

# Master Class: Water demand management with non-domestic customers

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**Venue:** ARUP, Dunican Room, 8 Fitzroy Street, London W1T 4BQ

**Date:** Tuesday 19 November 2013

**Delivered and chaired by:** Magda Styles, RPS Group

## **Audience:**

**Primary:** Water companies, water demand management service providers and consultants, businesses and organisations

**Secondary:** Academics and students, policy makers and regulators

## **Agenda**

- 10:00      **Registration and refreshments**
- 10:30      Welcome: *Martin Shouler, Arup*
- 10:35      Chair's welcome and introduction: *Magda Styles, RPS*
- 10:50      Drivers and opportunities – a water company view: *Alison Murphy, Sutton and East Surrey Water*
- 11:10      Rippleffect – the challenges of working with the water industry: *Stuart Ballinger, Ricardo AEA*
- 11:30      Engaging with building users for effective behaviour change: *Cath Hassell, ECH20*
- 11:50      Targeted and contextualised strategies to manage demand and meet bespoke needs: *Lutz Johnen, Aquality*
- 12:10      Water efficient retrofits – an introduction (Case Study): *Phil Barnard, Chandlers Building Supplies*
- 12:30      Panel discussion: Should water companies provide decentralised water reuse/recycling services to their non-household customers? Opportunities and constraints
- 12:50      *Closing remarks*
- 13:00      **LUNCH**
- 13:45      Network Members meeting
- 14:30      *Close*