Asset Management at Yarra Valley Water
Pat McCafferty: Managing Director
ABOUT YVW

• Melbourne’s largest water and sanitation provider
• Serving 1.8 million people
• <Revenue approx $1B(A)
• <Assets $4.2B (A)
• 19,200kms of pipes
• 9 sewage treatment plants
• 520 employees
ABOUT YVW
WHOLESALE & RETAIL RESPONSIBILITIES

Melbourne Water
- Headworks
- Reservoir
- Transmission
- River Diversion
- Treatment Plant

City West Water
- South East Water
- Yarra Valley Water
- Disinfection Plant

Melbourne Water
- Bass Strait
- Disposal
- Eastern Treatment Plant
- Western Treatment Plant
- Port Phillip Bay

Local Council
- Delivery of water and sanitation services to customers
- Sewer Main
- Storm Water
- Local Treatment Plant
- Drainage
WE ARE YARRA VALLEY WATER

OUR PURPOSE IS TO PROVIDE EXEMPLARY WATER AND SANITATION SERVICES THAT CONTRIBUTE TO THE HEALTH AND WELLBEING OF CURRENT AND FUTURE GENERATIONS.
CUSTOMER VALUE PROPOSITION - STATUS

- 94% of customers agree that YVW provides a reliable water service
- 91% of customers agree that YVW provides great drinking water
- 90% of customers agree that YVW provides a trouble free sewerage system
- 88% of customers say they are confident YVW will meet their needs now and in the future
SOME MAJOR PROJECTS
VITAL INFRASTRUCTURE FOR THE NORTH
DIGITAL METERING

- Revolutionising the way we interact with our customers and networks
- Improved customer outcomes and new efficiencies
- Conducted a successful trial delivered benefits to customers – currently developing a business case

**Craigieburn trial**

“1600 customers - 400 customer leaks detected 244 litres per day to 4 kl per day!”
STRATEGIC DRIVERS

- Population growth
- Evolving customer and community expectations
- Environmental sustainability and climate adaptation
- Rapid technology change
- Productivity and affordability