



2016 ASSET MANAGEMENT CUSTOMER VALUE PROJECT

Europe

“the next generation of asset management enabling
business and customer value”

The Water Services Association of Australia (WSAA) is delighted to invite you to participate in the ‘next generation’ of its International Asset Management Customer Value Project (AMCV)¹

2016’s AMCV will benchmark asset management activities and focuses on international excellence, identifying leading practices, tailored learning and peer-to-peer global engagement.

AMCV 2016 – ENABLING BUSINESS AND CUSTOMER VALUE

AMCV’s aim is to enable organisations to enhance business and customer value through:

- » The assessment of asset and infrastructure maintenance and performance
- » Improving net return from physical assets through management improvements
- » Working towards sustainable, durable and resilient assets and businesses that have a customer focus
- » Preparing your organisation for ISO 55001 implementation and certification

PARTICIPANTS’ BENEFITS

Participating in the project will provide you with the following benefits:

- » Access to the 2012 AMIP project outcomes, learnings and changes in industry trends
- » An easy-to-use and recognised benchmarking tool aligned to ISO 55001
- » Understand your asset and infrastructure performance compared to your peers
- » Learn from others and showcase your own leading practices toward life-cycle management, asset quality assurance and delivering customer service

Kevin Young,
Managing Director,
Sydney Water

“...a holistic approach to comparing asset management lifecycle functions and processes that gives you the tools and information to drive process improvement. Let’s collaborate, learn from each other and drive value in our businesses and communities”

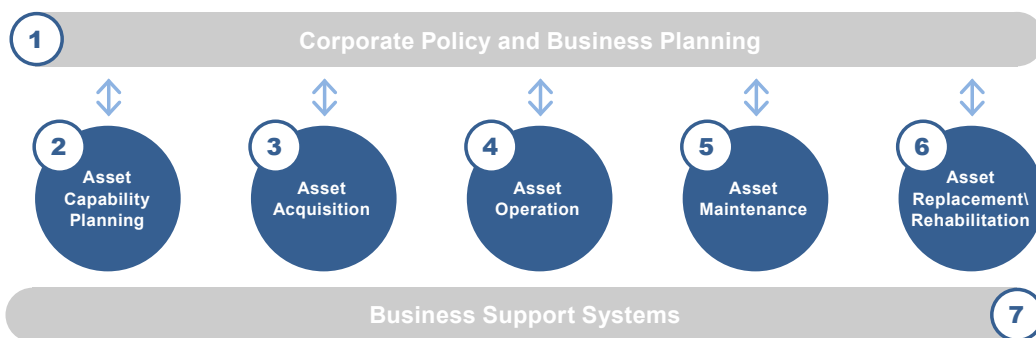
- » Gain customised and confidential asset performance improvement recommendations
- » Contribute to new trends in asset management that can deliver customer value
- » Interactive networking opportunities with industry leaders and peers

ABOUT AMCV

AMCV has evolved through a rolling four year benchmarking and performance improvement program since its inception in 2004. Over 50 organisations from the United Kingdom, United States of America, Canada, China, Middle East, Australia and New Zealand have been involved.

AMCV’s tool is now internationally recognised and applicable to any industry and sector globally that maintains physical assets. The benchmarking tool has been updated to reflect industry expertise and practical experience. It enables organisations to identify how to deliver business and customer value by working through seven key elements:

¹ previously known as “Asset Management Improvement Project” (AMIP) using the “Aquamark” tool

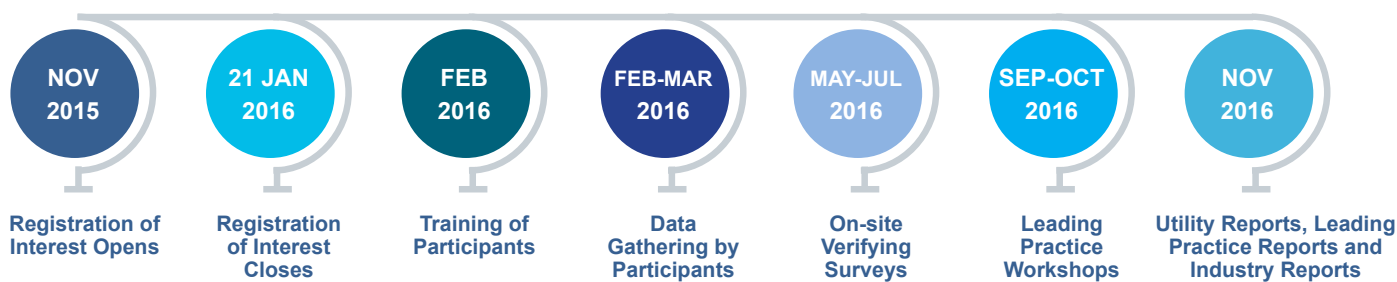


PARTICIPATION OPTIONS

WSAA is offering two options for participation – choose the one that suits you!

PACKAGES	INCLUSIONS
Option 1 (self-managed assessment)	<ul style="list-style-type: none"> » Initial training workshop » Internationally recognised asset assessment software » Consultant verification of performance (two days on-site working with you and going through the information and inputs) » Access to an interactive peer-to-peer engagement and communication platform » Customised utility report, as well as the industry and leading practices reports » Senior management briefing to identify priority improvement opportunities » Participate in leading edge workshops with your peers (if more than five (5) participants from the region[#], a workshop will be held in London as well as those in Australia and the USA).
Option 2 (with additional data entry support)	<p>As for Package 1 with:</p> <ul style="list-style-type: none"> » Consultants working directly with you over an intensive eight-day program to provide coaching and assistance for doing a self-assessment of your asset management practices

KEY DATES



COST OF PARTICIPATION

The cost of participation will ultimately depend on the number of participants from your region[#]. Package 1 indicative costs in \$AUD are provided below (note all participation payments to be in \$AUD).

\$AUD/Participant (Excluding local applicable taxes) (Estimated €EUR/Participant)*	Participation costs based on number of European [#] participants:		
	Estimate based on 2 participants	Estimate based on 4 participants	Estimate based on 5+ participants
	\$56,000 AUD (€37,520 EUR)	\$50,000 AUD (€33,500 EUR)	\$47,000 AUD (€31,500 EUR)

The costs for Package 2 will be an additional \$32,500 AUD (€21,800 EUR) (excluding local tax) on top of Package 1.

REGISTER YOUR INTEREST:

You can register your organisation's interest in participating in the 2016 project online at AMCV.wsaa.asn.au.

Registration of interest is open until **Thursday 21 January 2016**.

Further information on the project can be obtained from the website AMCV.wsaa.asn.au or email amcv@wsaa.asn.au

*For information only, based on official exchange rate at 7 December 2015 (\$AUD:€EUR=1:0.67)

[#]Pricing applicable for participants from: United Kingdom, Ireland, France, Germany, Belgium, Portugal, Italy, Spain, Netherlands, Finland, Norway, Sweden, Switzerland, Austria, Denmark. Participant fees for other countries are available on application.