

Water New Zealand (New Zealand Water & Wastes Association Incorporated)

ANNUAL GENERAL MEETING

CHIEF EXECUTIVE'S REPORT 2011

The past year in New Zealand has been dominated by natural disasters, touching the lives of us all. Throughout the country people from all walks of life rallied magnificently after the earthquakes in the Canterbury region. Foremost amongst them were water engineers, contractors and suppliers into the industry. The importance of functioning water infrastructure in built environments, so often taken for granted, was forcibly brought home for all to see.

Against that sombre backdrop we can report another solid year for Water New Zealand.

FINANCE

The consolidated result for the year records a profit of \$238,662. Income from publications, projects, subscriptions and our joint venture increased compared with the previous year. Expenses overall were held, broadly in line with budgeted figures.

Our target of building 60% of annual expenses as reserves has been met. That said, the organisation continues to be overly reliant on income from publications and events compared with other national not for profit membership entities.

COMMUNICATIONS

During the year Water New Zealand engaged a new communications contractor. A revised communications strategy has been put in place and a communications audit was undertaken – see below for more details.

The volume of both editorial content and display advertising in the Journal increased overall during the past year c.f. 2009/10.

The 19th edition of the New Zealand Infrastructure, Water and Environment Directory incorporating the New Zealand Green pages www.nzgreenpages.org was published successfully again in conjunction with industry partners.

WATER NEW ZEALAND OFFICE AND STAFF

The Water New Zealand business plan requires an ongoing improvement in office efficiency to meet member's needs. The past year has been very steady one administration wise with low staff turnover. Policy and Projects Advisor Hannah Dawson resigned to move overseas, and was replaced by Amy Aldrich in a reconfigured role.

Occupancy costs for Water New Zealand in its current premises are relatively high per staff member. Since balance date we have entered into an agreement to lease smaller and less expensive accommodation at Greenock House, 39 The Terrace, Wellington. The financial benefits of this move will accrue from the second half of the next financial year, after we move to the new premises in January 2012.

NATIONAL PERFORMANCE REVIEW

Fourteen water utilities participated in a third national performance review, up from eleven in the previous year. Benchmarking performance across a wide range of measures, it provides valuable information for participants and the public alike. The exercise is being repeated in the 2010-11 year.

EVENTS

During the year our conferencing and seminar programmes were well attended. Successful Trade Waste, Annual, Backflow, and Stormwater events were held, along with a number of SIG workshops. Immediately after the first Canterbury earthquake in September 2010 we had to make a quick decision on whether to reschedule our annual conference from Christchurch. Continuing with the first major conference in the city after the earthquake proved to be the right decision.

WATER SERVICES MANAGERS GROUP

The WSMG continues to meet twice yearly and has an active management committee, under the Chairmanship of Brent Manning from the New Plymouth District Council. The Group has again supplied representatives on standards reviews, is supporting the Backflow SIG in their CoP and standards work, and continues to advance the development of a discussion paper on metering.

ANNUAL BUSINESS PLAN

The Board approves an annual business plan which includes four quantifiable key performance indicators for the Association. These are set out below along with performance levels achieved to date. These results demonstrate room for improved performance in two areas; members' perception of our achievements and our public profile. Pleasingly, financial and membership goals are being achieved.

1. Consistent improvement in perception of achievement of Water New Zealand's four constitutional objectives, validated by biennial member satisfaction surveys.

Baseline: A 72% overall satisfaction rating was measured in a member survey reported in December 2006.

Performance: A 71% overall satisfaction rating was measured in a member survey reported in December 2010.

2. Water New Zealand's profile and credibility in reaching leadership position in the water industry validated by biennial communications audits.

Baseline: A communications audit in December 2008 placed Water New Zealand as 3rd.

Performance: A communications audit in December 2010 again placed Water New Zealand as 3rd.

3. Membership numbers consistently increase across all categories year on year.

Baseline and performance:

	Corporate	Corporate Additional	Individual	Other	Total
30 June 2010	303	511	535	29	1378
30 June 2011	304	661	510	26	1501

4. Water New Zealand financial performance annually contributes to achieving policy objective of holding 60% of annual expenses as reserves exclusive of expenses of contracted events by end of 2013/14 financial year.

Baseline and performance:

Year	Working capital (current assets less current liabilities)	Expenses (net of contracted events)	Working capital divided by expenses
2008 – 2009	\$509,035	\$1,599,386	31.83%
2009 – 2010	\$669,758	\$1,500,009	44.65%
2010 - 2011	\$940,892	\$1,459,688	64.46%

THANKS

Membership associations such as Water New Zealand are significantly reliant on the voluntary input of members in order to function, particularly at a SIG level. Our SIG committees, along with the WSMG, the Conference Technical Committee, and the SEF have all worked hard during the year for the greater good of the wider membership.

We appreciate and acknowledge the generosity of so many volunteer members for their constructive assistance in running the business and pursuing our vision of ensuring water for our future.

I also thank my staff and our contractors for their passion and commitment to Water New Zealand over the past 12 months.

Murray Gibb
Chief Executive