



**MINUTES OF SERVICE INNOVATION TECHNICAL COMMITTEE MEETING**

**THURSDAY 17 MARCH 2016 15.00 hours**

**Attendees:**

Name	Affiliation
Aaron Burton (Chair)	<b>Amec Foster Wheeler</b>
Siraj Tahir	<b>ARUP/UCL</b>
Michael Green	<b>Anglia Ruskin University</b>
Sarah Ward	<b>University of Exeter</b>
Steve Brown	<b>Water Energy Nexus</b>

**Apologies:**

Name	Affiliation
George Chen	<b>Heriot Watt Edinburgh</b>
Craig Gordon	<b>Oxford Innovation</b>
Jai Restall	<b>Affinity Water</b>
Noel Mannion	<b>Galliard Homes</b>
Suzy Armsden	<b>WATEF Network Administrator</b>
Kemi Adeyeye	<b>WATEF Network Lead</b>

1. Everyone introduced themselves and Aaron gave apologies on behalf of those members who were unable to attend.
2. Discussion on Part B of conference paper:
  1. Definition
    - Customer focussed? Indirect or direct?
  2. Technologies
    - WIN > more efficient supply chains
    - Water Energy Calculator >> Thames partnerships, sectors together
    - Decentralised systems
    - Retail competition
    - Other companies??
      - Geographical
      - Business coverage
      - International
3. Case studies: Interviewees
  - Strategy? >
  - Steve interview questions > semi-structured broad questions > high level analysis > Sarah picked out main points from case studies
  - Content analysis and categories



- WHO
  - Water company customers???
    - CCWater
    - Customer focus groups
    - Add additional question – self-reflect on own experience
  - Michael
    - WIN
    - Water Cluster – informally run
    - Friend from Thames Water
    - Coordinating ESEP initiative > paper on role of networks// colleague interview.
    - Cara Beal?
  - Siraj
    - Community engagement urban demonstrator > service innovation
    - Venturi Arup and WRc – solutions/ outcomes customer focussed – assists the process
    - Unilever – how do cities transition – cities resilience framework approach
  - Aaron
    - Retail competition – Business stream
    - Decentralised – Flow Systems Sydney NSW
  - Sarah
    - University South Florida > ask them?
  - Steve
    - Peter Gleick USA

#### 4. Timescales

- Interview questions by next week
  - 20min
- Organise March
- Finish by early April
- Review mid-late April



#### **CONFERENCE 2016:**

We normally have a technical committee session during which the committee chair(s) present their work. This year, we are proposing:

- A single report booklet to showcase the work from all the committees – Kemi has now confirmed this will be a glossy brochure style
- A technical committee special session
  - With special guest speakers invited by each the technical committees. **Please think about who we can invite from the UK – travel expenses will be paid.**
- A brief 3-5mins video montage will also be played during this session to showcase all the Technical Committees' activities during the past year.
  - We propose to record this during the May technical committee meeting at Bath. We can also record with Steve at Surrey for free on a Wednesday.
  - Extended versions of the videos will be uploaded to our you-tube channel, which we will also launch at the conference
- The service innovation paper session will not be affected as we have a few potential papers for this session already. Kemi will share details of these soon.

#### **Collaboration update**

- UK Water partnership – aware of our work
- WIN and Water Cluster – aware > link in some of the EU programmes > opportunity to contribute
- OU Water Network – Steve Brown Aaron
- CIWEM innovation – Kemi leading
- Transition Towns – Sarah > water companies enabling