



Connect to the Network



Dear IWA Member!

Welcome to IWA! Thank you for joining a network of over 10,000 of your peers who are dedicated partners helping us achieve our vision to be the global source of knowledge, experience and leadership for urban and basin-related water solutions in both developed and developing countries.

You have just started your exciting journey within IWA, the premier international network of water professionals. Over time you will discover the full breadth and depth of IWA and this booklet helps you to familiarise with IWA Specialist Groups, IWA Events, IWA programmes, IWA awards and other networking opportunities connecting you with other leaders in water science and practice.

As an IWA member you will be able to discover new scientific frontiers around water and waste water and find innovative, pragmatic and sustainable solutions to the water challenges you are faced with. Your membership provides you with access to the vibrant IWA member network through which you can meet and collaborate with a diverse set of water specialists and develop lasting relationships.

Through IWA publications and events you will gain access to the latest information on a wide range of water related topics and best practices. With this you will be able to continue to update your professional knowledge and know-how, critical to remaining at the leading edge of the water profession.

This booklet shows you how to engage with IWA's groups and programmes in a practical way. It provides an introduction to **IWA's activities and highlights for 2012**; of course, you can always find more detailed and up to date information on **www.iwahq.org** – visit the website regularly to ensure that you stay informed about our activities.

We're here for you! The membership team is always happy to assist you with your queries. You can contact us any time at **members@iwahq.org** or call **+31 70 31 55 783**. You can also visit the membership section of our website to find out more information on how to continue your journey in the world of IWA.

You are also kindly invited to take a look at the **2012 IWA Events Calendar** and see where you can best present a paper, contribute to a workshop or share your knowledge in a discussion panel. There are many ways to get the best out of IWA and we stand ready to help you make your membership a success.

Chloe Menhinick / Director Marketing, Communications & Membership

Global Network

Specialist Groups

Specialist groups and their respective Task Groups, are one of the most direct and easy ways you can engage within the IWA network. Through Specialist Groups IWA members interact and work together on scientific, technical and management topics facilitating collaboration and generating outputs, including conferences and publications.

There are currently 52 active groups. The groups provide a unique platform for international networking, information sharing and are a key opportunity for you to extend your professional contacts across the world.

As an IWA member you can:

- Select any number of Specialist Groups and be informed of all news relating to the publication of newsletters, what activities the group is undertaking, and specialised conferences it is hosting.
- Contribute actively in publications produced by the SG, from SG newsletters to the publication of reports and books; attend and/or present at specialised conferences organised by the SG; or become involved in task groups and working groups to work on specific tasks (by invitation only).

- Involve yourself in the management of the SG by nominating yourself during SG election rounds, play a role in the organisation of specialised conferences or take up an initiative to create task groups or working groups.

More details on the activities of the groups and contact details for Specialist Group Management can be found on the IWA website at <http://www.iwahq.org/hf/networks/specialist-groups.html>

Also available for download at www.iwahq.org/Home/Networks/Specialist_groups/ is the IWA Specialist Groups Directory

You can update or change your Specialist Groups selection anytime on the IWA website or at <https://www.portlandpress.com/iwa/membership/change.cfm>

For more information about IWA Specialist Groups and/or Task Groups, please contact Hong Li at hong.li@iwahq.org



Young Water Professionals (YWP)

Providing professional development and networking opportunities to young professionals and students under the age of 35 is critical to sustaining capacity in the water sector. The IWA Young Water Professionals Programme, in its seventh year of operation, is the Association's flagship initiative for recruiting and retaining the next generation of water professionals.

*Through an exciting series of **conferences and workshops**, the programme provides participating YWPs opportunities to network and present their work in a peer to peer learning environment and occasions for career development and skill development in an international setting.*

The next International Young Water Professionals Conference will be in **Budapest, Hungary, 10-13 July 2012**.

Of particular interest to YWPs is also the career section on the IWA Publishing website, www.iwapublishing.com/template.cfm?name=careers where you can download the World of Opportunities booklet - This publication comprises a collection of articles and biographical profiles aimed to attract students and young professionals to pursue a career in the water sector.

To overcome geographical distances and different time zones and to stay connected with other young water professionals follow us on your favourite **social media**:

LinkedIn - <http://www.linkedin.com>

Setup your profile, and send a request to join the IWA YWP group. Our moderators will make sure that you will be connected to the vast network of employers and other IWA YWP members!

Facebook - <http://www.facebook.com-Young Water Professionals>

Young Water Professionals – share information, pictures and experiences with other young water professionals

Twitter - <http://twitter.com/@iwaywp>

Get up-to-date information about YWP events and activities.

For more information about the Young Water Professional Programme and upcoming YWPs events visit http://www.iwahq.org/Home/Networks/Young_Water_Professionals/ or contact Frances Lucraft at frances.lucraft@iwahq.org

Women in Water

IWA's Women in Water Programme provides a range of activities, services and initiatives which address a variety of identified need areas affecting women professionals in the water industry.

The programme focuses on the need to initiate a shift in the way we can move the water agenda from one based only on science, technology and engineering to one that also embraces education, equity and social issues more fully as a part of the equation. As well as engaging directly with women, the programme's overarching objective is to mainstream social sustainability as an important part of the equation when thinking of solutions to the challenges we face in terms of sustainable water management. By building bridges with other programmes within IWA - the programme aims to increase awareness of the relevancy of these issues within IWA and the sector more broadly.

Highlights for 2012:

- **WiW KL session report to be published in journal WH20**
- **Representation at the WWF in Marseille**
- **Women in Water session planned for the the IWA World Water Congress & Exhibition in Busan, Korea September 2012**
- **Programme of joint activities with the Young Water Professionals**

Visit the IWA Women in Water page on the IWA website at <http://www.iwahq.org/3g/networks/women-in-water.html> or contact Chloe Menhinick at chloe.menhinick@iwahq.org for more information on how to engage in the Programme.



Brokering Knowledge

Events

Convening power is part of IWA's core strength. IWA organises and supports over 40 events per year on a large variety of topics. These high quality events bring together the leading professionals to address themes directly relevant to advance water sciences and practices, whether focused on specific specialist subjects, or synthesising insight from various disciplines.

IWA events represent an excellent opportunity to engage with other members and to broaden your personal and professional network of contacts with common interests. Our events bring together all of whom are deeply involved in the development of the world's leading-edge science and best practice solutions for urban water, waste water and sanitation. IWA Conferences are also an invaluable source of the latest information on current developments in the water sector.

The full list of IWA Events in 2012 is available at www.iwahq.org/Home/Events/IWA_events/. These include specialist and regional conferences, Leading-Edge Technology conference series and Utility Leaders' forums.

Enclosed in your welcome folder is a **2012 IWA Events Calendar**. Pin it on your notice board so that you can see what events will be held in your region each month and plan your travel schedule for this year.



Join us in Busan, Korea – 16-21 September 2012!

Every two years the world's leading water professionals gather at the **IWA World Water Congress & Exhibition** to discuss the world's leading water issues. There is no better or easier opportunity to meet with key contacts in the international water community. Over the six days of the congress, you can meet current colleagues, make new contacts, expand your client base, meet new research partners, exchange knowledge and experiences, and create new solutions to the world's water questions.

For more information on the event, what are the themes and how to get involved visit www.iwa2012busan.org



IWA Publishing Publishing

IWA Publishing provides information services on all aspects of water, wastewater and related environmental fields. With 8 leading journals and over 40 new books a year, the IWA library forms a vital source of information and learning for any water professional and includes a wide range of journals, books, research reports, manuals of best practice and online services. Your IWA membership provides you with a significant discount on all journals and other publications.

The IWA magazine – **WATER 21** – provides up to date information on the latest developments in the water sector. Distributed to over 20,000 water professionals the magazine highlights issues and solutions at the leading edge. It gives you the chance to stay informed at your leisure while sitting back, travelling or waiting at the dentist. For the latest publications and more information please visit www.iwap.co.uk

IWA Water Wiki



To answer our members' needs to facilitate collaboration across geographical diversity IWA has launched the IWA Water Wiki that provides a place for the global water community to interact and share knowledge online.

The site features hundreds of reference articles on all areas of water, waste water and environmental sciences. Water Wiki also offers a number of networking and communication features enabling you to interact with colleagues and peers across the world.

Researchers

- Contribute a summary article on your specialist topic, link to your published papers online. Ensure your interests are covered in the Tag list.
- Need advice on the progress of a paper? Ask the community in the Article Discussion zone.

Practitioners

- Update your company details and link to online resources with an Organisation Profile.

User Profiles

- **Share** your areas of expertise with the world. See who are the most active people in the WaterWiki community!
- **Debate** results with your research group and promote upcoming events on the Forum.
- Keep up to date with developments on the Wiki or post your thoughts for followers using **Blogs**.

RSS Feeds

- The latest Water Wiki contributions in your topic delivered directly to your browser.

Research Groups

- Set up your own private work space on the Wiki where you can upload documents, circulate reports and disseminate information.

Register your profile on www.iwaterwiki.org or contact our WaterWiki Community Manager Chloe Parker at cparker@iwap.co.uk for further information.

Strengthening the Water Sector

Cities of the Future

How can we design and plan our cities and the water management, treatment and delivery systems that serve them? How can we harmonise and re-engineer these systems to minimise the use of scarce natural resources and increase the coverage of water and sanitation in low and middle income countries?

These are the sorts of challenges that Cities of the Future is tackling. The programme builds upon the strengths of IWA as a convener, advocate, and thought leader in the water sector. It is set to provide the tools, knowledge and opportunities for the water sector to address the challenges that affect a city's long-term viability and capacity to accommodate change. Ultimately, the Cities of the Future Programme will enable an appropriate evolution within the water sector towards a new paradigm that better provides services to urban population worldwide.

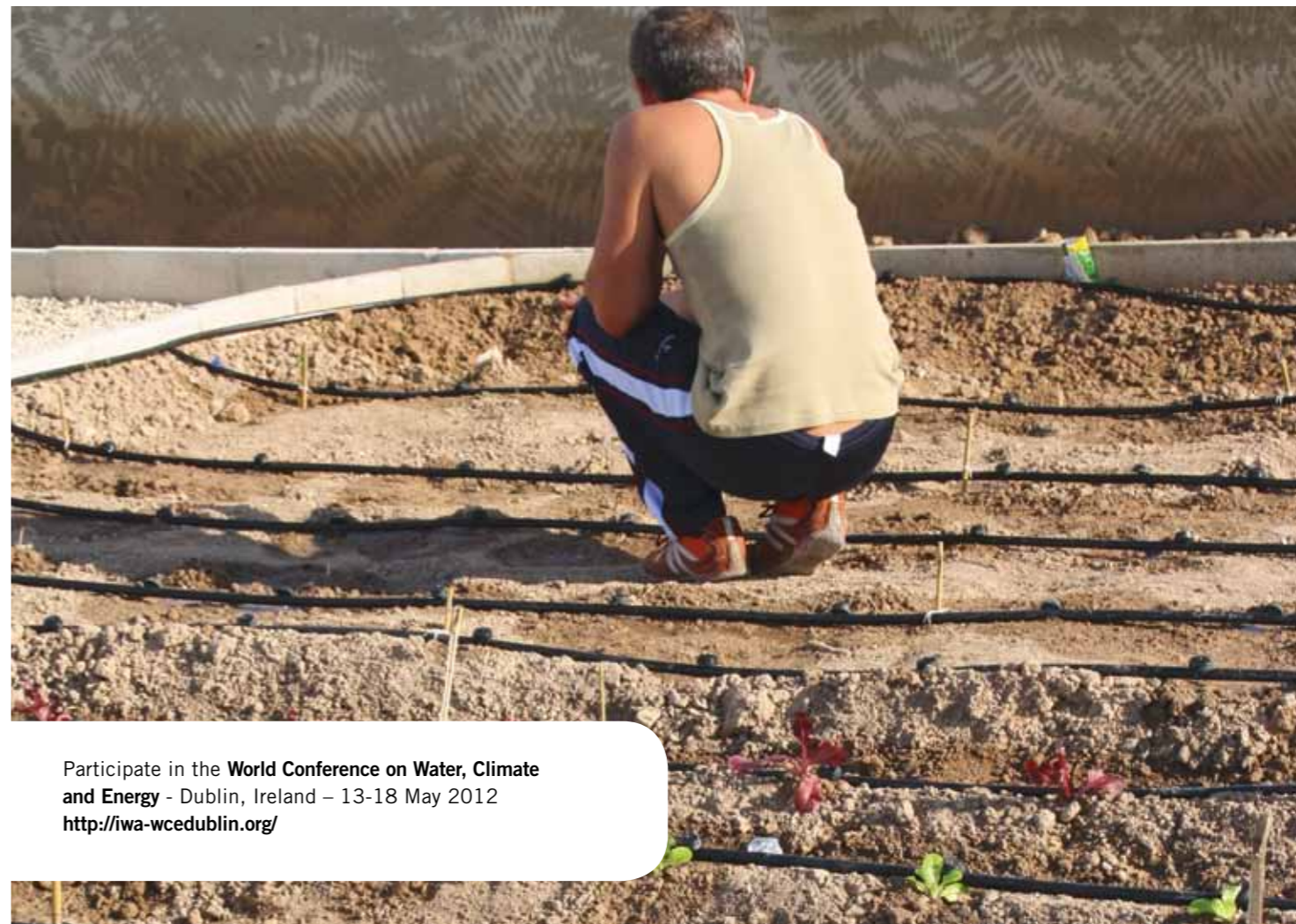
For more information about the programme, events and resources available please visit the IWA website at http://www.iwahq.org/Home/Themes/Cities_of_the_Future/ or contact Paul Reiter at paul.reiter@iwahq.org

Water, Climate and Energy

The IWA Water, Climate and Energy programme covers the adaptation and mitigation aspects of climate change and focuses on sustainable water and its interaction with the energy sector in the urban area. The programme initiates and supports dynamic dialogue and cooperation with climate change and energy focused organisations. Through these, the programme encourages water, climate and energy professionals to work closer together and combine sector based insights to overcome the mounting challenges related to issues such as water production and energy efficiency, management of floods and droughts, and dealing with sea-level rise impacting the world's mega-cities.

You can get actively involved and work on issues related with Water Climate and Energy by joining the IWA Specialist Group: Climate Change and Adaptation and linked task forces.

For more info about the programme and resources available visit: http://www.iwahq.org/Home/Networks/Specialist_groups/List_of_groups/Climate_Change_and_Adaptation/ or contact Ger Bergkamp at ger.bergkamp@iwahq.org.



Participate in the **World Conference on Water, Climate and Energy** - Dublin, Ireland – 13-18 May 2012
<http://iwa-wcedublin.org/>

Managing Utilities and their Assets

IWA provides public and private utilities with a forum to share perspectives on current and future issues, create a common voice on urban water management and jointly create and deliver a service oriented programme. Issues covered include, for example, how to meet the evolving challenges to deliver high quality services, deliver against triple bottom line objectives and strategic management of assets and operations. Utilities from high, middle and low income countries participate in the events and programme activities.

IWA also organises a series of regional Utility Leaders Forums that bring out the challenges, needs and latest developments related to water utilities in Latin America, India, SE-Asia and low and middle income countries more generally. Check out on the IWA website for upcoming events in your region.

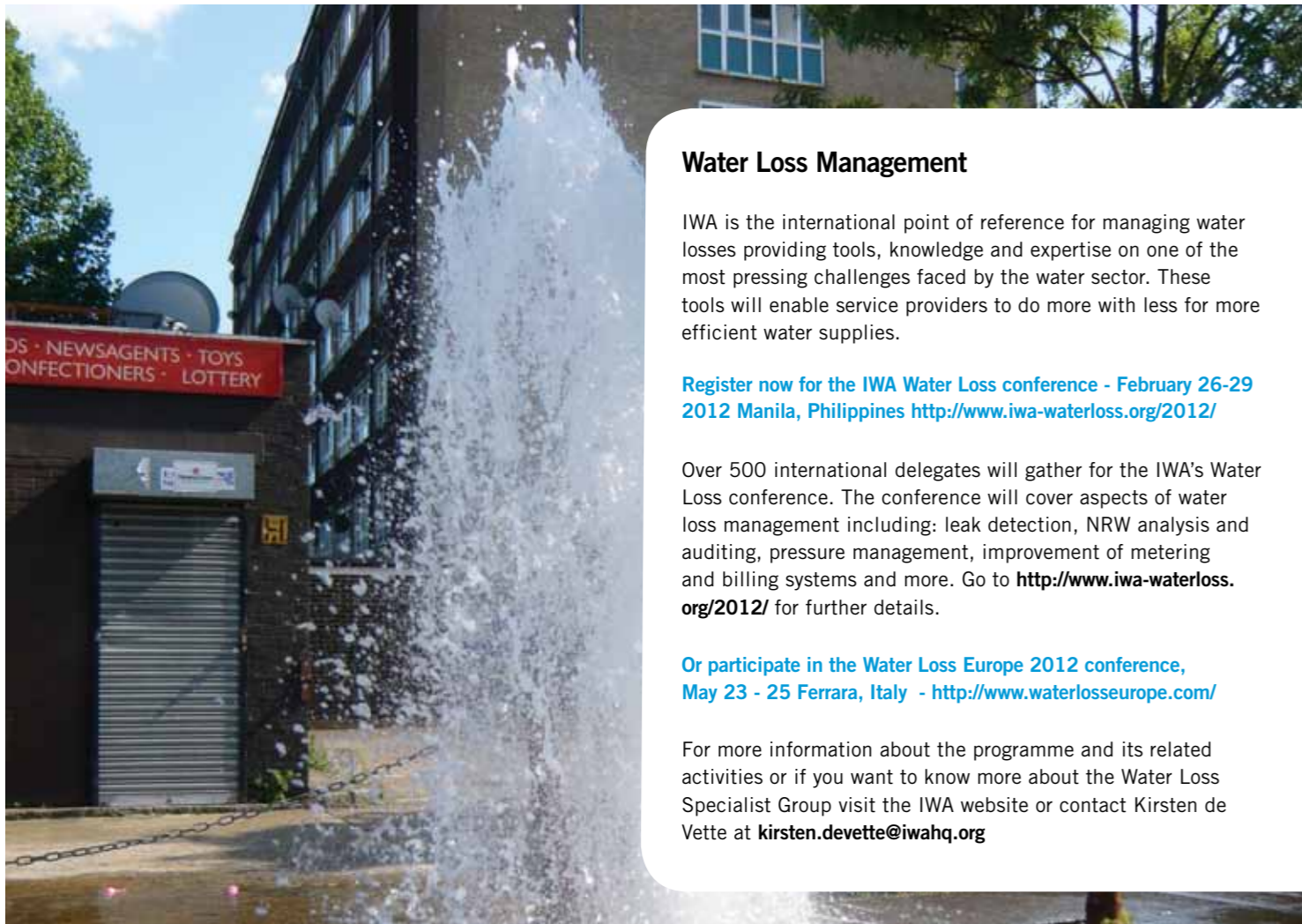
Through this programme IWA also provides a suite of specific technical support programmes directly relevant to utilities that focus on non-revenue water, water safety planning, asset management and operation and maintenance.

IWA Utility Statistics Booklet

Produced by the 'IWA Statistics and Economics Specialist Group', this booklet provides a comparison of water usage and prices from the point of view of the domestic customer focused on deciphering a water bill. The booklet is a great source of information to compare utilities and realities from around the world. The booklet is available for download at http://www.iwahq.org/contentsuite/upload/iwa/Document/IWA_InternationalStats_Montreal_2010.pdf

For more information about the programme, events and resources available please visit the IWA website at http://www.iwahq.org/Home/Themes/Managing_utilities/ or contact Tom Williams at tom.williams@iwahq.org





Water Loss Management

IWA is the international point of reference for managing water losses providing tools, knowledge and expertise on one of the most pressing challenges faced by the water sector. These tools will enable service providers to do more with less for more efficient water supplies.

Register now for the IWA Water Loss conference - February 26-29 2012 Manila, Philippines <http://www.iwa-waterloss.org/2012/>

Over 500 international delegates will gather for the IWA's Water Loss conference. The conference will cover aspects of water loss management including: leak detection, NRW analysis and auditing, pressure management, improvement of metering and billing systems and more. Go to <http://www.iwa-waterloss.org/2012/> for further details.

Or participate in the Water Loss Europe 2012 conference, May 23 - 25 Ferrara, Italy - <http://www.waterlosseurope.com/>

For more information about the programme and its related activities or if you want to know more about the Water Loss Specialist Group visit the IWA website or contact Kirsten de Vette at kirsten.devette@iwahq.org

The Operation and Maintenance Network (OMN): O&M advisory service online

The Operation and Maintenance Network is the reference point for issues related to operation and maintenance (O&M) of water supply and waste water systems in low and middle income countries. The new online O&M advisory service operates in two ways: remote advisory support online and onsite advisory support. For 2012 the OMN will focus on knowledge generation and dissemination in three key thematic areas related to Operation and Maintenance:

- Strategic Asset Management
- Decentralised Wastewater Treatment Solutions
- Water Safety Plans

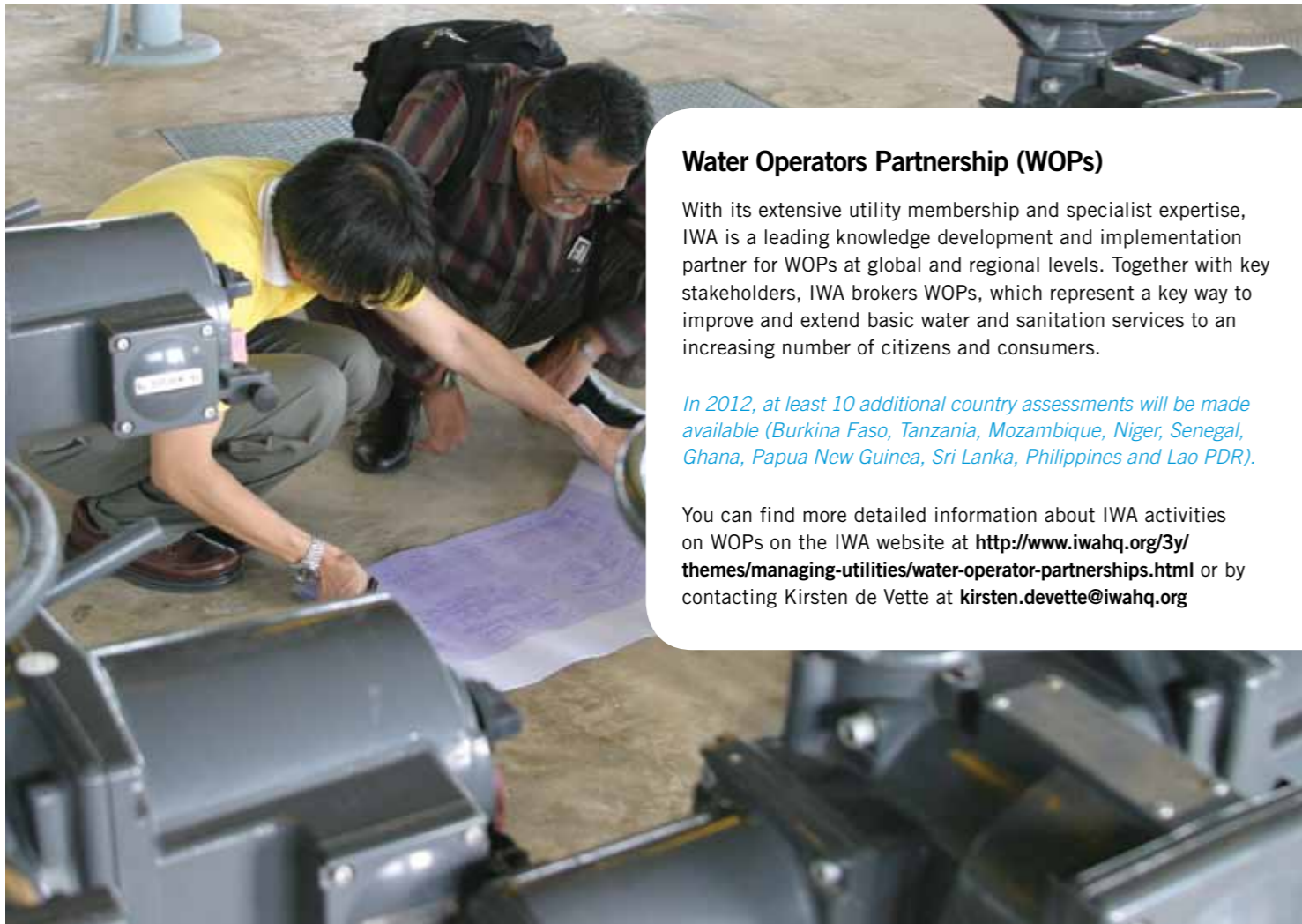
To contribute to the above themes, use the O&M advisory service and interact with your peers, join the Network at www.operationandmaintenance.net or contact Kirsten de Vette at omn@iwahq.org

IWA Toolboxes – The hubs for information on Operation, Maintenance and Water Safety Plans

Gain access to highly-visible online tools (manuals, guidelines, checklists, frameworks and other reference documents) to support knowledge and expertise exchange on a range related to **Operation & Maintenance -www.operationandmaintenance.net** and **Water Safety Plans - www.wsportal.org**. The online toolboxes, hosting a large number of tools and case studies, enable users to share knowledge on best practices.

The Operation and Maintenance toolbox also hosts an advisory service which facilitates problem solving for operation and maintenance issues between practitioners.

For more information and to get involved, contact Kirsten de Vette at kirsten.devette@iwahq.org



Water Operators Partnership (WOPs)

With its extensive utility membership and specialist expertise, IWA is a leading knowledge development and implementation partner for WOPs at global and regional levels. Together with key stakeholders, IWA brokers WOPs, which represent a key way to improve and extend basic water and sanitation services to an increasing number of citizens and consumers.

In 2012, at least 10 additional country assessments will be made available (Burkina Faso, Tanzania, Mozambique, Niger, Senegal, Ghana, Papua New Guinea, Sri Lanka, Philippines and Lao PDR).

You can find more detailed information about IWA activities on WOPs on the IWA website at <http://www.iwahq.org/3y/themes/managing-utilities/water-operator-partnerships.html> or by contacting Kirsten de Vette at kirsten.devette@iwahq.org

Low and Middle Income Countries (LAMIC) Programme

IWA has set itself the target that by 2020 at least 50% of all its events, programmes, members, and activities will be originating from low and middle income countries. To meet this challenge, IWA has created a Low and Middle Income Forum in which issues specific to water and sanitation challenges and solutions in these countries will be debated and promoted. This includes, for example, the extension of services to peri-urban areas, network and wastewater treatment extension and creating financial viability for water supply and waste water treatment systems.

Furthermore, IWA Specialist Groups are expanding their membership and activities to better reflect the needs of water professionals in low and middle income countries.

For more information and to get involved, contact Tom Williams, at tom.williams@iwahq.org.



World Water Monitoring Day (WWMD)

Make a difference to Water Quality Monitoring in 2012 by contributing to the World Water Monitoring Day programme.

Your support can make a difference – both in the short term and in bringing greater understanding and awareness around water quality to the next generation of water professionals. World Water Monitoring Day (WWMD) is jointly coordinated between WEF (Water Environment Federation) and IWA with the objective to raise public awareness and involvement in protecting water resources around the world by engaging citizens to conduct basic monitoring of their local water bodies. Started in 2002 WWMD now has over 200,000 participants from 85 countries.

WWMD volunteers use a simple test kit to measure key water quality indicators in local water bodies, including temperature, acidity (pH), clarity (turbidity) and dissolved oxygen levels.

If you want to take part in the World Water Monitoring Day, visit www.worldwatermonitoringday.org - it provides information and a number of useful resources for local groups, educators, and students. For more information, contact Frances Lucraft at frances.lucraft@iwahq.org

Urban Sanitation

2012 will prove to be an important year for IWA's 'Global Urban Sanitation Initiative' which was launched at the Stockholm Water Week in 2011. The GUSI is an action-oriented initiative in response to the current global urban sanitation crisis, which aims to work with strategic partners to engage with local urban authorities, utilities and national agencies in a range of cities of different sizes over a ten-year horizon. In these target cities, IWA will support learning alliances to encourage greater sharing of knowledge and experiences to support policy development and encourage decision-makers to consider a wider range of technology and management options. As part of this initiative, IWA is collating information and preparing project briefs to provide inspiration to city managers about sustainable urban sanitation solutions.

IWA's events are important opportunities for transfer of knowledge and experience and to engage with policy makers and practitioners. The DEWATS conferences series is now moving to South-Asia and the next one will be held in October with local hosts NEERI in Nagpur, India. Check the IWA website for more information.

You can also find IWA at the 6th World Water Forum, Marseilles in March 2012 where IWA is co-ordinating contributions under the Priority for Action 1.2 which aims to "Improve access to integrated sanitation services for all".

In 2012, IWA will continue to be actively involved in the EU's ERA-NET Sanitation Research Programme (www.splash-era.net). IWA is responsible for co-ordinating the project on "Sustainable and resilient sanitation service chains in Maputo province, Mozambique", which is developing a methodology to prioritise resources and identify appropriate intervention strategies based upon a systematic assessment of environmental health risks associated with sanitation systems.

For further information about these activities and about getting more involved, please contact Jonathan Parkinson at jonathan.parkinson@iwahq.org



Water Safety Plans: Connecting Regional Knowledge and Expertise

Water Safety Plans (WSPs) are widely recognised as the most effective means to manage drinking water quality and water utilities. Water utilities, regulators and governments are supporting their implementation across the globe. Through its involvement in a range of regionally dedicated programmes, partnerships and networks, IWA is supporting the scaling-up of WSPs:

Latin America and the Caribbean

As a partner of the LAC-WSP Network, IWA supports the organisation of workshops, capacity building events and resources development. Visit the network homepage for further details: www.wsportal.org/lac

East-Africa

Together with the United States Environment Protection Agency (USEPA), IWA is coordinating a five-year capacity building programme to support the implementation of WSPs in 10 East-Africa countries. See here for more details: www.wsportal.org/africa

Asia-Pacific

As a partner of the Asia-Pacific WSP Network, IWA supports the organisation of workshops, capacity building events and resources development. Visit the network homepage for further details: www.wsportal.org/asiapacific

Key highlights for 2012 include:

Drinking Water Safety Award Scheme

The award scheme is aimed at service providers in low and middle income countries who have made demonstrable progress in improving and sustaining the quality of water provided to urban or peri-urban populations, see www.wsportal.org/DWSAward for more details

IWA/WHO Water Safety Conference

Third biennial International Water Safety Conference taking place in Kampala, Uganda 13 Nov -15 Nov 2012, see www.iwa-watersafety2012.org for more details

For more details about Water Safety Plans, visit www.wsportal.org or contact Kirsten de Vette at kirsten.devette@iwahq.org

IWA Awards – Recognising members

Through a dedicated number of honours and awards, IWA recognises the special contributions of its members and other water sector professionals in furthering the water and waste water science. The IWA Global Water Award recognises outstanding achievement of any kind in relation to IWA's activities and field of interest; the IWA Women in Water award acknowledges and celebrates leadership of women in the field of water; and the IWA Publishing award recognises significant contributions made by individuals to IWA Publishing activities, to name a few.

The winners of the 2012 IWA Awards will be announced during the IWA World Water Congress and Exhibition in Busan, Korea 16-21 September 2012.

For the full list of awards and detailed information visit www.iwahq.org/Home/About_IWA/Honours_and_awards/ or contact Armand Van Oostom at armand.vanoostrom@iwahq.org





IWA in the regions

To better service the IWA membership, the IWA Secretariat has created a network of IWA Regional Offices around the world. The IWA Regional Offices help you to connect more effectively with other IWA members and stakeholders in your region. Do not hesitate to contact IWA regional directors for any questions or for more information about IWA activities in your region.

Global network – Local access

Africa – Sarah Tibatemwa (sarah.tibatemwa@iwahq.org)

East Asia and the Pacific – Ryan Yuen (ryan.yuen@iwahq.org)

China – Tao Li (tao.li@iwahq.org)

Europe – operational office (water@iwahq.org)

Danube and the Black Sea – Cristina Popescu (cristina.popescu@iwahq.org)

Latin America and the Caribbean - Ger Bergkamp (ger.bergkamp@iwahq.org)

North America - Paul Reiter (paul.reiter@iwahq.org)

Middle East and North Africa – Tom Williams (tom.williams@iwahq.org)

South Asia – Ryan Yuen (ryan.yuen@iwahq.org)



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