

## Water Services Master Class # 1

**Johannesburg: Wednesday, 11<sup>th</sup> – Thursday, 12<sup>th</sup> April 2012**

**Cape Town: Tuesday, 17<sup>th</sup> – Wednesday, 18<sup>th</sup> April 2012**

### DRAFT PROGRAMME

DAY ONE: 11 April 2012	
<b>08:30 – 09:00</b>	<b>Registration and Tea/Coffee</b>
<b>09:00 – 09:45</b>	<b>Opening Session: Welcome and Introduction to the Master Class (Programme Director)</b>
09:00 – 09:05	Welcome remarks (SALGA )
09:05 – 09:10	Remarks (MILE)
09:10 – 09:15	Remarks (IMESA)
09:15 – 09:45	Performance Improvement through SALGAs Municipal Benchmarking Initiative (MBI: G Mackintosh)
<b>09:45 – 11:15</b>	<b>Session 1: Blue Drop – Hints and Tips</b>
09:45 - 10:45	Overview of current Blue Drop requirements (DWA)
10:45– 11:15	Drinking Water Quality Risk Management – Water Safety Planning (MBI: Phillip De Souza)
<b>11:15 – 11:30</b>	<b>Tea/Coffee Break</b>
<b>11:30 – 13:00</b>	<b>Session 1: Blue Drop – Hints and Tips (Cont)</b>
11:30 – 11:45	Drinking Water Asset Management (MBI: Phillip De Souza)
11:45 – 12:15	Municipal Case Study – Achieving the Blue Drop
12:15 – 12:45	Peer Group Facilitated Discussion: Blue Drop-Overcoming Our Biggest Challenges <ul style="list-style-type: none"> <li>• What are my three (3) biggest challenges? What are the root causes of these challenges?</li> <li>• How am I going to overcome these challenges?</li> <li>• What help do I need?</li> </ul>
12:45 – 13:00	Report back by groups
<b>13:15 – 14:00</b>	<b>Lunch</b>
<b>14:00 – 16:30</b>	<b>Session 2: Green Drop – Hints and Tips</b>
14:00 – 14:45	Overview of current Green Drop requirements (DWA: Zanele Mupariwa)
14:45 – 15:00	Wastewater Quality Compliance (W2RAP) and Failure Response Management
15:00 – 15:30	Municipal Case Study - Achieving the Green Drop (Joburg Water)
<b>15:30 – 15:45</b>	<b>Tea</b>
15:45 – 16:15	Peer Group Facilitated Discussions: Green Drop-Overcoming Our Biggest Challenges <ul style="list-style-type: none"> <li>• What are my three (3) biggest challenges? What are the root causes of these challenges?</li> <li>• How am I going to overcome these challenges?</li> <li>• What help do I need?</li> </ul>
16:15 – 16:30	Report back by groups
<b>16:30</b>	<b>Master Class Closure: Day One</b>

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### DRAFT PROGRAMME

DAY TWO: 12 April 2012	
<b>0830 – 09:00</b>	<b>Registration and Tea/Coffee</b>
<b>09:00 – 10:15</b>	<b>Session 3: Water Loss/Demand Management</b>
09:00– 09:30	Strategic Overview of Water Loss/Demand Management (DWA: Allestair Wensley )
09:30 – 10:00	Technical Overview of Water Loss/Demand Management (Technical Specialist)
10:00 – 10:15	Municipal Case Study 2 – Management via Water Balance
10:15 – 10:30	Municipal Case Study 1- Detecting and Fixing Water Leaks
<b>10:30 – 10:45</b>	<b>Tea/Coffee Break</b>
<b>10:45 – 13:00</b>	<b>Session 3: Water Loss/Demand Management (Cont)</b>
10:45 – 11:00	Municipal Case Study 3 – The Role of Metering in Water Loss / Demand Management
11:00 – 11:45	Municipal Case Study 4 - Pressure Management as part of Water Demand Management
11:45 – 12:30	Peer Group Facilitated Discussion: Water Loss/Demand Management Group: Overcoming Our Biggest Challenges <ul style="list-style-type: none"> <li>• What are my three (3) biggest challenges?</li> <li>• What is the root cause of these?</li> <li>• How am I going to overcome these challenges? What needs to change?</li> <li>• What help do I need? How will results be measured?</li> </ul>
12:30 – 12:45	Report back from groups
<b>12:45 – 13:30</b>	<b>Lunch</b>
<b>13:30 – 15:00</b>	<b>Session 4: Site Visit</b>
<b>15:00</b>	<b>Master Class Closure: Day Two</b>