



THE MALAYSIAN WATER ASSOCIATION WEBINAR 2021

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INTERNATIONAL BENCHMARKING

– A COMPARISON OF UTILITY PERFORMANCE, INVESTMENT, AND BEST PRACTICES



Featuring background on both the LMB and AMCV programmes and key highlights and typical results of the programmes undertaken in 2020.

Topics

- Leakage Management Benchmarking
- Asset Management Customer Value

PAUL HARRIS
HEAD OF
BUSINESS CONSULTING
SPEAKER 1



FARSHAD IBRAHIMI
HEAD OF
ASSET MANAGEMENT
SPEAKER 2



GARY WYETH
MODERATOR



10th March 2021, Wednesday
10:00 am (Malaysian Time)



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in collaboration with
Isle Utilities



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About the Company

Isle Utilities, an international consultancy company focusing on the global water industry has embarked on two international benchmarking programmes, the Leakage Management Benchmarking and Asset Management Customer Value. These programmes are aimed at assisting water utilities in reviewing their current practices, identifying areas for improvement and helping to facilitate communication with Utilities displaying best practice in these areas.

Topics of Presentation

• Leakage Management Benchmarking

Water utilities face many leakage management challenges including (1) accurately assessing non-revenue water (NRW) balance, (2) determining investment levels for each of the four leakage management pillars, and (3) deciding how that investment is best utilised within each pillar. To address this, Isle Utilities delivered a Global Leakage Management Benchmarking program with 16 utilities from Australia, United Kingdom and South America, for the purpose of analysing leakage performance, investment in leakage management, and determining industry best practices.

• Asset Management Customer Value

The Asset Management Customer Value (AMCV) project, is a critical project for driving asset management improvement in the Australian water industry. Developed by the Water Services Association of Australia (WSAA) in the early 2000's, the AMCV project has had participants from over 60 countries globally including (Asia, Middle East, Americas, UK). Run every four years, the project benchmarks water utilities asset management systems performance, identifies leading practices and areas for improvement, while facilitating awareness and promoting branding of asset management and its critical importance to business and the community, from Executive through to practitioners.



MWA Webinar on International Benchmarking – A Comparison of Utility Performance, Investment, and Best Practices

Date: 10th March 2021 (Wednesday)
Time: 10 am (Malaysian Time)

Tentative Programme:

10:00 am – 10:10 am -	Participants Login into Webinar
10:10 am – 10:15 am -	Opening Address by Datuk Ir. Abdul Kadir Mohd Din, FASc President, The Malaysian Water Association (MWA)
10:15 am – 10:50 am -	Speaker 1 Presentation by Paul Harris - Leakage Management Benchmarking
10:50 am – 11:25 am -	Speaker 2 Presentation by Farshad Ibrahimi - Asset Management Customer Value
1:25 am – 11:55 am -	Q&A Session
11:55 am - 12:00 noon -	Closing Remarks by the Moderator
12:00 noon -	End of programme

About the Speakers and Moderator

Paul Harris, Speaker 1

Paul has 20 years' experience in process and metric benchmarking in the water and energy industries. He has managed several global process benchmarking studies for the water industry – mainly for International Water Association and Water Services Association of Australia – in relation to civil, mechanical and electrical operations and maintenance, asset management and customer service. Paul was the Program Director for Isle's 2020 Leakage Management Benchmarking Project.

Farshad Ibrahimi, Speaker 2

Farshad has over 20 years experience across water, transport and energy sectors, and has led the delivery of end-to-end asset management transformational programs internationally. Farshad was Program Leader for the successful delivery of WSAA AMCV 2020, and Australia/NZ Region Coordinator for the delivery of WSAA/IWA International Asset Management Benchmarking in 2008 and 2012. He held global service line leadership roles in asset management with international consultancies, as well as hands-on utility experience, prior to joining Isle. Farshad remains a highly active thought leader in the asset management discipline, with the vision of helping raise awareness and implementation of asset management excellence across the industry.

GARY WYETH, MODERATOR

Gary started his career as a Hydraulic Modeller and has been responsible for the construction of over 40 network models, which has enabled him to gain a comprehensive understanding of water supply system operating regimes. Using this experience of water supply systems he has moved in to the operation and management of supply systems involving asset management, pressure management, customer service, metering & data-logging and Non- Revenue Water reduction techniques.