



49th IWWA Annual Convention
19-21 Jan 2017 at VNIT Auditorium, Nagpur

**The 49th Annual Convention of
The Indian Water Works Association
on
Smart Water Management**



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Water management requires a holistic view in meeting ever growing demand in developing countries like India. Uncertainty associated with the availability of water, extreme water conditions, climate change, deteriorating quality of water, limited infrastructure and ever increasing demand pose a great challenge to the water managers and decision makers. It is therefore imperative to adopt an integrated approach for water management with recourse to smart solutions. Smart water management provides more emphasis on reliable operational intelligence and application can range from small water supply in villages to large utilities in metropolitan cities. This integrated viewpoint on smart water management invariably encompasses wastewater treatment and reuse, rainwater harvesting, ground water recharge besides other demand and supply related option.

SUB THEMES:

- Impact of climate change on water resources
- Water quality monitoring and surveillance
- Water delivery from source to consumer end
- Wastewater treatment
- Water reclamation and reuse
- Water and health
- Improved sanitation options
- Community Participation in water management

AWWAIndia Session – Friday, 20th January, 2017 09:00 hrs onwards

Session title – Effective Utility Management			
Moderator – David LaFrance, CEO – American Water Works Association			
Session description – Effective Utility Management (EUM) can help water and wastewater utilities enhance the stewardship of their infrastructure, improve performance in many critical areas, and respond to current and future challenges. Addressing these challenges also requires ongoing collaboration between government, industry, elected officials, and other stakeholders. Effective Utility Management consists of 10 attributes of performance and 5 keys to management success.			
	PRESENTATION TITLE	PRESENTERS	Duration (In minutes)
1	EUM Introduction and Overview	David LaFrance - CEO, American Water Works Association	15
2	Customer Satisfaction and Community Sustainability	Jeanne Bennett-Bailey - President, American Water Works Association	30
3	Product Quality and Enterprise Resiliency	Uma Vempati - I&S Group Inc.	30
4	Employee/Leadership Development and Infrastructure Strategy/Performance	Nilaksh Kothari - General Manager, Manitowoc Utilities and Past President AWWA	30
5	Wrap-up Discussions and Questions	David LaFrance - CEO, American Water Works Association	15