

North American Water and Wastewater Program

Today's water and wastewater utilities face ever increasing challenges in meeting the needs of the customers with high quality, low cost product delivered over a reliable and sustainable infrastructure. The challenges most water and wastewater executives are most familiar with are:

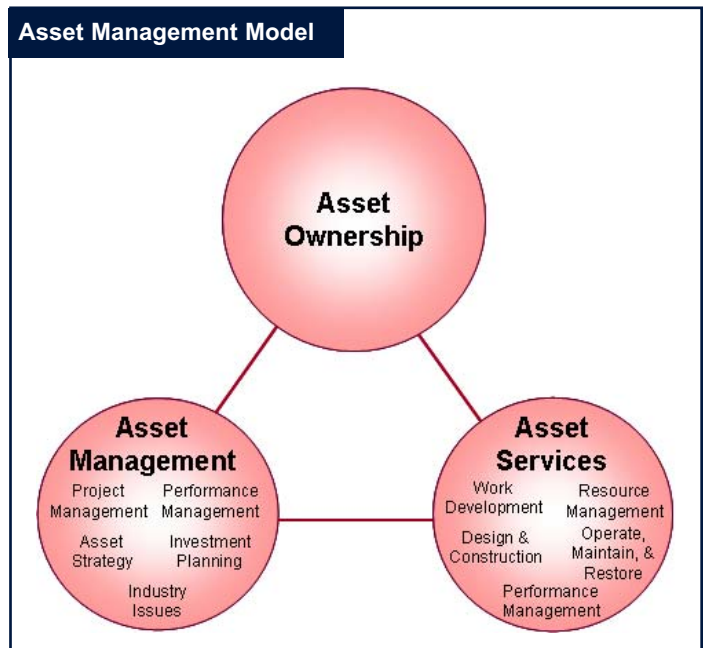
- Aging infrastructure in need of cost effective repair, rehabilitation, and replacement using intensive asset management practices and tools;
- Regulatory challenges in the context of water quality standards;
- Ensuring adequate long-term water supply in the face of changing climate situations and drought conditions;
- Protecting public health by ensuring the security of water supplies;
- Capital constraints caused by public funding cuts, new regulatory requirements, infrastructure asset maintenance, repair, rehabilitation, and replacement needs, and increasing water supply costs, compounded by:
 - Rising material and energy costs impacting operational expenses and capital projects; and
 - Workforce planning including pending retirements, recruitment challenges, and retaining skilled and qualified staff.

Since 1989, UMS Group has provided best processes, best practices, and decision support tools to the utility industry, specifically to water and wastewater utilities. Our solutions are successful in the European and Australian water and wastewater sectors, where the same challenges and risks rose to public policy consciousness in the 1990's.

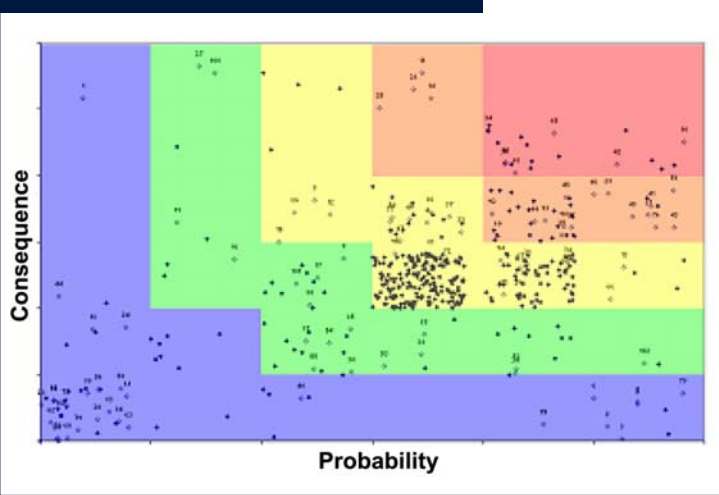
Executives in North America are turning to UMS Group for the end-to-end expertise to address the challenges and risks in their water and wastewater utilities.

UMS Group competencies include:

- Innovative business and regulatory strategies.
- Water and wastewater utility best practices.
- Asset risk and investment optimization processes and tools.
- Diagnostic methodologies and benchmarking data spanning five continents.
- Value and risk management methodologies.
- Asset management information framework assessment and redesign.



Characterize and Prioritize Project Risk



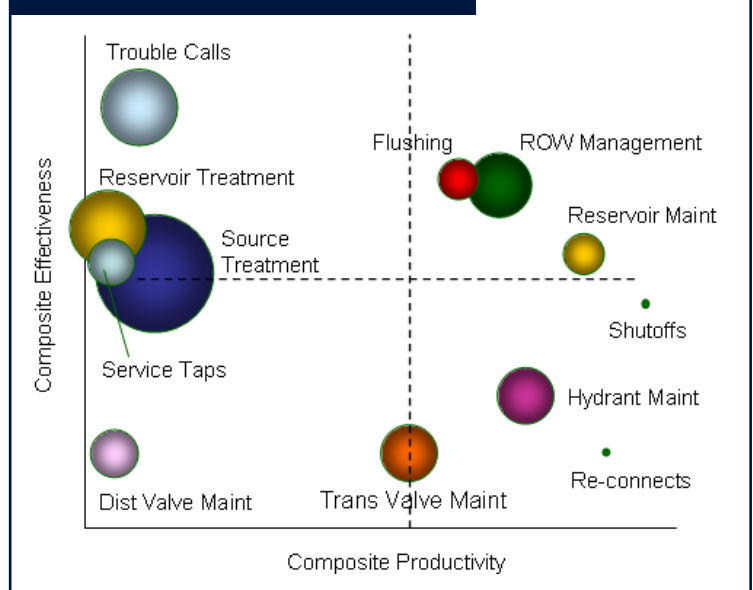
UMS Group's Risk and Investment Optimization services suite provides powerful and unique processes and tools to bring investment decision making in line with corporate strategic goals. The Risk and Investment Optimization tools provide:

- A consistent platform for investment evaluation and decision making across all business units.
- Value creation of an investment considered in the context of the risk of not investing.
- Rigorous and credible communication tool with boards, regulators, unions, customers, and communities.
- Scenario analysis looking at risk and investment solutions 3-5 years into the future or in the event of cash short falls.

UMS Group's Diagnostic Methodologies provide:

- Cost and service level assessment across all operations and corporate services functions.
- Practices and process assessments vs. global best performers; business cases for change and change implementation support.
- Culture, leadership and change readiness evaluations and transformations.
- Performance and competitive excellence benchmarking programs spanning five continents.
- Performance monitoring and reporting systems for executive decision making and key performance indicator dashboards.

Potential Improvement Opportunities



To bring UMS Group's proven Asset Management and Performance Management solutions to your utility, contact:

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