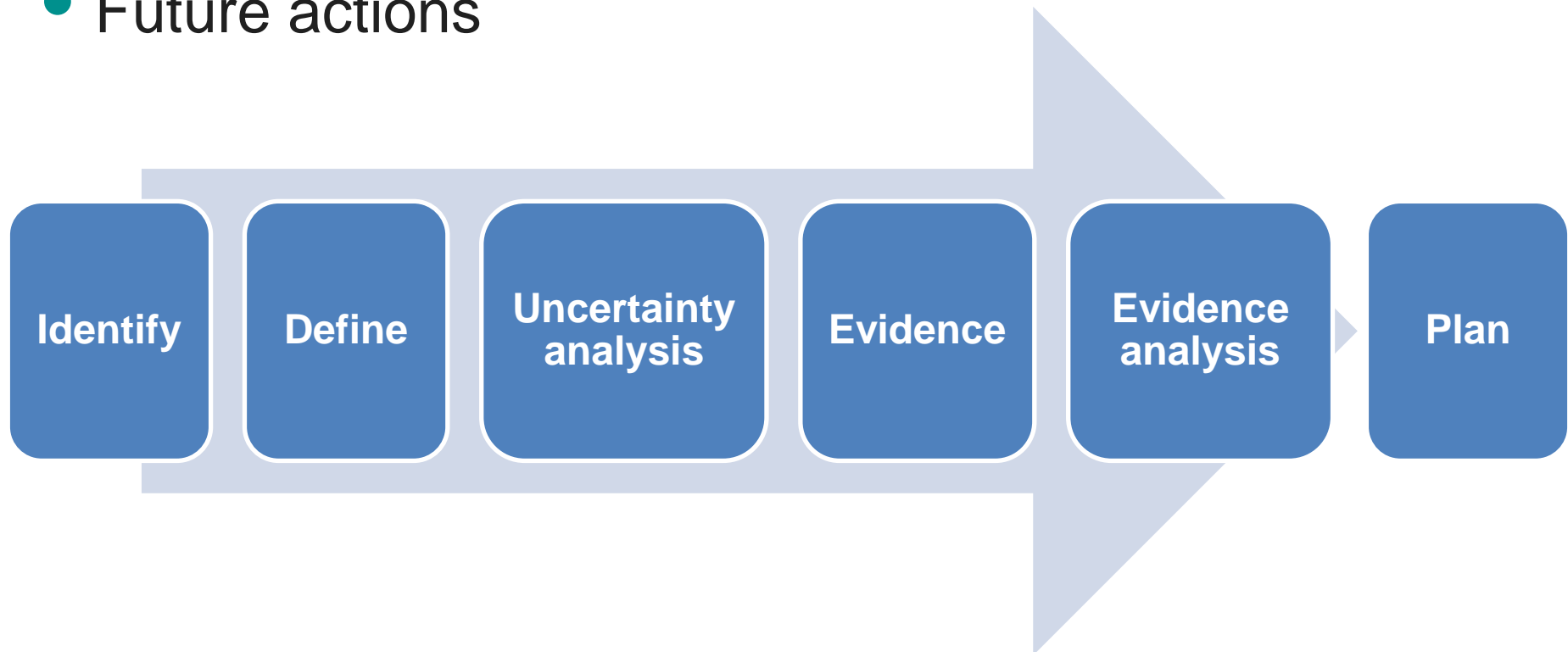


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IS DECENTRALISATION OF WATER SUPPLY THE FUTURE FOR THE WATER INDUSTRY

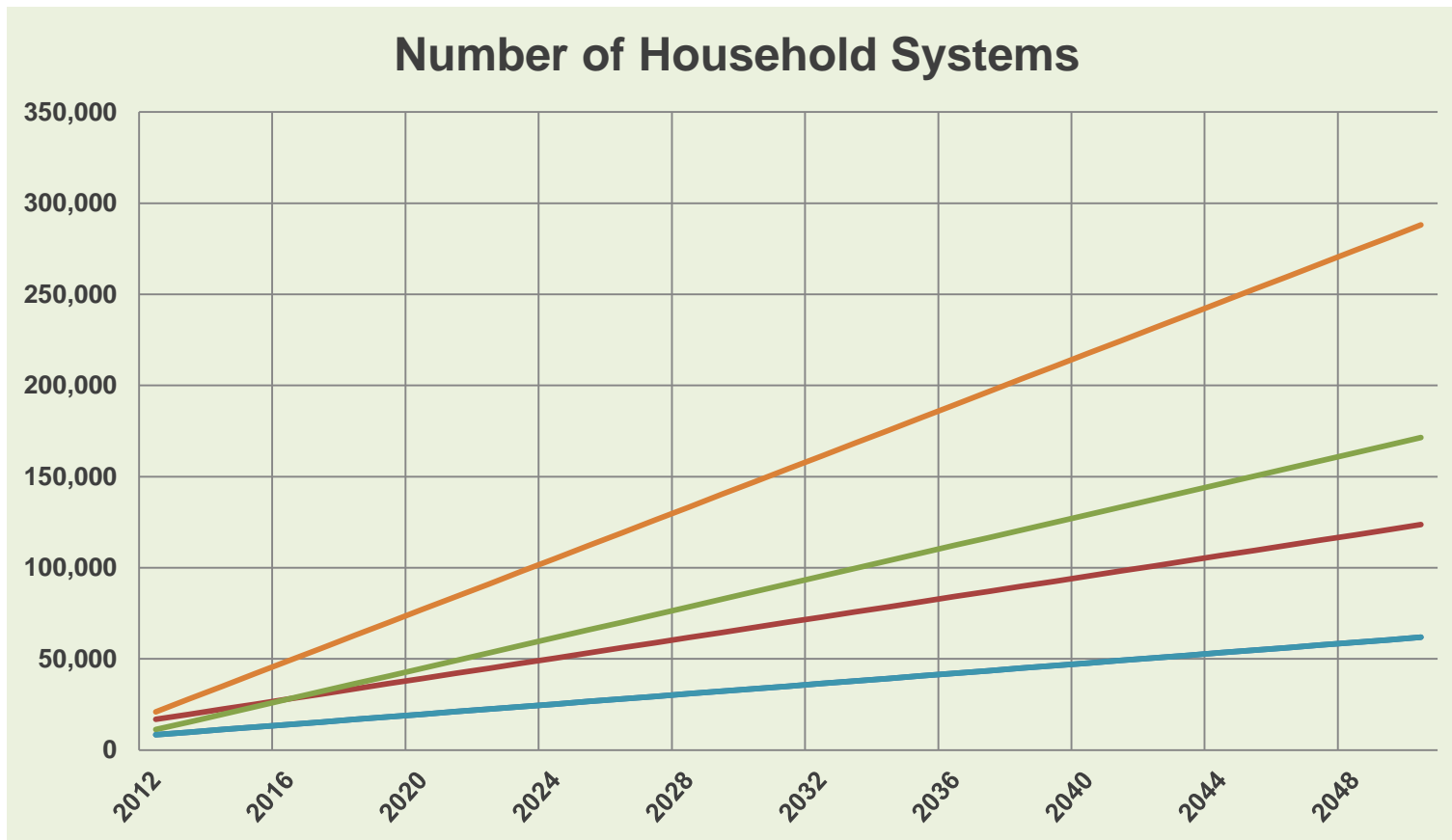
- Risks and benefits to the water company
- Robust evidence base
- Future actions



- Competing motivations for encouraging or discouraging alternative water sources

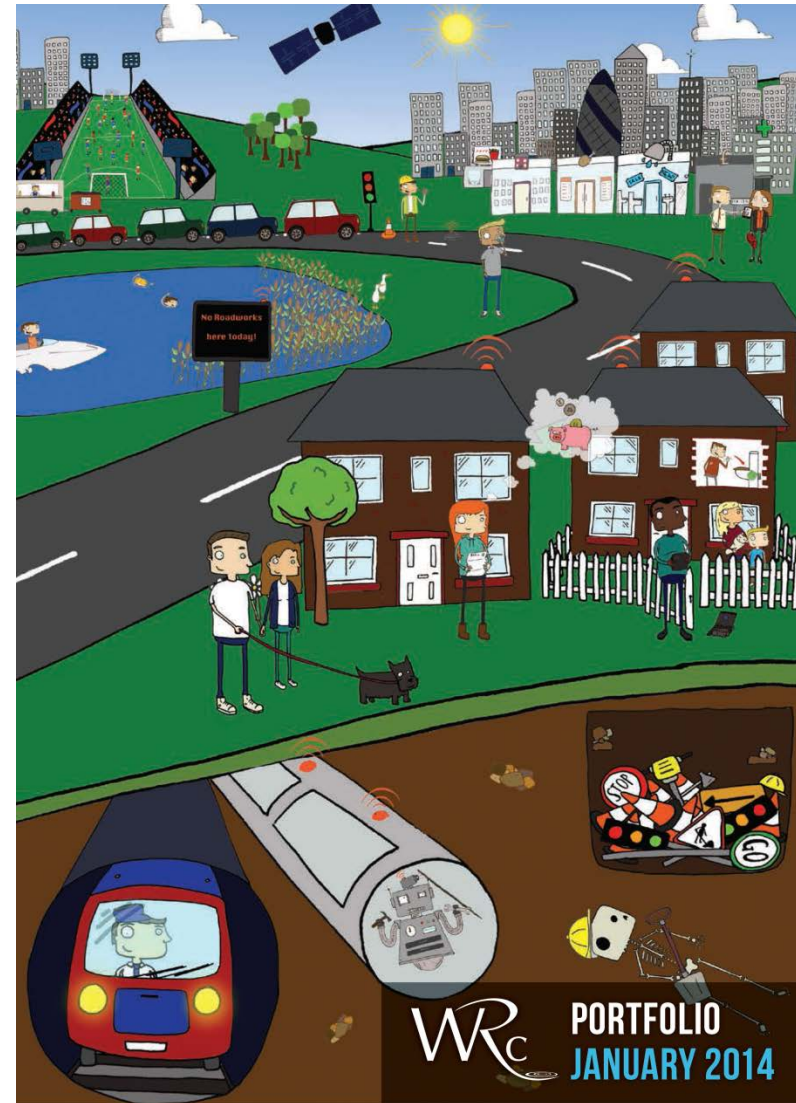


- Opportunity to influence introduction

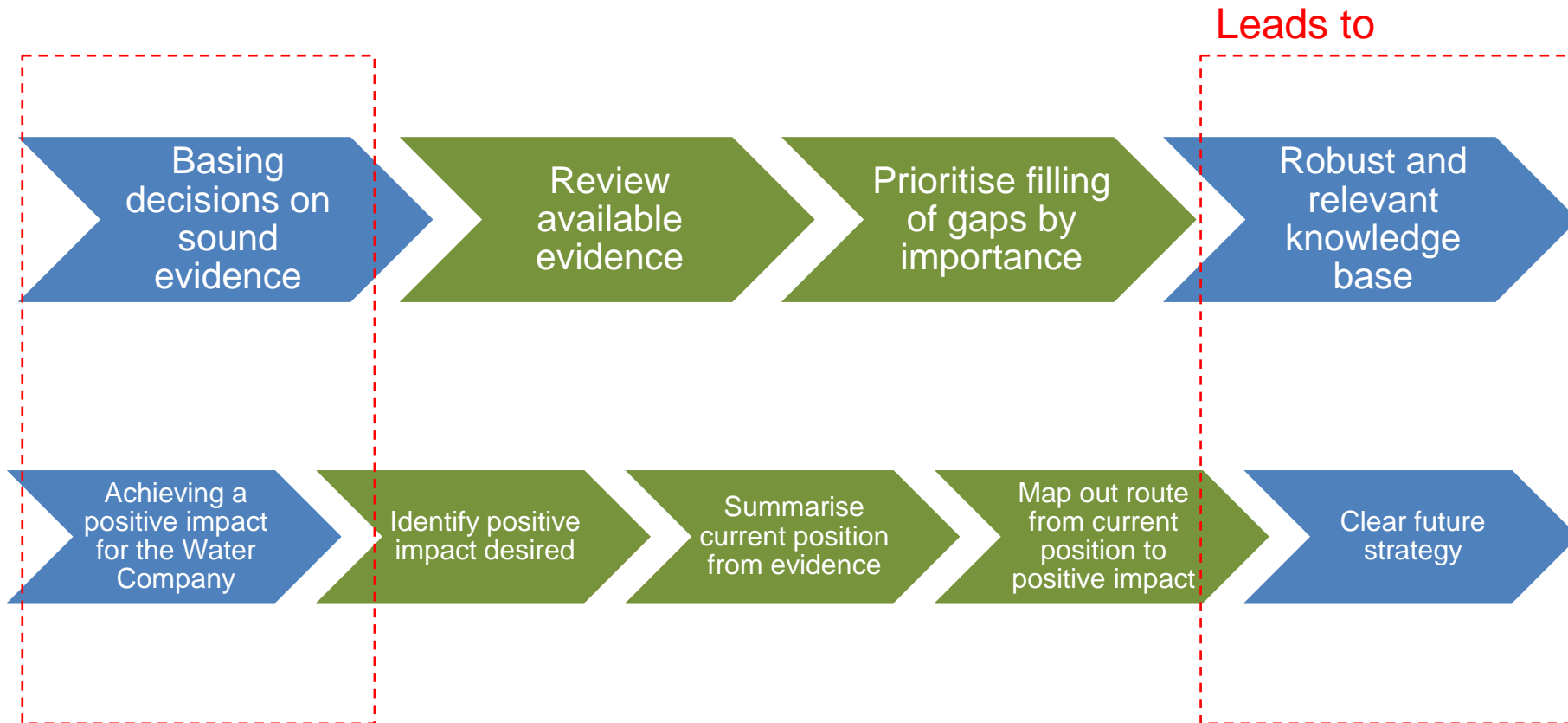


Background

- WRc Portfolio project
- £2m p.a. shared research
- 5 forward thinking water companies
- Development of project themes



Evidence Base and Positive Impact

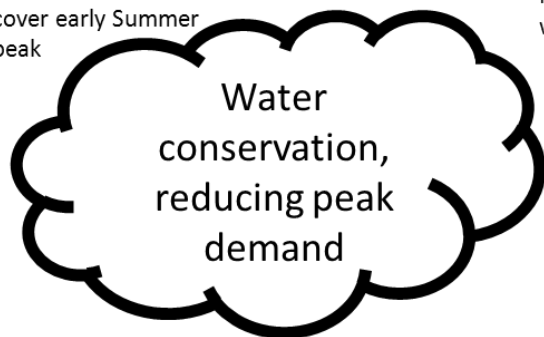


Identified



- Sufficiency/ constancy of rainfall/ climate impact
- Supply pipe ownership
- Blocked gutters
- Drain sizing and blockage
- Responsibility for systems
- Change of house ownership
- Stagnation in supply pipe due to low usage/ sizing
- Sedimentation in storage
- Sludge removal
- Outside taps – drinking water or not?
- Negative impact on customer service
- Cross connections

Winter storage to cover early Summer peak



RW/GW part of the whole message

Helps change customer behaviour

Increase public view of value water

Education & pester power

Themed

- Customer contacts with developers
- Water company's carbon footprint
- Water company's income
- Water company's energy efficiency and energy use
- Customers' water bills
- Demand for drinking water
- Quality of water in the distribution system
- Customer contacts with property owners / occupiers
- The operation of the wastewater (foul/combined) system
- The operation of the water supply system
- The operation of storm water systems

Positive Impacts

Compliance

- knowledge of where systems are installed

Operations

- No adverse impact on current networks

Mains supply demand

- fit-for-purpose and correctly sized products

Customer relations

- Providing the information expected

Mains supply quality

- accurate information presented for the target customer group

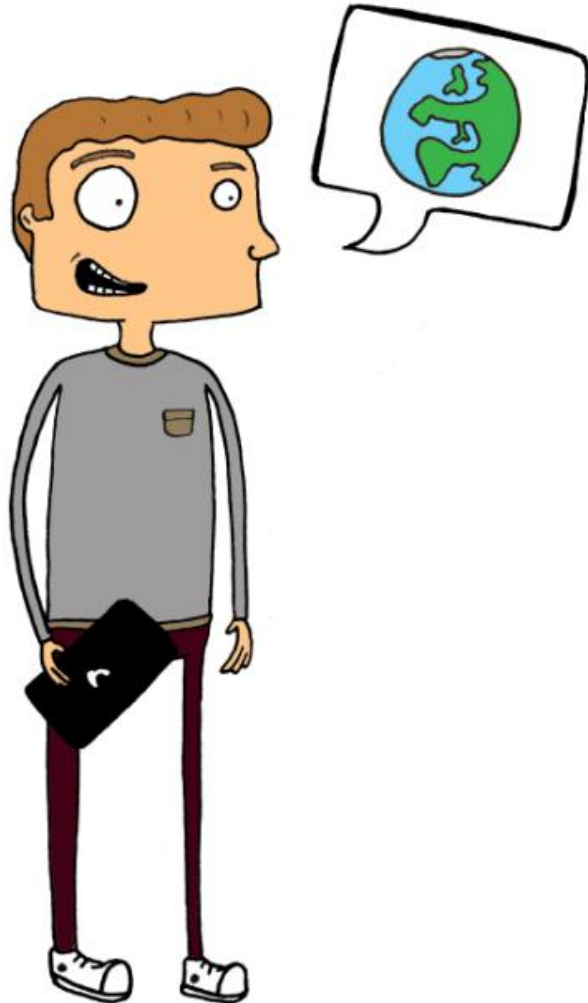
Customer engagement

- Active engagement by provision of services

Current Position

- Domestic
- Developers
- Commercial





Actions

- Promote correct selection and installation
- Promote ownership and maintenance responsibility

Current Position

- Knowledge of system location
- Difficulty in monitoring compliance
- Limited guidance for inspectors
- Application for new or replacement connections





Actions

- Identify and implement suitable method for notification
- Implement suitable level of inspection

Current Position

- Good awareness of risk
- Guidance is not always followed on site
- Suitable water quality for WCs not yet defined





Actions

- Change of ownership procedures
- Promote ease of system maintenance

- Uncertainty of uptake and system penetration
- Risk from water quality breaches
- Robust knowledge base
- Positive impacts provide direction

For further information or queries please contact:

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