

SMi presents its 5th annual conference on...

# Smart Water Systems

Investing in the benefits and overcoming the challenges of smart water systems

25 - 26  
APRIL  
2016

HOLIDAY INN KENSINGTON FORUM, LONDON, UK

#### KEY SESSIONS FOR 2016:

- **Thames Water** project: Smarter water efficiency
- Smart water systems: A social necessity
- Domestic water metering: Drive-By (automatic meter reading) in Ireland
- Universal Metering Programme – more than just the meters
- **United Utilities Water's** 'passive' data collection strategy
- The building blocks for Big Data

#### CONFERENCE CHAIRS:

- **Andrew Tucker**, Water Efficiency Manager, **Thames Water**
- **Jeremy Heath**, Innovation Manager, **Sutton and East Surrey Water plc**

#### FEATURED SPEAKERS:

- **Danny Leamon**, Head of Metering, **Thames Water**
- **Penny Hodge**, Head of Policy and Stakeholder Engagement, **Southern Water**
- **Marcello Bondesan**, Head of Energy Engineering Department, Operations, **HERA**
- **Kevin Murray**, Metering Technology and Solutions Specialist, **Irish Water**
- **Mike Bishop**, Head of Operational Control and Development, **Dwr Cymru Welsh Water**
- **Andrew Smith**, Regional Optimisation Manager, **Anglian Water**
- **Georgina Mills**, Delivery Director, **Ofwat**

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PLUS AN INTERACTIVE HALF-DAY POST-CONFERENCE WORKSHOP

Wednesday 27th April 2016, Holiday Inn Kensington Forum, London, UK

Delivering behavioural interventions through field experiments

Hosted by: **Daniel White**, Co-Founder, **Avalon Behaviour Ventures**

08.30 - 12.30

[www.smart-water-systems.com](http://www.smart-water-systems.com)

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#smartwatersystems

# Smart Water Systems

Day One | Monday 25th April 2016

08.30 **Registration & Coffee**

09.00 **Chairman's Opening Remarks**

**Andrew Tucker**, Water Efficiency Manager, **Thames Water**

## THE UK'S FIRST EVER ADVANCED METERING INFRASTRUCTURE (AMI) METER ROLL OUT

### KEYNOTE ADDRESS:

09.10 **Thames Water project: Smarter water efficiency**

- Delivering the UK's largest water efficiency programme
- Combining water efficiency and smart metering
- The in-home customer experience

**Andrew Tucker**, Water Efficiency Manager, **Thames Water**

09.50 **Domestic water metering: Drive-By (automatic meter reading) in Ireland**

- Metering roll-out on a national scale; short programme
- Selection of metering solutions: Drive-By (automatic meter reading)
- Harvesting useable information from data
- Realising the benefits for sustainable water supply

**Kevin Murray**, Metering Technology and Solutions Specialist, **Irish Water**

10.30 **Morning Coffee**

10.50 **United Utilities Water's 'passive' data collection strategy**

- Fixed Network or Drive-By – is there a viable alternative?
- How did we end up here?
- Data – and what to do with it?
- Challenges faced and the gaps that remain

**Neil Harper**, Metering Strategy Manager, **United Utilities**

## DELIVERING BENEFITS FROM SMART WATER SYSTEMS

11.30 **Delivering benefits from smart water metering**

- Progress with the programme roll-out
- Lessons learned and challenges to date
- Initial benefits delivered in terms of customer side leakage, accurate bills and customer demand reduction
- Plans to realise future opportunities

**Danny Leamon**, Head of Metering, **Thames Water**

**Martin Hall**, Metering Manager, **Thames Water**

12.10 **Networking Lunch**

## OBTAINING AND MAINTAINING STAKEHOLDER ENGAGEMENT

13.30 **The water energy nexus – keeping out of hot water**

- Adjusting the focus of water efficiency in the home – it's not all about volume!
- Understanding the connection between energy we use and where we use it
- Saving money and reducing greenhouse gas emissions

**Duncan McCombie**, Director of Operations, **Energy Saving Trust**

14.10 **Customer engagement in relation to the rollout of water metering**

- What customers need to know and when
- Some of the barriers that need to be overcome
- What can help smooth the transition and secure customer "buy-in"

**Deryck Hall**, Head of Policy and Research, **Consumer Council for Water**

14.50 **Keeping the customer satisfied**

- How to keep our customers informed about network changes and issues
- Monitoring water usage with mobile applications and web pages
- The challenges and benefits of the latest communication methods

**Jeremy Heath**, Innovation Manager, **Sutton and East Surrey Water plc**

15.30 **Afternoon Tea**

15.50 **Smart water systems: A social necessity**

- Using smart water systems to provide more accessible data for the customer
- Increasing the fairness of water payment by ensuring people pay for exactly what they use
- What smart water systems can do for the customer when used in conjunction with other utility services
- What smart water systems might be able to do for the customer in the future

**Marcello Bondesan**, Head of Energy Engineering Department, Operations, **HERA**

16.30 **Owat: Putting customers at the heart of decision making**

- PR14: Moving to a customer-focused approach to regulation
- PR19: Strengthening the role of customer engagement
- Seeing customers as partners in the design and delivery of solutions

**Georgina Mills**, Delivery Director, **Owat**

17.00 **Chairman's Closing Remarks and Close of Day One**

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**Homerider Systems**, a Veolia Water subsidiary, specialises in smart water metering and water networks management technology. We have over 4 million smart meters deployed and were winners of the European Smart Metering Innovation of the Year Award in both 2013 & 2014 with our original solution for the remote collection and management of 'big' data on a single radio network. For more information please visit [www.homeridersystems.com](http://www.homeridersystems.com)

# Smart Water Systems

Day Two | Tuesday 26th April 2016

08.30 **Registration & Coffee**

09.00 **Chairman's Opening Remarks**

**Jeremy Heath**, Innovation Manager,  
**Sutton and East Surrey Water**

## OPENING ADDRESS

09.10 **A Behavioural Insight: Water, energy and sustainability**

- An introduction to behavioural insights and the Behavioural Insights Team
- Applying behavioural insights to public policy: The EAST framework (Easy, Social, Attractive, Timely)
- Viewing water and energy through the EAST framework

**Elisabeth Costa**, Head of Energy and Sustainability,  
**The Behavioural Insights Team (In association with the UK Cabinet Office)**

09.50 **Universal Metering Programme – more than just the meters**

- How Southern Water delivered the first large-scale compulsory metering programme in the UK
- The role that customer and stakeholder engagement played in the programme
- The package of measures that supported the programme and delivered for customers

**Penny Hodge**, Head of Policy and Stakeholder Engagement,  
**Southern Water**

10.30 **Morning Coffee**

10.50 **How much water do we use, and how much can we save? Data from a joint initiative with Bristol Water PLC**

- The largest experimental study of its kind, studying both "all water" and "hot water" use
- Mixed quantitative and qualitative methodology
- Baseline water consumption is higher than expected
- Water conservation interventions often have perverse consequences

**Chad Staddon**, Director, **International Water Security Network**

## DEALING WITH BIG DATA

11.30 **The building blocks for Big Data**

- Data governance and the building blocks
- Building a solid foundation
- A data strategy and roadmap

**Mike Bishop**, Head of Operational Control and Development,  
**Dwr Cymru Welsh Water**

12.10 **Networking Lunch**

13.30 **Instrumentation: The importance of instrumentation in data and information in the water industry**

- The current trend of Big Data and Small Information
- The importance of instrumentation
- Getting the basics right

**Oliver Grievson**, Flow Compliance and Regulatory Efficiency Manager,  
**Anglian Water**

14.10 **Enhancing the water sector's cyber resilience: CERT-UK**

- An overview of the threat landscape and where the water sector sits within it
- The current work already going on for and between CERT-UK and the water sector
- An overview of best practice guidance and advice for the water sector companies and how to best protect themselves
- What is the future of cyber-security in the UK and what this means for the water sector?

**Jon Bird**, Water Sector Lead, **CERT-UK**

## LEAKAGE AND WASTEWATER: UTILISING BIG DATA

14.50 **Detecting and locating leaks using big data analytics**

- Using predictive data analytics to detect and locate leaks following pipe bursts
- Translating real-time sensor and other data into actionable alarms
- Examples from a real UK water system

**Zoran Kapelan**, Professor of Water Systems Engineering,  
**University of Exeter**

15.30 **Afternoon Tea**

15.50 **Separating leakage from demand using smart data and data smartly**

- The impact of meter penetration on the use of smart data
- Alternative methods for gathering demand and leakage data
- Applying available data in smarter ways to improve representativeness

**Katy Walker**, Water Network, Leakage and Metering Strategy Manager,  
**Yorkshire Water**

16.30 **Moving towards a source to source optimisation strategy**

- Where are we now?
- Synergies between Water and Water Recycling
- Turning data into information
- The Anglian Water Shop Window

**Andrew Smith**, Regional Optimisation Manager,  
**Anglian Water**

**Rebecca Harrison**, Programme Manager, **Anglian Water**

17.10 **Chairman's Closing Remarks and Close of Day Two**

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## Delivering behavioural interventions through field experiments

### Overview

This workshop will give attendees an introduction to behavioural economics and randomised control trials, with a focus on energy and water consumer feedback applications.

### Why you should attend

- For those with a personal or professional interest in a) the application of behavioural science and/or b) causal methods of evaluation through randomized control trials. The application of behavioural science to consumer communications is achieving unprecedented levels of cost effectiveness in changing consumption patterns. We will discuss our own practical applications with an emphasis on embedding new approaches to the evaluation strategies of organisations.
- For utilities that have responsibilities to feedback consumption patterns to customers, this offers a valuable opportunity to understand how we can link the latest academic findings to improve the consumption and experience of your service users and ultimately organization demand management outcomes.

### Programme

**08.30 Registration**

**09.00 Opening remarks and introductions**

**09.10 Session 1 – An introduction to behavioural science**

An overview of MINDSPACE (a mnemonic which outlines high impact interventions) and it's applications in society.

**09.50 Session 2 – Bringing the lab to the field.**

**How do we know it works?**

How to show a change in behaviour – an introduction to field experiments. Measurement and randomisation.

**10.30 Afternoon Tea**

**11.00 Session 3 – An overview of utility applications**

The potential for behavioural science. Where do the best opportunities exist in the water industry for behavioural change? How can we make best use of this?

**11.40 Session 4 – Case study – Neighbours, Knowledge and Nuggets.**

A natural field experiment looking at the role of incentives in utility conservation. This study had a return on investment of over 3000% and was one of the first natural field experiments in the UK. We will discuss the delivery mechanisms and results.

**12.20 Closing remarks**

**12.30 Close of workshop**

### About the workshop host

**Daniel White** is co-founder of Avalon Behaviour Ventures, an environmental innovator and behavioural expert. He was responsible for delivering the UK's first natural field experiment looking at household energy consumption and personalised social norms. This has been quoted as one of the lowest cost energy reduction projects yet. Dan has first-hand experience seeing opportunities and successfully integrating new ideas, technologies and concepts to communities. His work devising and delivering the world's first abseiling insulation project for instance, kick-started an entire industry insulating high-rise buildings. He's here to talk about work integrating behavioural science and field experiments to reduce consumption.

### About Avalon Behaviour Ventures

Avalon Behaviour Ventures are a team of leading economists and behavioural scientists who combine behavioural theory with real-world applications, and have extensive experience working with UK and US utilities in understanding energy efficiency and conservation in both the residential and commercial sectors. [www.avalonbehaviour.com](http://www.avalonbehaviour.com)

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**E&P Information & Data Management**  
3rd February - 4th February 2016,  
London, United Kingdom

**Floating LNG 2016**  
17th February - 18th February 2016,  
London, United Kingdom

## MARCH 2016

**European Smart Grid Cyber Security**  
7th March - 8th March 2016,  
London, United Kingdom

**Gas to Liquids Americas**  
9th March - 10th March 2016,  
Houston, USA

**Oil and Gas Telecommunications**  
14th March - 15th March 2016,  
London, United Kingdom

## APRIL 2016

**Social Media in the Utilities Sector**  
11th April - 12th April 2016,  
London, United Kingdom

**Smart Water Systems**  
25th April - 26th April 2016,  
London, United Kingdom

## MAY 2016

**Oil and Gas Cyber Security Europe**  
16th May - 17th May 2016,  
Amsterdam, Netherlands

## JUNE 2016

**Gas Storage and Transmissions**  
15th June - 16th June 2016,  
London, United Kingdom

**Meter Asset Management**  
20th June - 21st June 2016,  
London, United Kingdom

# SMART WATER SYSTEMS

Conference: 25th and 26th April 2016, Holiday Inn Kensington Forum, London, United Kingdom Workshop: 27th April 2016

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