

NEW FOR 2018
Mini design sprints
Innovation showcase
Snap polls

WATER INDUSTRY TECHNOLOGY INNOVATION CONFERENCE

27 NOVEMBER 2018 | BIRMINGHAM

EXPERT SPEAKERS INCLUDE:



Steve Kaye
Head of innovation
Anglian Water



Sarah McMath
Managing director,
strategic planning
& investment
Thames Water



Dan Green
Head of sustainability
and innovation
Wessex Water



**Rebecca
Dibb-Simkin**
Marketing and
product director
Octopus Energy



Jon Brigg
Manager of innovation,
Yorkshire Water



Gerard Harkin
R+D manager
Southern Water



Piers Clark
Founder and chairman
Isle Utilities

CHAIR:

EMBRACING DISRUPTION TO TRANSFORM THE WATER SECTOR

The UK's largest conference for senior-level water industry professionals looking to optimise transformative technologies and solutions

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● Find out how PR19 will impact investment in innovation

● Assess which game-changing technologies could transform your operations

● Co-create the future of resource management & customer experience through mini design sprints

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Innovation is key for the UK water industry to survive and thrive in the face of growing regulatory pressures and customer expectations. These challenges are well known: improving asset health and longevity; ensuring water and environmental quality are at the highest possible standards; keeping the water flowing to customers; managing totex; improving customer engagement; and many more.

Key to a successful, sustainable, and low-cost water and wastewater service relies on breaking down resistance to technological innovation and new ways of working. Regulation and company culture must adapt to encourage risk-taking, allow for failure, and drive long-term benefits for the customer.

Building on the success of the last five years, the 2018 **WWT Water Industry Technology Innovation Conference** brings you the chance to work towards an innovative future for the sector, with a series of mini design sprints focused on five key areas, including: leakage, customer experience, sludge & energy, water resources & drought resilience, and partnership working.

What's more, a raft of industry experts will share their experience and knowledge, address the role of collaboration, and provide you with the tools to facilitate innovation within your organisation.

We look forward to welcoming you to Birmingham for what promises to be an excellent opportunity for networking and knowledge exchange.



James Brockett
Editor
Water & Wastewater Treatment (WWT)

WHO ATTENDS?

This event is relevant to all senior managers and directors working within the water sector with responsibility for:

- Innovation / R&D
 - Technology / technical knowledge
 - Engineering / asset management
 - Wastewater / operations
 - Finance / investment
 - Sustainability, energy & climate change
 - Strategy & regulation
 - Data & digital
 - Customer experience
 - Leakage
 - Water quality
- Including:**
- Utilities
 - Consultants / solution providers
 - Technology & equipment providers
 - Government & regulators
 - Academia

Agenda

(subject to change)

08:45 Registration, refreshments & exhibition

09:15 Welcome and introduction from conference chair **Piers Clark**, Founder and chairman, **Isle Utilities**

WHAT DOES INNOVATION LOOK LIKE IN 2018?

09:20 What impact will PR19 have on investment decisions?
 ● Making investment decisions in PR19
 ● Introducing new technologies into business-as-usual
 ● Planning for long-term innovations
Sarah McMath, Managing director, strategic planning & investment, **Thames Water**

09:40 The key challenges and opportunities for innovation
 ● Shaping the innovation agenda
 ● Bringing our operational assets into real time
 ● A collaborative approach to innovation
Steve Kaye, Head of innovation, **Anglia Water**

10:00 Building an innovation culture: systems, processes and people
 ● Creating cultures and environments that allow change to take hold and work in practice
 ● Encouraging and fostering both top-down and bottom-up innovation
 ● How innovations are managed and tracked, and some of the problems encountered
Jeremy Heath, Innovation manager, **Sutton and East Surrey Water**

10:20 Snap poll, questions and answers

10:30 Refreshments, networking & exhibition

INNOVATION IN PRACTICE

11:00 Ofwat and the deployment and development of technology
John Russell, Senior director, strategy and planning, **Ofwat**

11:20 Collaboration case study
Jon Brigg, Manager of innovation, **Yorkshire Water**
Dr James Chong, Senior lecturer, Department of Biology, **University of York**

11:40 Unlocking the potential of digital to transform the customer experience (outside-in perspective)
Rebecca Dibb-Simkin, Marketing and product director, **Octopus Energy**

12:00 Snap poll, questions and answers

12:10 Introduction to the mini design sprints
 The mini design sprints will see delegates and a series of expert hosts tackle some of the key challenges facing the water industry. The co-hosts will facilitate a debate and a workshop discussion with the aim of working towards answering the questions posed in each topic area.

This pre-lunch session will be an opportunity to be introduced to the challenge, various hosts, and the other delegates.

Challenges:

- Leakage: How can the water industry achieve zero leakage?
- Customer experience: How can water companies match Amazon for customer service?
- Sludge & energy: How can water companies become energy neutral in their operations?
- Water resources: How can we ensure the UK has enough water in 2050?
- Partnerships: How can the water industry embed innovation as business-as-usual?

12:40 Buffet lunch, networking & exhibition

MINI DESIGN SPRINTS 13:40-15:00

Delegates can choose one design sprint to participate in. Feedback from all of the sessions will be given to the entire conference in a later session. For more information on each sprint, please visit event.wwtonline.co.uk/innovation

1 LEAKAGE

Challenge:

How can the water industry achieve zero leakage?

Co-hosted by:

Eddie Wrigley, Innovation facilitator, **Northumbrian Water**

Kara Hazelgrave, Research & innovation development manager, **Leeds University**

2 CUSTOMER EXPERIENCE

Challenge:

How can water companies match Amazon for customer service?

Co-hosted by:

Jacob Tompkins, Chief technical officer, **The Water Retail Company**

Rebecca Dibb-Simkin, Marketing and product director, **Octopus Energy**

3 SLUDGE & ENERGY

Challenge:

How can water companies become energy neutral in their operations?

Co-hosted by:

Dan Green, Head of sustainability and innovation, **Wessex Water**

Piers Clark, Founder and chairman, **Isle Utilities**

4 WATER RESOURCES

Challenge:

How can we ensure the UK has enough water in 2050?

Co-hosted by:

Aaron Burton, Director of policy and innovation, **Waterwise**

Kieran Brocklebank, Head of innovation, **United Utilities**



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5 PARTNERSHIPS

Challenge:

How can the water industry embed innovation as business-as-usual?

Co-hosted by:

Emma Marshall, Programme manager, United Utilities Innovation Lab, **L Marks**

Iliana Portugues, Head of innovation, Electricity Transmission Owner, **National Grid**

15:00 Refreshments, networking & exhibition

15:30 Sprint feedback

DISRUPTION & DIGITISATION

15:50

INNOVATION SHOWCASE

Vote on your favourite innovation in this Dragon's Den style session where start-ups, disruptors and SMEs will showcase their cutting-edge solutions.

16:10 Collaborating to innovate

- The importance of looking outside the water sector
- Co-creating digital solutions with customers and stakeholders
- Rapidly developing and testing solutions

Gerard Harkin, R+D manager, **Southern Water**

16:25 Combining new ways of thinking with new technologies

- Digital catchment management via Entrade
- AI & machine learning – reflecting on the discovery phase

Dan Green, Head of sustainability and innovation, **Wessex Water**

16:40 Building a solid base on which to innovate

- Avoiding inefficient fixes that don't fix the underlying problems
- The importance of a large-scale bottom up approach to data
- Moving up the hierarchy of data to gain customer insight

16:55 Snap poll, questions and answers

17:00 Close of conference



Water & Wastewater Treatment (WWT) is the only print magazine and website addressing the operational issues in the water industry. For the engineers in water companies and intensive water-using manufacturing, WWT provides the information they need to make water work. Authoritative and concise, WWT covers news analysis and commentary, project case studies, technology innovations and industry research spanning all areas of municipal and industrial water and wastewater treatment. Find out more at wwtonline.co.uk

How to book...

book online now at
event.wwtonline.co.uk/innovation

Price per delegate	Booking type	Book before 6 July	Full rate
	Utilities, public sector, non-profit, academic	£395 +VAT	£495 +VAT
Standard	£495 +VAT	£595 +VAT	

Fees include all day access to the event, available conference presentations post event, buffet lunch and refreshments for registered delegates only. Fees do not include travel costs or accommodation. Shared places are not permitted.

More reasons to book...

What previous WWT delegates have said

'Thought-provoking event – excellent speakers and well worth attending'

Principal, Ofwat

'A useful day full of ideas to go away and think about'

Asset engineer, South Staffs Water

'Very good, valid and well prepared'

Technical director, Glen Agua

'An interesting look into the diverse ways that innovations are impacting our industry'

Business improvement manager, Veolia

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