

Service Innovation Technical Committee

Tuesday 17 March 2015

Attendees:

	Affiliation
Dr Kemi Adeyeye	WATEF Network
Suzy Armsden	WATEF Network
Aaron Burton	Ricardo-AEA (Chair)
Siraj Tahir	UCL
Steve Brown	BRE
Noel Mannion	MACE
Dr Sarah Ward	Exeter University (via SKYPE)

Apologies:

Craig Gordon	Oxford Innovation
George Chen	Heriot Watt (via SKYPE)

Location: Ricardo-AEA, 14th Floor, Marble Arch Tower, 55 Bryanston Street, London, W1H 7AA

Time: 11:00-13:00 including working lunch

MEETING MINUTES:

The meeting began with Aaron Burton thanking everyone for their work so far.

The previous meetings were reviewed and actions discussed.

Case Studies:

General: It was decided that a template for case studies was required and Aaron will circulate one to the committee (Google form) Template should include Project Name (s); start date, end date, type of project; constructions, technology, utilities, targets.

Noel mentioned a case study from Severn Trent (Doug Clarke) involving Reaqua Systems equipment near to Wolverhampton. Noel currently awaiting advice from Doug as to what data can be disseminated externally. **Action: Kemi to call Doug Clarke to ascertain whether he can assist.**

Discussion around water companies and how for example they work within social housing – possible lessons learned could be of interest to the committee. We should also look at how they are endeavouring to improve water efficiency (from a non-service viewpoint).

Technological Case Studies: Kemi mentioned a case study undertaken by Southern Water on a small hotel in Winchelsea. Steve mentioned the taps at the British Library which are going to be retrofitted within the next few weeks.

Financial: The water company customer now has various options to pay for water. Step to Pay, Rising Block tariff. This is going to be a key factor in 2017. Financial model is currently very traditional.

Discussion around Inset Appointment companies. **Siraj to contact Thames Water Nine Elms site. Aaron to contact David Knaggs CEO Albion Water.** Discussion included options such as charging each household 15% to dispose of outfall in rivers and canals – this is to encourage use of SUDS.

Possible case study in Northern Ireland – Northern Ireland no longer moving to metered charging and this can also be seen in Scotland and Wales. Need for service innovation in metering options and tariffs to address environmental and social issues.

Retail competition in Scotland since 2008 e.g. Business Stream, Anglian, Thames, Scottish Water and Scottish Electric. Case study on this and implications for 2017 retail competition in England.

Siraj to circulate a couple of case studies.

Committee need to decide on theme(s) for case studies.

Mace: perhaps case study of residents and how water they have used is discharged into a sewer – how can they re-use this water? Water efficiency on construction sites does not come under site waste management. A web site has been developed which includes guidance for construction sector – we should look at this.

Different water tariffs may involve alternative water systems or different services around alternative water systems. Smaller companies are thinking about whether they want to lend out the kit e.g. where the customer does not want to front up the cash. Similar lines of thinking also apply to energy companies who lease out systems.

Ideas for themes: construction; technology; utilities; pricing (Inset appointment water companies – shortlist maybe?) Need for review of water efficient products – both commercial and domestic – data out there already.

Sarah has case study – we can also reach out to network for data.

There is PhD student from Exeter (Pete Melville-Shreeve) who is looking at innovative RWH systems in conjunction with Severn Trent who are undertaking market research as to where such a system would be of interest (Doug Clarke).

Sarah is working on a RWH project with David Butler (University of Exeter) – it would be interesting to interview him to see how he is getting on.

Watef Conference 2015 – Abstract/Full Paper

Action: All to share Gmail information so Steve Brown can allow access to the paper

Themes: Pricing; Inset agreements; competition (one size fits all); Rental or Lease; partnership work (where water companies/energy companies working with housing associations)

Noel to circulate BSRIA guide to Greywater and Rainwater in Buildings published in 2001 which includes case studies. Need to see if there is anything worthwhile in the guide and what data we can take from the guide. There are lessons to be learned and in terms of service innovation there should be useful data out there.

- Is technology a limiting factor within service innovation?
- Discussion on supply chain issue – is technology a limiting factor to service innovation?
- How does framework agreement within water companies operate?
- Water companies can be fragmented – Thames good example of innovation

Time frame: We need to get case studies together by 31 March

Questionnaire:

Steve B to send questions – options in free text to allow people to add info
Perhaps send out pilot questionnaire so that people can give us feedback?

Abstract: We need to write two paragraphs to contextualise work e.g. what we do and why we do it. Steve B – does not mind acting as main author together with Sarah W. Everyone to forward data to Steve and Sarah. Send as Google doc – everyone to send Steve Google contact details.

Who will attend conference? Sarah to present; Steve B

Special journal: are papers being published in special journal? Action: Kemi /Suzy ask Fayyaz.

Next meeting:

Physical meeting to allow members to discuss results. First week of May – Suzy send Doodle poll.

Time frame:

When to release on-line survey/questionnaire – first week of April? Need 2 days to compile and review.

Survey can be sent say 22 April then need week to analyse data.

Other Items:

Discussion on webinar on Service Innovation – organise post conference.

Case studies:

Discussion on what case studies are out there – members should contact the relevant persons directly and perhaps get additional information by doing so.

Any Other Business: Aaron reported he will be attending International Water Association Efficient 2015 conference in Cincinnati, USA in April to give a paper and participate in Efficient Urban Water Management Specialist Group committee meeting. **ACTION: Aaron to share conference programme**