



Getting out and getting dirty (spend a day in their shoes)

Adela Parnell
IPWC August 2019

Today's presentation

- Context
- What is TasWater?
- Spend a day in their shoes
- Secondments
- Case study
- Conclusions



By HikingArtist.com

File Message HPE Content Manager Mi

Ignore X Delete Reply Reply Forward IM More

Delete Respond

You forwarded this message on 25/07/2019 9:38 AM. Extra line breaks in this message were removed.

From: TasWater Postmaster
To: Adela Parnell
Cc:
Subject: [Postmaster] Attachment Alert Notification

This is an attachment alert no

The message indicated below

Message information:


Sender : 61419530060@comcast.net
Intended Recipient : Parnell, Adela <adela.pa
Message Subject : Fwd:
Message Date : Thu, 25 Jul 2019 09:32:36
Attachment Policy : Default Attachment Ma
Message Status : The message has been pl

Attachment Detail:

- Attachment Policy (Default Attachment Ma


Attachment Name: 20170823_234015.jpeg
Policy Name: Default Attachment Managem
Size: 167427 bytes
Action Taken: HOLD (Entire Message Held fo
Reason: Possible Pornographic Image (98% p

TasWater Postmaster



A

I prefer your view. X



Attached is my current view.

Thanks for letting me know about the award. With Will in the mix I doubt anyone else stood a chance. 🐸

Sent: Thu 25/07/2019 9:33 AM

MMS 23:44



What is TasWater?



TasWater snapshot



208,219

NUMBER OF
WATER CONNECTIONS



62

DRINKING WATER SYSTEMS



6,385 km

WATER MAINS



298

WATER DISTRIBUTION
STORAGE FACILITIES



955

WATER AND SEWAGE
PUMP STATIONS



182,289

NUMBER OF
SEWERAGE CONNECTIONS



4,764 km

SEWER MAINS



33

SEWAGE TREATMENT PLANTS
LEVEL 1



79

SEWAGE TREATMENT PLANTS
LEVEL 2

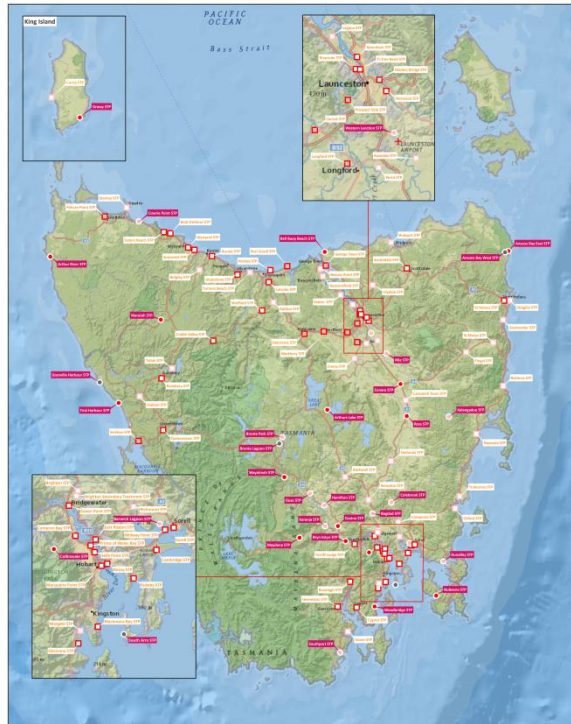


852

EMPLOYEES

Information as of January 2019

TasWater treatment plant locations

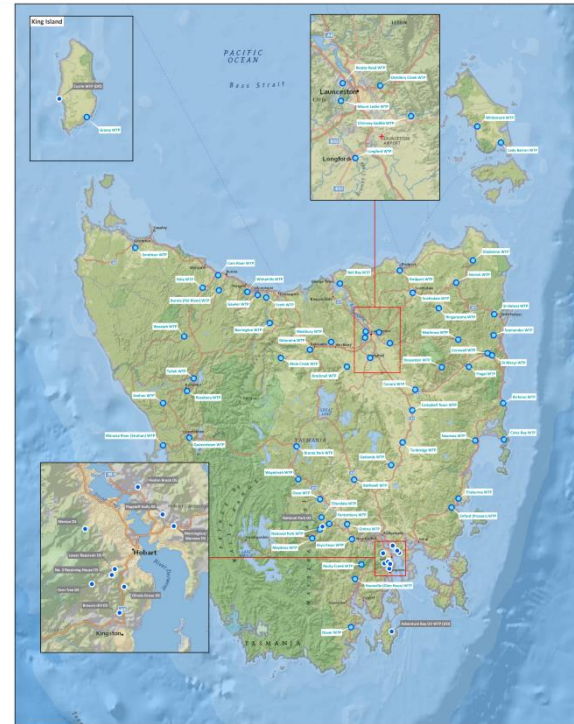


This map is a representation of the information currently held by Taswater. While every effort has been made to ensure the accuracy of the product, Taswater accepts no responsibility for any errors or omissions. Any feedback or errors or omissions would be appreciated.

Date: 1/10/2018 05:48:10

TasWater Treatment Plants: Sewage Systems

- Level 1 - Mechanical
- Level 1 - Lagoon
- Level 1 - Septic
- Level 2 - Mechanical
- Level 2 - Lagoon
- Level 2 - Mechanical & Lagoons



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TasWater Treatment Plants: Water Systems

- Dosing Facility - Disinfection Only
- Water Treatment Plant - Full Treatment



Spend a day in their shoes

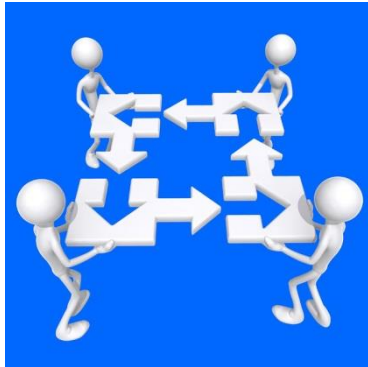
Getting out and getting dirty



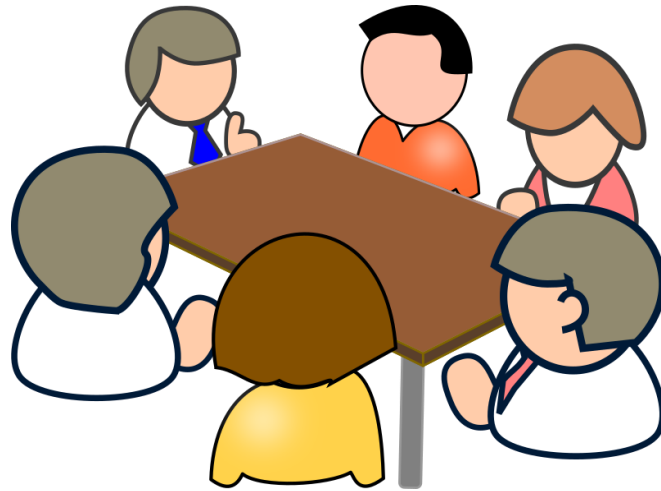
Why?



Us Them



What and how



Examples

- Trade Waste people at Sewage Treatment Plants (STPS)
- Customer Service Officers with Trade Waste people
- Development Services Managers in the Call Centre
- **Asset Management Engineer in Bulk Operations**



Developing relationships

TasWater's Eamonn Tiernan, Department Manager Development Services, and Jason Taylor, Development Assessment Manager, recently went to visit the customer service centre to help them gain a broader understanding of our business and how individual employees contribute to servicing our customer.

They enjoyed listening to a number of customer enquiries under the guidance of TasWater's Tegan Jones and Charlotte How, Customer Service Officers.



ABOVE L to R: Tegan Jones, Customer Service Officer and Eamonn Tiernan, Department Manager Development Services.

ABOVE BOTTOM L to R: Jason Taylor, Development Assessment Manager and Charlotte How, Customer Service Officer.

Secondments

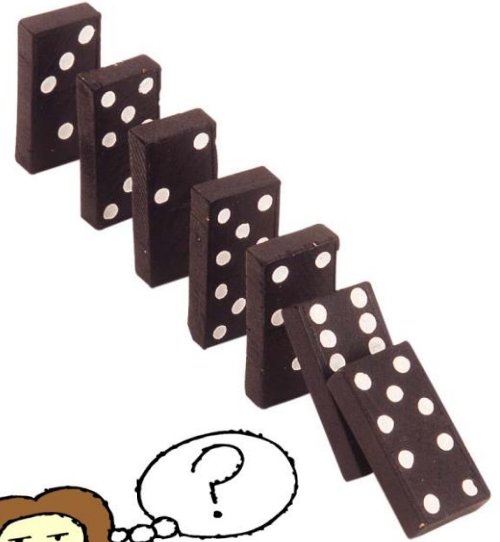
An internal approach



Why?



For and against





Getting out and getting dirty

Case study



Greater Hobart bulk operations

Bk 1 Sect 1 Chap 1
Greater Hobart Bulk Water System Description

TasWater

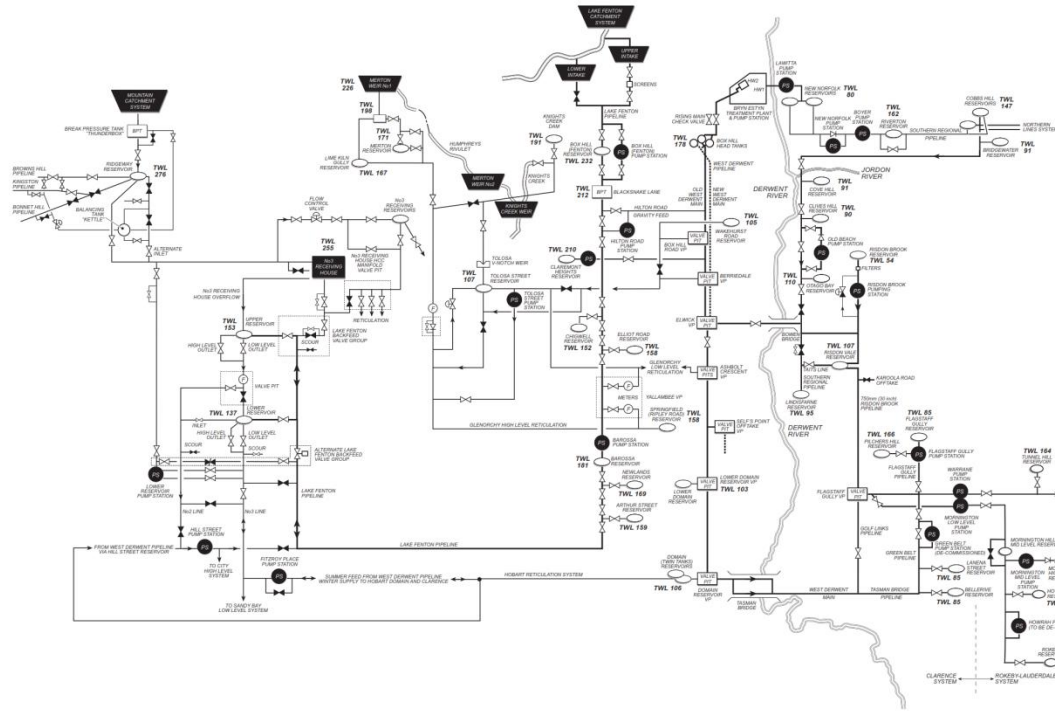


Figure 1-1 Overall System Layout

Daily ops



Heidelberg Kingsborough Daily Operations	Date	Day	Frequency	Field Turbidity	Analysed Turbidity	Field Chlorine	Analysed Chlorine	pH	Fluoride	Comments
Tas Bridge Supply (Domain)	Wednesday		0.21		0.24			7.60		
Water Works Road #	Daily									Tas - Adelaide
Lower Res Fenton Supply (Bridge) *	Daily									
Upper Res Smithurst Line #	Daily									
Fern Tree Anticorrosion P/Son Tap *	Daily		0.13		0.50			7.45	1.04	
Fern Tree N.W. Bay Inflow *	Daily		0.25	0.41				7.71	1.09	
Fern Tree Fluoride Analyser *	Daily								0.81	
Connington Road #	Daily									
Lower Res No.3 Line *	Wednesday		0.34	0.24	0.69	0.94		7.39		MT 70
Lower Res Fenton Fwd/Rev *	Wednesday		0.74		0.40	0.64		7.37		
No.3 Receiving House Reservoir *	Wednesday		0.86	1.11	0.93	0.61		7.06		MT 70
Bononia Hill Pump Station Sample Tap	Wednesday		0.72		0.62			7.45		Thurs - Adelaide
Browns Hill Inlet *	Wednesday		0.44	0.21	0.21	1.04		7.37		MT 70
Tolmans Hill	Wednesday		0.47		1.05			7.37		
Browns Hill Outlet *	Wednesday		0.54		1.06			7.37		
Tolmans Hill	Wednesday		0.54	0.71	1.10	1.04		7.25		Thurs - Adelaide (Fall)
Olinda Grove	Wednesday		0.55		2.10			7.12		
Band 7 Inlet	Wednesday		0.51		0.22			7.42		
Newlands Pump Stn (Inlet Line to Pump)	Wednesday									
Lenah Valley Reservoir (Outlet)	Wednesday									
Dam levels	Daily		Level				Filters	Yes	No	All Filters to be cleaned weekly on Wednesdays
Lower *	Daily		-1.125				Lower Res			
Upper *	Daily		4.11				No.3 R.H			
Ridgeway *	Daily		-0.815				Fern Tree			
Flows	Daily						Browns Hill			
Fern Tree North West Bay Inflow *	Daily		24.1			24 Hour	Olinda Grove			
Weekly Jobs	Yes	No								
Clean Wet Well at Fern Tree (Daily) *										
Walk Ramilly Street Easement (Wed) *										
Scour Tolmans Hill (Wednesdays) *										



Monthly bulk meter reads



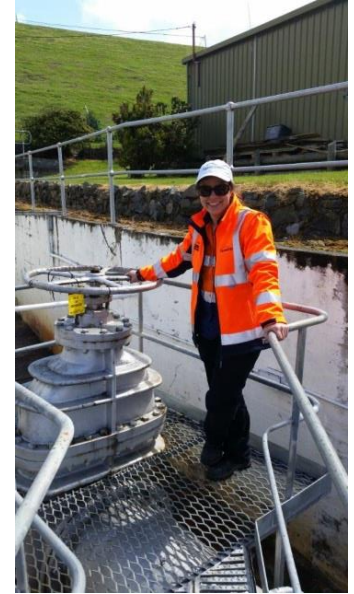
Servicing control valves



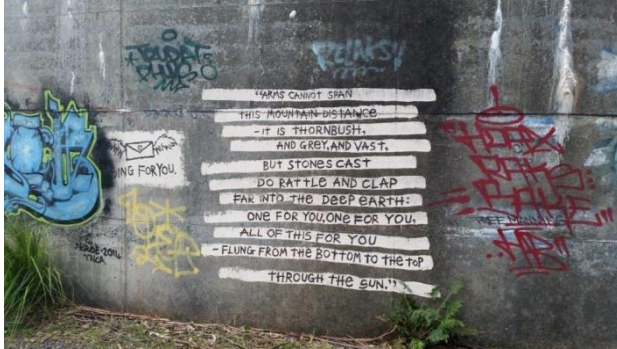
Diver cleaning of reservoirs (tanks)



Tolosa Dam level reduction



Observations



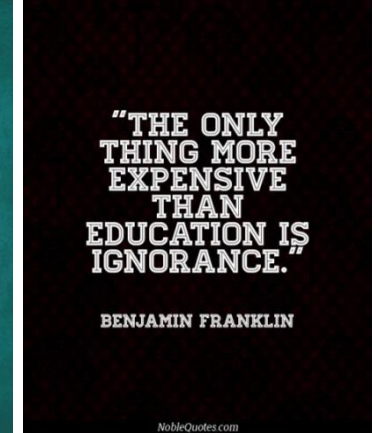
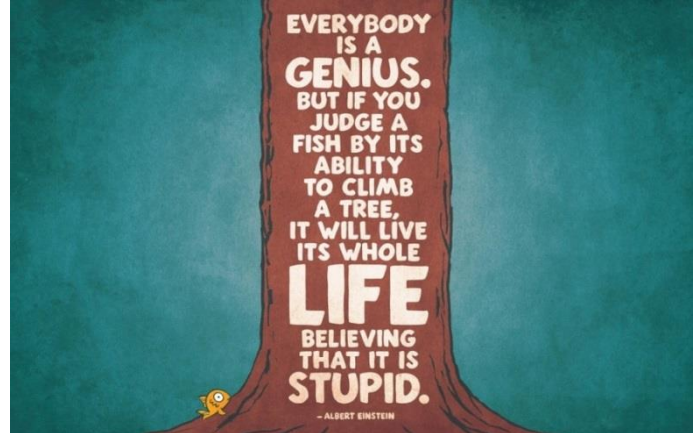


Conclusions



Key benefits and learnings

- Benefits
 - Relationships, relationships, relationships
- Learnings
 - Osmotic knowledge transfer
 - Business understanding





Reflections or questions?