Turning the Tide on Water Industry Challenges

The water industry faces some sizable challenges—water shortages, aging infrastructure, and reduced capital expenditure, to name a few—all of which are becoming increasingly critical to address. So what’s it going to take to dramatically impact organizational performance in tackling these challenges to produce far-reaching and sustainable results that will make the difference?
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In addition to the ever-increasing concern about water scarcity, there’s an urgent need to replace aging infrastructure, while at the same time reducing capital expenditure, providing great customer service yet keeping bills as low as possible, and solving a financing gap. While there’s no shortage of media coverage on the kinds of systems and processes that need to be implemented, beating the water industry’s challenges is going to require innovation, forward-thinking partnerships and practical approaches. It’s going to require extraordinary efforts by extraordinary people—people with the capabilities to provide leadership that not only shifts thinking, but also the actions that need to be taken.

Results Delivered
JMW has enabled the water industry to achieve results beyond what they believed to be possible. Examples of the impact of our work include:

- Helped one $2bn irrigation project achieve a 160% improvement in performance.
- Helped a project to upgrade 250 pump stations to save $200m in costs, whilst at the same time create a breakthrough in community relations.
- Delivered $24m in cost savings for another company, enabled the customer tariff system to be rewritten and netted JMW an International Management Consulting award in the process.
- A reduction of 20% in annual operating expenditure for one company, while ensuring staff buy-in, engagement and satisfaction.
- Turnaround in performance of a major project that was threatened to be cancelled, bringing it in under budget and saving $14m.
- Delivered a corporation’s best safety performance ever, with the lowest number of complaints to the water ombudsman in the company’s history. The cultural turnaround at the organization is widely acknowledged as representing world best practice.
JMW’s Track Record

JMW has worked with leaders of more than a dozen water companies and alliances to dramatically transform performance. The challenges we have worked with them on include:

• Inventing and implementing creative solutions to cost challenges
• Generating performance breakthroughs in projects to deliver more high-quality infrastructure at lower cost
• Creating highly effective public private partnerships and alliances, resulting in high-impact outcomes
• Reshaping organizations to be a match for their revenues
• Increasing efficiencies and developing fairer pricing models
• Better educating customers to understand the value and costs associated with providing a safe and reliable water supply

Award-Winning Solutions

JMW has twice been awarded an Excellence in Consulting Award for our work alongside clients in the water industry.

In 2016, JMW won a Spotlight Award for our work alongside Yarra Valley Water. Some of the highlights of YVW’s achievements include the launch of an award-winning customer hardship program, new water recycling methods to drought-proof 100,000 properties, a breakthrough leak detection process, and Australia’s first Waste-to-Energy facility linked to a sewage treatment plant.

The company has also seen a 36% increase in hardship customers assisted, a 20% operating expenditure decrease, and staff engagement scoring in the Australia/New Zealand Top 20. YVW was also named to Australian Business Review Weekly’s “Most Innovative Companies” list.

Read more about YVW’s journey here.

In 2014, JMW won a Spotlight Award for our work alongside Goulburn Murray Water. Within a year, JMW helped the organization to get the irrigation project back on track, rewrite the tariff structure and deliver more than $24m in savings. The work was so successful that it won an international management consulting award.

Read more about GMW’s journey here.

About Us

JMW is a specialist consulting firm with over 30 years experience of partnering with some of the world’s most successful business leaders. Clients include global companies in industries ranging from oil and gas, utilities, mining and finance. Our involvement helps empower leaders to create and realize high-impact outcomes and dramatic shifts in performance.