type: none"> • IPART presentation • Round table discussion • Open discussion 	<ul style="list-style-type: none"> • Customer councils • Customer contract • Customer service indicators
	12:45pm	BREAK	
5	2:00 pm	Infrastructure performance <ul style="list-style-type: none"> • GHD consulting presentation • Round table discussion • Open discussion 	<ul style="list-style-type: none"> • System performance standards • System performance indicators • Asset management obligation
	3.00 pm	AFTERNOON TEA	
6	3.15 pm	Environmental Issues <ul style="list-style-type: none"> • IPART presentation • Round table discussion • Open discussion 	<ul style="list-style-type: none"> • Environment indicators • Environment Plan • Energy management
7	4:15 pm	Other Issues arising from review <ul style="list-style-type: none"> • IPART presentation • Round table discussion • Open discussion 	<ul style="list-style-type: none"> • Operational audits – streamline
	4:45 pm	Concluding remarks	
	5:00 pm	FINISH	