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Water demand management bulletin

Welcome to April's edition of the Water Demand Management Bulletin

In future editions of the bulletin will be conducting a range of interviews with 'subject champions' within the industry. We hope that this will share personal insights to highlight successes, opportunities, challenges and barriers to demand management across the industry.

If you have anything to contribute or would like to volunteer for an interview or an article piece then please get in touch, and as always we appreciate your feedback!

Leakage

Smart Water Networks Conference



In late March, Water and Wastewater treatment (WWT) hosted the second Smart Water Networks Conference in Birmingham. With increasing pressure on water companies to meet growing demand whilst improving customer service, the drivers for smart networks have never been so compelling. It was attended by just over 100 delegates who participated in active panel discussions.

Factors such as an ageing infrastructure and the impact of climate change have exerted challenges on water companies. In addition, impending competition has forced the water industry to consider 'smart solutions' that provide long term business benefits. The Conference addressed why investment in smart technologies is essential and discussed how to develop

and manage effective relationships with customers.

The Conference also discussed the impact of data. The increase in metering penetration, especially intelligent metering results in a huge rise in volumes of data. This puts more demands on water

companies to effectively manage and maintain accurate data. Companies also need to understand how best to use the data effectively to identify patterns of consumption and engage with customers.



National Infrastructure Conference

March also saw the National Infrastructure Conference (NIC). The role of the NIC is to provide the government with impartial, expert advice on major long-term infrastructure challenges and to then make independent recommendations to government on national infrastructure priorities. During this conference was a Water Demand Management Roundtable. Attendees were invited to submit a short summary of ideas and evidence in advance of the Roundtable. Of particular interest were examples or case studies from the UK or overseas that could make a material contribution to reducing demand for water or water infrastructure.

Topics discussed included; In the context of metering and behavioural change, what reduction in water use can be achieved, and what enablers are needed? What is a realistic aspiration for reducing leakage? What are the available/most promising options (including smart networks and technologies), and what are the key enablers? Chatham House rules prevent us from circulating the presentations or publishing the specific findings from the day but the discussions were very provoking and informative.

UK news

Infrastructure charges

On April 10th Water UK launched a consultation into the rules adopted by Ofwat in December 2016 on charging for new connections. New connections is a term which describes the infrastructure provided by water companies for new development. Water companies charge developers to get connected to mains supply (and sewerage), within which there is also a contribution towards any costs incurred by the water company to provide additional water resources beyond baseline. Water companies will then have the income from the development for perpetuity. Some water companies have thought about using this charge as a negotiating tool to offer an incentive of a reduced infrastructure charge if the developer incorporates water efficient fixtures and fittings within the design of the properties. The consultation closes on 8th May and you can read more about the consultation and respond [here](#).

Waterwise 'Great British Water Watch'

Waterwise has launched a project to collect data about household water use. The project aims to enroll households to be 'scientists' for one week and the results of the information will help Waterwise better understand how water is used in the home, from which water efficiency initiatives can be optimised, improved and targeted. Fancy signing up? Then apply for your pack [here](#).

Future Water Association 'Water Dragons' competition 2017 opens for entries

The Future Water Association Water Dragons competition 2017 has opened for entries! Water Dragons is now in its tenth year, and encourages a business ideas or development which is innovative, unique and meets a sector need. During the competition companies pitch their product, service or process innovations to a panel of senior water company executives and industry specialists for them to judge. Do you



have a worthy idea? Apply [here](#) and good luck!

Innovation

Waterwise UK Water Efficiency Product Award

Waterwise held their 'Water Efficiency Product Awards' the evening before the annual conference. The awards aim to recognise products or technology that will contribute to water efficiency.



A Whirlpool dishwasher won the white goods category. Their 'Supreme Clean' dishwasher uses an average of 6 liters and to achieve this it stores and recycles up to 3 litres every cycle.



The bathroom category was won by Propelair and their super low flush toilet. The toilet uses an air-based operating system with two cisterns using only 1.5 litres of water per flush and complies with existing Building Regulations.

The toilets are ideal for commercial businesses with heavy use of their toilets. Thames Water have refurbished two of their bathrooms at their Head Quarters, Clearwater Court in Reading. Along with urinal sensors and sensor taps, Propelair toilets were installed in one male and one female bathrooms. The pre-furbished water consumption was already reasonably efficient, but post installation there was a staggering 83% reduction in water use.



The garden category was won by Watflow's 'h2o harvester brainbox' which is a water recycling system which collects and treats grey water and rainwater. The stored water can then be used for toilet flushing, or for use in the garden. The h2o harvester brainbox is an innovative product which is cost effective, easy to install and is fit for the mass market.

Read about the winners, runners up and shortlisted products and innovations [here](#).

From overseas

Watef study trip to Valencia



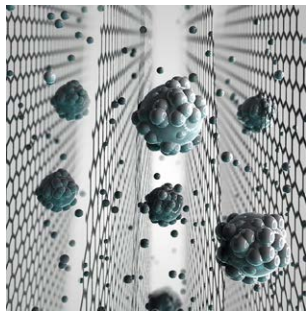
The Watef Network organises an annual study trip and this year the Spanish city of Valencia was the chosen destination. The objectives of the trip was to learn about smart water supply and metering, smart cities and intelligent water saving irrigation systems. Read a write up of the whole trip [here](#) and more details about Valencia smarty city by clicking this [link](#).

Water charging in Ireland

Water charging has been abolished in Ireland after parliamentary vote. Charging for water has been a contentious issue in Ireland and now it has been decided that water will be funded by general taxation. Only customers with 'excessive use' will incur direct water charges which has been defined as usage that is 70 per cent above the average household use of 133 litres per person per day. The vote was passed with 96 votes to 48 and will result in 90 percent of the country not paying for water. The risk with this is

that the water company assets and infrastructure may be underfunded which may present a risk for future water supply security. Read more about it [here](#).

Graphene sieve can desalinate water



A sieve utilising graphene-oxide technology membranes which is capable of desalinating water has been developed. Desalination is an expensive and energy intensive process which is possible by distillation or reverse osmosis. This technology could have widespread applications of providing clean drinking water for people who do not have access safe water sources. The UN estimates that 14 per cent of the world's population will encounter water scarcity by 2025. This technology could be applied in countries which cannot afford large scale desalination plants. Read more about the research [here](#).

Upcoming events

Next steps for natural environment policy in England - Westminster Energy, Environment & Transport Forum Keynote Seminar, 27 April 2017, London. Register [here](#).

IWA Efficient 2017 – 18 - 20 July 2017 - University of Bath. See [here](#) for further details.



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