



# 23<sup>RD</sup> ANNUAL LEAKAGE CONFERENCE

TUESDAY 6 DECEMBER 2022

## Conference & Exhibition

Tuesday 6 December 2022  
Birmingham Conference & Events  
Centre, Birmingham B5 4EW

Registration 8.00am  
Conference starts 9.00am  
Close 5.20pm

 @leakageconf  
#leakage2022  
[www.leakageconference.co.uk](http://www.leakageconference.co.uk)

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The Lodestar team have developed and delivered the Leakage Conference for the last 23 years, working closely with the Leakage Network to develop the content and direction of the programme.

We're a strategic marketing and communications consultancy working extensively in the utilities, property and construction sectors. We help corporate and public sector clients, charities and associations find strategic direction, improve business performance, develop new opportunities and connect effectively with their key stakeholders. We're experienced and knowledgeable – inquisitive and collaborative; turning thought into action.

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## Welcome

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**Peter Simpson** CEO, Anglian Water



**Bob Taylor** CEO, Portsmouth Water

The 23rd Annual Leakage Conference provides a much-valued forum to discuss the important issues, trends and emerging technologies in leakage management. These discussions are even more important this year, considering the summer we've had.

It's been a challenging year for our industry, particularly for those on the front line tackling the hottest summer on record since 1884. Alongside the impact of more extreme weather events, we've also seen increased scrutiny of our performance as a sector. That's why coming together, collaborating and sharing knowledge continues to be so important, as many of these challenges can't be solved in isolation.

We recognise the outstanding work and the efforts of this community, which have got us where we are. According to the latest figures from Ofwat, three-quarters of UK water companies are meeting their leakage targets and many have reduced leakage by more than 10% over the past two years. This is great news. But, while leakage rates are at their lowest, customer expectations have never been higher. To secure legitimacy into the next price review and beyond, we must keep pushing boundaries and, as providers of an essential, monopoly service, strive to meet those expectations.

The Water UK Leakage Routemap gives us the foundations to reach our 2050 target and, by working collaboratively, we firmly believe we'll get there. We're looking forward to the conversations that will shape the future of leakage.

**Peter Simpson**  
CEO, Anglian Water

**Bob Taylor**  
CEO, Portsmouth Water



# Agenda

## 8.00am Registration and networking

### 9.00am Chair's welcome

Bob Taylor, CEO, Portsmouth Water

### 9.05am Water industry opening keynote

Peter Simpson (CEO, Anglian Water) and Bob Taylor (CEO, Portsmouth Water), with support from the Institute of Water's Rising Stars, Justine Leadbetter (Senior Consultant – Leakage & Water Resources, WRc) and Grace Wilson (Optimisation Support Engineer, Anglian Water)

## THE WATER UK LEAKAGE ROUTEMAP

### 9.25am Moving forwards: Key actions and deadlines

An interactive session with updates on the Routemap's five workstreams:

#### 1. Decision framework and scenarios, and costs of adaptive pathways

Glen Mountfort, Director of Technical Consulting, WRc

#### 2. Quantification of background leakage and customer supply-side leakage

David Jacobs, Leakage Strategy Manager, Anglian Water

#### 3. Asset maintenance and renewal

Jo Parker, Director, Watershed Associates

#### 4. Active Leakage Control (ALC) and network management

TBC

#### 5. Calm and optimised networks

Matt Burrows, Leakage and Smart Networks Manager, Portsmouth Water

### Q&A and discussion

#### Chair

Sean McCarthy, Head of Network Operations and Leakage, Anglian Water

## 10.35am Networking refreshment break

## INDUSTRY RESEARCH & INNOVATION FORUM

### 11.05am Overview of UKWIR's leakage research projects

Jeremy Heath, Innovation Manager, SES Water

#### Acoustic research initiatives: Round-up

Dr Jennifer Muggleton, Principal Research Fellow, University of Southampton

### 11.35pm National Leakage Research and Test Centre: The vision and the plan (Ofwat Innovation Fund winner)

Clive Surman-Wells, Innovation Partnerships Manager, Northumbrian Water

Andrew Blenkarn, Technical Policy Manager, Northumbrian Water

### 11.50pm The trouble with pipes: Innovation and testing for new methods of prevention and repairs

#### • Designer pipe liners (Ofwat Innovation Fund winner)

Katrina Flavell, Technical Specialist, Clean Water Networks, Asset Strategy & Policy (Innovation), Yorkshire Water  
Joe Sanders, Technical Director, RPS

#### • In-situ resin lining: Can it address leakage in water distribution networks?

Ian Robinson, Director, Robinson P.C.E. and Consultant, Resiline

#### • Innovation in Mend: Targeted, low-dig background leakage repair

Leon Fern, Head of Leakage Strategy and Projects, Hydrosave

## 12.50pm Networking lunch break

## Afternoon session

**2.00pm** **Welcome back**  
Peter Simpson, CEO, Anglian Water

### TECHNICAL AND OPERATIONAL DEVELOPMENTS FORUM

**2.05pm** **Taking action with troublesome DMAs**

- **From MAL to MABL: What's really going on?**  
Andrew Blenkarn, Technical Policy Manager, Northumbrian Water
- **Paradigm: Analysing DMA leakage using all the evidence**  
Courtney Connor, Leakage Technical Manager, United Utilities Water  
Stuart Mawditt, Managing Director, SME Water
- **Targeting the difficult DMAs: Performance-based DMA reduction projects**  
Tom Crowder, Director, Crowder Consulting  
Jason Prior, Compliance Assurance Manager, Thames Water

## 3.05pm Networking refreshment break

### BACKGROUND LEAKAGE AND CUSTOMER SIDE LEAKAGE FORUM

**Chair**  
Frank van der Kleij, Principal Consultant – Asset Management Water UK, Stantec

**3.35pm** **Background leakage: the industry club project and Ofwat Innovation Fund project**  
Steve Tooms, Director, Invenio Systems  
Stuart Trow, Director, Invenio Systems

**4.00pm** **Customer side leakage and plumbing losses**

- **Customer leakage – A 'service' to an 'operation with a service'**  
Martin Pipe, Customer Leakage Regional Delivery Manager, South West Water
- **Harnessing smart networks and smart meter data**  
Adam Gray, Leakage Data and Insight Manager, Anglian Water  
Doug Spencer, Head of Smart Metering, Anglian Water
- **Key findings from Future Water's CSL workshops**  
Paul Horton, CEO, Future Water Association

**4.45pm** **Discussion and Q&A with session speakers**  
**Chair**  
Frank van der Kleij, Principal Consultant – Asset Management Water UK, Stantec

**5.15pm** **Closing remarks**  
Bob Taylor, CEO, Portsmouth Water

## 5.20pm Conference close



## Speaker and contributor profiles



### Andrew Blenkarn

Technical Policy Manager,  
NWL

Andrew has more than 10 years' experience in leakage management at Northumbrian Water, and initially worked on annual leakage performance reporting before moving into a strategic planning role. He is also the current water lead on the Innovation Ambassadors' Group, which aims to bring the latest technology and thinking from around the industry to NWL.



### Matt Burrows

Leakage and Smart Networks  
Manager, Portsmouth Water

Matt has worked in the water industry for eight years after joining Portsmouth Water as a leakage technician. His current responsibilities include leakage, smart networks, network optimisation and performance, and pressure management. In his previous role as Smart Networks Lead, Matt implemented Portsmouth Water's acoustic fixed network roll out, which has proven critical to the company's leakage reduction this AMP. He is now working on implementing Portsmouth Water's digital twin.



### Tom Crowder

Director,  
Crowder Consulting

Tom is a chartered manager with a strong technical understanding of water networks, and a high level of expertise in water loss management. In his director role, he is actively involved in promoting the strategic direction of Crowder Consulting, developing new streams of work, and building specialist service delivery teams. He is responsible for leading Netbase implementation projects, leakage consultancy projects and leakage detection projects. Most recently, Tom has led the leakage detection arm of the business, developing a multi-skilled team that specialises in using the latest and most advanced techniques to reduce leakage.



### Leon Fern

Head of Leakage Strategy  
and Projects,  
Hydrosave

Leon has worked in the water industry for 17 years. His career experience is extensive, having worked in Thames Water's asset management, metering strategy, metering operations and contract management teams. Leon has worked with Hydrosave for the last seven years – as Framework Delivery Manager, Contract Manager and, most recently, Head of Strategy and Projects. He also co-authored the UKWIR project, 'Measuring the efficiency of active leakage control', which sought to measure Active Leakage Control performance and how to quantify the efficiency of Active Leakage Control activity. Throughout his career, Leon has focused on introducing innovation, new processes and technology to improve the efficiency of operations, reduce leakage and delight end-customers.



### Dr Katrina Flavell

Technical Specialist,  
Clean Water Networks,  
Yorkshire Water

Katrina represents Yorkshire Water's Innovation team, delivering cutting-edge projects to enhance performance within the clean water network. She has a background in water quality in clean water production and networks. Katrina has a PhD in materials chemistry and is a chartered chemist, and prior to joining Yorkshire Water worked in academia. Her combination of academic and industry experience means she is well-placed to support innovation within the water sector.



### Adam Gray

Leakage Data and  
Insight Manager,  
Anglian Water

Adam has held several data-related roles at Anglian Water over the last 16 years. After obtaining a BSc in computer science at Enfield University, he joined Anglian Water as a data analyst in the Leakage Team. This led to spells working with water balance, leakage reporting and leakage targeting data to deliver insight to the end-to-end leakage process. As technical lead, he was instrumental in delivering Anglian Water's current leakage reporting system. He is now leading the move towards agile ways of working, using data and digital solutions to create transparency and prioritise the work of a cross-business-stream team to deliver the needs of the entire water business stream.



### Jeremy Heath

Innovation Manager,  
SES Water

Jeremy has more than 25 years' experience in the water industry, and has a background in mechanical engineering and database applications. He has worked for SES Water for more than 20 years and in previous roles has managed water metering, leakage, GIS, remote working and network services. He has an excellent understanding of the problems facing the water industry, as well as the transformational power of innovative technical solutions. In 2015, he was appointed Innovation Manager at SES Water to promote innovation and ensure that an innovation culture was firmly embedded within the business.



### Paul Horton

CEO,  
Future Water Association

Paul has nearly 30 years' experience with NGOs, not-for-profit organisations, charities and trade organisations in the water and environment sector, and has been involved in TV, radio and policy. As well as being CEO of Future Water, Paul is also a non-executive director with REAF, a sustainable fisheries organisation in Norfolk and Suffolk. He was previously Director of Membership & Development at the Chartered Institution of Water & Environmental Management. Other roles have included steering group member for the Government Chief Scientist-funded Global Water Security Report, council member for the Society for the Environment, member of the Engineering Council International Advisory Panel, member of the UK Water Sector Advisory Group, management committee and council member of the European Water Association, council member of the European Network of Environmental Professionals and EWA representative on the Climate & Water Strategic Steering Group for the Water Framework Directive.



### David Jacobs

Leakage Strategy Manager,  
Anglian Water

David has worked for Anglian Water for more than 20 years in a variety of roles in the leakage team, most recently as Leakage Strategy Manager. He has responsibility for all aspects of leakage reporting and the water balance. In collaboration with the water resources and optimisation teams, he also defines the leakage strategy and investments required to ensure the company's supply/demand balance is maintained into the future as part of the water resources management plan and business plan submissions.



### Justine Leadbetter

Senior Consultant –  
Leakage & Water Resources,  
WRc

Justine is one of this year's Institute of Water Rising Stars. Since joining WRc in 2019, she has worked across the catchment management and management consulting teams before joining the technical consulting team. Justine has experience delivering projects for a range of UK and international water clients, with diverse drivers such as innovation, technical evaluation and process design. Through project management, Justine has experienced a broad range of aspects of the water industry, and has worked with regulated companies, governments, and regulators. Her experience in the impact of climate change, water quality in water resource planning, leakage strategy and water balance reviews gives her the ability to assess leakage and water resources holistically.



### Stuart Mawditt

Managing Director,  
SME Water

After founding SME Water in 2018, Stuart has built a team of engineers and data analysts with a wealth of experience in hydraulic analysis, leakage and modelling. As a chartered engineer and member of CIWEM, Stuart enjoys sharing his experience with others and is always looking for opportunities to develop his knowledge. He is excited about the challenges the water industry currently faces and proud to be part of such an innovative and fast-moving industry.



### Glen Mountfort

Director –  
Technical Consulting, WRc

Glen joined WRc in August 2020 as Senior Consultant and specialises in leakage and water resources planning. He has previously worked for Jacobs and South Staffs Water and has extensive experience from his 18 years of working in the industry, both directly for water companies and as a consultant. Glen has been involved in producing business plans at PR09, PR14 and PR19 and water resources management plans at WRMP14 and WRMP19. Between 2017 and 2020, Glen provided technical assurance to a number of UK water companies in their annual performance reporting as well as business plans and water resources management plans. He is currently working on a number of UK-based and international leakage related projects.



### Sean McCarthy

Head of Network Operations  
and Leakage, Anglian Water

Sean has worked in the utilities sector (water and gas) for 30 years, and has held a variety of leadership roles at Anglian Water within leakage, network management and commercial/contract management. He is currently Head of Network Operations and Leakage within Anglian Water's Integrated Maintenance and Repair Alliance. His responsibilities include leading a large cross-process Alliance team focusing on the delivery of Anglian Water's leakage and CMEX ODIs. This Alliance model is one of Anglian's cornerstone strategies, which has moved away from traditional five-year frameworks to an integrated Alliance delivery model that will span three AMP periods.



### Dr Jen Muggleton

Principal Research Fellow,  
at the Institute of Sound  
and Vibration Research,  
University of Southampton

Jen has 35 years' experience in modelling and understanding various aspects of vibration in structures, under water and in the ground. She worked at the Defence Research Agency (now Dstl) from 1985 to 1994, then at the ISVR on acoustics and structural vibration projects concerning wave propagation in buried plastic pipes for leak detection and pipe location. She instigated and led the ISVR's involvement in the first two 'Mapping the Underworld' projects that investigated vibro-acoustic methods for detecting and locating buried infrastructure, as well as its follow-on project, 'Assessing the Underworld'. Over the last decade, she has worked extensively with UK Water Industry Research and allied industries on their strategic initiative, 'Zero Leakage 2050'.



### Jo Parker

Director, Watershed  
Associates

Jo is a chartered civil engineer and has worked in the water industry for more than 40 years. She has held a variety of senior engineering and operational roles with UK water companies, and has worked in countries as varied as Afghanistan and Australia. She was awarded the MBE by the Queen in 1995 for services to the water industry. Jo currently works as an independent consultant specialising in the management of water mains. She is Chair of the Water and Sanitation Community Advisory Board for the Institution of Civil Engineers, Vice-president (Engineering) of the Institute of Water, and a fellow of the International Water Association. In 2019, she was recognised by the Women's Engineering Society as one of the top women engineers working in sustainability.



### Martin Pipe

Customer Leakage Regional  
Delivery Manager,  
South West Water

Martin has worked within the water industry for 16 years and has a history of customer service, metering and operational leakage experience. His varied background has resulted in a holistic approach that is helping to progress customer leakage within the region. Having grown up in the South West, Martin is passionate about the area he lives in and has a genuine interest in protecting our environment and our water resource.

## Speaker and contributor profiles



### Jason Prior

Compliance Assurance  
Manager, Thames Water

Jason has worked for Thames Water for more than 25 years in various roles, predominantly in leakage. He started as a leakage technician before moving into leakage systems, where he became a Leakage Systems Manager and supported the implementation, development and use of Netbase and other leakage systems. In his current role within infrastructure programmes, he provides compliance assurance to the business against process, procedures, standards and good practice by assessing and monitoring outcomes of leakage claims, data quality, network resilience and DMA performance activities.



### Ian Robinson

Director, Robinson P.C.E.  
and Consultant, Resiline

Ian has more than 40 years' experience in the protective coatings industry and more than 30 in the water industry. Formerly Technical Director of E. Wood Limited, and subsequently Senior Scientist within 3M Company's Infrastructure Protection Division, Ian has been an independent consultant for the last four years and is recognised as the UK's 'go to' expert on resin spray lining of pipeline infrastructures. While at E. Wood, Ian was responsible for developing the Rapid Setting Polymeric Lining technology platform, which, following the launch of the Copon™ Hycote 169 product in 2000, revolutionised water mains rehabilitation in the UK during the AMP 3 and AMP 4 periods. Ian and E. Wood Limited received the Queen's Award for Enterprise (Innovation) in 2006.



### Dr Joe Sanders

Technical Director,  
RPS

Joe has 15 years' experience as an academic, water company employee and consultant. He has worked in all areas of clean water networks, with a focus on leakage and asset management, and has used his experience to help companies with their strategic and operational challenges. Joe previously held a number of positions at Affinity Water and Artesia, where he focused on network asset management and leakage operations. He is a chartered engineer and water and environmental manager, and is a Fellow of CIWEM and their Water Resources panel.



### Peter Simpson

Chief Executive,  
Anglian Water Group

Peter has been Chief Executive of Anglian Water Group since October 2013. His previous roles include Managing Director of Anglian Water from January 2010 and Chief Operating Officer from 2004. After completing an MSc in Analytical Chemistry at the University of East Anglia, Peter joined Anglian Water as one of its first graduate management trainees. Since then he has remained with the company, with spells working in America, Europe and Asia. As a founding member, and now co-chair, of the UK Corporate Leaders Group, he has championed business action on climate change over many years. He is also an active supporter of Business in the Community (BiTC), which focuses on the positive difference business can make to communities. He currently chairs BiTC's East of England Leadership Team and is a trustee of international water charity WaterAid. He is a past president of the Institute of Water and a former chair of Water UK. Peter holds an MBA from Warwick Business School and is a chartered water and environmental manager, a chartered scientist and a chartered environmentalist. He is an Honorary Fellow of the Society of the Environment and an Honorary Fellow of the Chartered Institution of Water and Environmental Management.



### Doug Spencer

Head of Smart Metering,  
Anglian Water

A biology graduate, Doug joined Anglian Water in 1991 as a lab technician and moved on to innovation, where he worked on process optimisation and control. In 1996, he joined operational water quality as a network scientist. After gaining his MSc, and managing strategic science and AMP 3 plumbosolvency programmes, Doug moved to leakage in 2006 – initially as West Engineer then to the central management team delivering consumption monitoring and customer leakage programmes. In 2016, he joined metering as project manager for Smart AMI and is now Head of Smart Metering. Doug is a former member and chair of the CIWEM Scientific Group Committee.



### Clive Surman-Wells

Innovation Partnerships  
Manager, NWL

Having spent 25 years in information technology and information systems, Clive has been delivering and deploying operational solutions within Northumbrian Water for the last 14 years, most notably in the geospatial field. Clive has been a driving force in progressing a national underground asset register, established England's first moss tree, and has pioneered a number of initiatives to improve positional accuracy of buried assets. Partnership and collaboration have been at the heart of his work. Today, Clive helps colleagues win external innovation funding to turn their ideas into reality.



### Bob Taylor

Chief Executive Officer,  
Portsmouth Water

Bob is currently Chief Executive Officer of Portsmouth Water. Portsmouth Water has a 160-year history of providing water services on the south coast of the UK, today serving a population of around 800,000. The company has a well-established reputation as one of the consistently best performers in the sector at lowest price and has embarked on the first major reservoir project to be built in the UK since privatisation. Prior to this, Bob was Operations Director – Drinking Water Services for South West Water, part of the FTSE-listed Pennon Group.



### Steve Tooms

Director and Co-founder,  
Invenio Systems

Steve has a background in physics research and specialises in the analysis, management, regulation and economics of water loss and leakage. He has worked for a number of research and engineering organisations in the UK water industry for the last 30 years. His work at Invenio Systems is driven by a fascination with what 'background leakage' really is – a fascination that led him to work on new ways of detecting leaks and quantifying customer use. He is a chartered scientist, and a member of CIWEM and the IWA Water Loss Specialist Group.





### **Stuart Trow**

Director,  
Invenio Systems

Stuart has worked in the UK water industry for nearly 50 years, most of which have seen him directly involved with leakage management from all perspectives. He has managed leakage data and leak detection teams as a water company manager, has owned and managed a company specialising in ELL estimation, pressure management and leak detection, and has been a director of two pressure management companies, and two mains rehabilitation companies. He has undertaken regulatory and strategy reviews for several UK water companies. He was Ofwat reporter for Anglian Water and has been the Leakage Reviewer for WICS and Scottish Water since 2009. Stuart is currently a director of Invenio Systems and, as a consultant, has been assisting Welsh Water and Irish Water develop their leakage reduction strategies.



### **Grace Wilson**

Support Engineer,  
Anglian Water

Grace began her career in the water industry in 2017, when she was a water connections customer advisor within Development Services at Anglian Water. More than five years later, Grace is still working at Anglian, having moved on to technical and analytical roles. In 2021, she secured a support engineer's role within Water Optimisation. She uses statistical and modelling tools to identify and prioritise solutions, while carrying out in-depth investigations of the current water network by interrogating and obtaining information from corporate data systems. She was awarded 2022 Rising Star Award from the Institute of Water – a programme that identified her as one of eight young people in the UK with the potential and appetite to progress within the water industry.



### **Frank van der Kleij**

Principal Consultant –  
Asset Management Water  
UK, Stantec

Frank is a chartered environmentalist with a MSc in rural engineering from Cranfield University. He has 25 years' experience in water management, primarily in the areas of clean water networks and asset management, and has a long-standing interest in leakage management. Between 1998 and 2021, he worked for Bristol Water in various roles, including (as a consultant) a number of non-revenue water projects in Central and South-East Asia for Bristol Water Services. At Bristol Water, he had a key role in developing and implementing leakage management initiatives, culminating in UK industry-leading performance by the company in recent years. Frank joined Stantec UK in November 2021 as a principal consultant in the asset management team, and has worked with several UK clients on clean water network risk and resilience projects.

## Our exhibitor supporters



AVK Smart Water is part of the AVK Group and provides digital intelligent solutions that enable utilities to remotely monitor and diagnose problems, and prioritise and manage maintenance issues while optimising the entire network's efficiency. Combined with AVK's water distribution management products (such as PRVs, air valves, non-return valves, smart sluice valves and fire hydrants) AVK Smart Water provides a comprehensive package of products to help water utilities control their network's efficiency, reduce leakage (and customer complaint impact) and build resilience across the water distribution system. By using battery-operated wireless sensors, which are data-collection-ready, in conjunction with a software platform, AVK Smart Water turns complex real-time data into valuable insights, helping utility companies save resources and reduce water loss.

### David Hurley

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BERMAD are a leading manufacturer of tailor-made water and flow management solutions that include state-of-the-art hydraulic control valves, air valves, advanced metering solutions and digital products. Founded in 1965, we have spent more than 50 years interacting with the world's major end-users, and accumulating knowledge and experience in multiple markets and industries. We have recently added a support division for our products – a dedicated optimisation, servicing and solutions team, BOSS.

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At Gutermann, we are dedicated to tackling the worldwide problem of water loss in water infrastructure. Gutermann is a global technology leader and innovator in intelligent leak detection technology. We are a third-generation, privately owned, family enterprise with headquarters in Baar, Switzerland, and regional offices throughout the world.

Gutermann has been specialising in the design, manufacture and distribution of all acoustic leak detection equipment for more than 60 years. With a constant focus on innovation, we have often been at the forefront of new product developments in our sector, always pushing the boundaries of water leak management technology. Thanks to our tireless commitment to product quality, functionality and user-friendliness, Gutermann has become a synonym for precision, quality and reliability in leak detection technology worldwide.

### Paul Chandler

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HMG Water Solutions was established in 2018 as part of the Heath Morgan Group. It focuses on the potable, grey and black water markets with an aim to eliminate leakage and reduce excavations. It provides solutions to locate and survey new or existing assets and to subsequently detect leaks or defects. HMG Water Solutions supplies the best brands from around the world, finding new technologies that can improve operational efficiency, and reduce operational costs and excavations. It can carry out on-site training, remote/on-site servicing/calibration and whole-life asset management. HMG Water Solutions isn't just a supplier, but a solution partner.

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HWM are experienced and respected manufacturers of monitoring and telemetry equipment for water, wastewater and gas networks, together with telemetry AMR and facilities optimisation products. Having serviced the water industry for nearly 40 years, we have combined advanced cellular communications technology with rugged, purpose-designed hardware to deliver a variety of robust and efficient network monitoring solutions. Our recent acquisition of Invenio Systems has seen HWM enter the customer-side leak detection market, traditionally seen as a difficult area of the network to survey. A global leader in leak reduction, HWM delivers a compelling network monitoring value proposition to our customers.

### Jonathan Smith

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Hydrosave is a specialist leakage management, pipeline services and asset management business. We are focused on keeping critical infrastructure flowing, reducing leakage and providing innovative and practical solutions for our clients to out-perform their commitments. Established in 1994, we have enjoyed substantial growth over 28 years of operation. Our services include leakage reduction, innovative leakage repair (HydroSeal), smart network installation/maintenance, CCTV pipeline survey, customer-side leakage identification and proving, demand/revenue services, water audit, training, consultancy, seized valve release, asset condition assessment, pipeline failure and predictive analysis. We combine the smartest and newest technologies with the best people, supervision and training to help our clients unlock their full potential and deliver their performance commitments in a cost-effective way. Hydrosave is part of SSI Services UK Ltd, a national multi-disciplinary infrastructure services group within South Staffordshire Plc.

### Leon Fern

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Mueller Water Products, Inc. (NYSE:MWA) is a leading supplier of products and services used in the global transmission, distribution, control and measurement of water. Our broad product and service portfolio includes engineered valves, fire hydrants, metering, leak detection, network monitoring and control, and pipe condition assessment.

Echologics, a brand of Mueller, provides advanced technologies for condition assessment and leak detection on water networks. By helping avoid mains failures, water loss and unnecessary pipe replacement, Echologics helps utilities increase operational efficiencies and prioritise capital expenditure, while reducing environmental impact and improving customer experience.

i20's Intelligent Network Solutions for network monitoring, control and analytics complement Sentryx™, Mueller's Digital Services Platform, and existing Mueller technology-enabled products used for metering, leak detection and pipe condition assessment. Mueller's digital transformation strategy is focused on enabling water utilities enhance the monitoring and management of their infrastructure networks.

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Ovarro's technology monitors and controls critical infrastructure across the world, providing insights that ensure millions of people have access to clean water. Our ground-breaking loggers are designed to provide reliable, rapid identification of leaks by monitoring flow and acoustic noise, and help to put an end to Non-Revenue Water (NRW) loss. Our products integrate seamlessly with client assets to increase operational efficiency and effectiveness, and support goals to reduce leakage and pollution incidents.

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SME Water specialise in clean water pressure and demand modelling, and use contemporary analysis and data science techniques to deliver complex projects. Our team use their extensive subject knowledge of water network behaviour and engineering insight to ensure their projects deliver tangible and sustainable benefits. They are currently developing their Paradigm demand analysis tool, which promises to be the largest demand analysis model in the UK. This will allow water companies to learn from each other's data sets, derive valuable insight into network anomalies, and drive the industry forward in its 2050 leakage reduction targets.

**Stuart Mawditt**  
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At Teccura, we develop software applications that help you reduce your network leakage, hit your water efficiency targets and find unaccounted for water that should be billed. You can use these applications to hit your targets in a much more cost-effective way. One example is reducing the number of excavations that are needed to drive down your leakage. We can also offer you an end-to-end service to find and fix leaks on your network or CSLs at commercial properties. Our service extends to finding unbilled water at commercial properties. Resolving this gives you multiple benefits, such as improved cash flow, reducing reported leakage and better DMA operability.

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Technolog have been supplying complete monitoring and control solutions for water distribution and waste water collection networks worldwide for more than 40 years. Products are easily deployed to complement existing Supervisory Control and Data Acquisition (SCADA) systems. Technolog operate two data centres in the UK with an architecture specifically designed to collect large amounts of data – we're now one of the world's largest collectors of machine-to-machine (M2M) data with over 450,000 deployments. We offer a complete end-to-end product, installation and data service, which facilitates effective network monitoring, and have a team of sales and support engineers dedicated to the industry.

**Luke Thornton**  
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The Water Report is a monthly publication launched in 2014 in response to UK water market reform. It is available in print and/or as a PDF emailed to your inbox. We focus exclusively on the UK water and sewerage industry, providing reports and in-depth research and features on topical issues. We specialise in covering policy and regulation in the body of the magazine and have a dedicated section, Competition Watch, to keep readers up to date on retail and upstream competition developments. Every Monday, we provide an online bulletin, The Week in Water, which reports on the week's top stories in water sector regulation, policy and competition.

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## Delegate list

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<b>Tom Aistrop</b>	UK Regional Sales Manager	<b>Gutermann</b>
<b>Antonio Allocca</b>	Managing Director, ASW-ATI	<b>AVK Smart Water</b>
<b>Jamie Angelinetta</b>	Senior Manager Leakage and Technical	<b>Bristol Water</b>
<b>Karen Atkinson</b>	Manager of Leakage Reduction	<b>Yorkshire Water</b>
<b>Steve Baker</b>	Country Manager	<b>Asterra</b>
<b>Giovanni Barro</b>	Export Manager, ACOMO	<b>AVK Group</b>
<b>Joe Beahan</b>	Sales Executive	<b>FIDO Tech</b>
<b>Ben Beattie</b>	Operations Manager	<b>Teccura Software</b>
<b>Andrew Blenkarn</b>	Technical Policy Manager	<b>Northumbrian Water</b>
<b>Jason Bowles</b>	Leakage and Project Engineer	<b>Portsmouth Water</b>
<b>Stuart Brackeridge</b>	Sales Manager (Northern Region)	<b>CLA-VAL UK</b>
<b>Martin Brammer</b>	Associate Director	<b>Atkins</b>
<b>Kevin Brook</b>	Sales Director	<b>Aquam</b>
<b>Lee Brown</b>	Compliance Lead	<b>Dwr Cymru Welsh Water</b>
<b>Matt Burrows</b>	Leakage and Smart Networks Manager	<b>Portsmouth Water</b>
<b>Michael Butler</b>	Technical Manager	<b>RPS Group</b>
<b>Joseph Butterfield</b>	Senior Engineer	<b>Mueller International Holdings</b>
<b>Kenneth Cartwright</b>	Associate Engineer	<b>Atkins</b>
<b>Dr Gurcharan Chana</b>	Managing Director	<b>GCRTech</b>
<b>Paul Chandler</b>	UK Sales Manager	<b>Gutermann</b>
<b>Andrew Chatterley</b>	Business Development Manager	<b>Technolog</b>
<b>Gurpreet Chaukria</b>	Asset Manager	<b>Severn Trent Water</b>
<b>Adrian Chick</b>	Regional Active Leakage Control Manager	<b>Wessex Water</b>
<b>Alex Chowne</b>	Project Specialist	<b>Mueller International Holdings</b>
<b>Dave Collins</b>	Associate Director	<b>Atkins</b>
<b>Courtney Connor</b>	Leakage Technical Manager	<b>United Utilities Water</b>
<b>Dominic Cook</b>	Head of Business Development	<b>WRc</b>
<b>Robin Corbie</b>	Commercial Sales Manager	<b>Technolog</b>
<b>Tom Crowder</b>	Director	<b>Crowder Consulting</b>
<b>James Curtis</b>	Head of Leakage	<b>Affinity Water</b>
<b>Dilraj Dhillon</b>	Director	<b>Crowder Consulting</b>
<b>Martin Doherty</b>	Head of Service Improvement and Reporting	<b>South West Water</b>
<b>Martin Duff</b>	Business Development Director	<b>ATMOS International</b>

Name	Job title	Organisation
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<b>Craig Duthie</b>	Managing Director	<b>HMG Water Solutions</b>
<b>Amanda Edwards</b>	Head of Network Alliance	<b>Dwr Cymru Welsh Water</b>
<b>Rob Edwards</b>	Senior Account Manager	<b>Royal HaskoningDHV</b>
<b>Sharif Elnagar</b>	Director	<b>Crowder Consulting</b>
<b>Sian Evans</b>	Lead Network Strategy Analyst	<b>SES Water</b>
<b>Leon Fern</b>	Head of Leakage Strategy and Projects	<b>Hydrosave</b>
<b>Joseph Finn</b>	Senior Business Development Manager	<b>Inflowmatix</b>
<b>Katrina Flavell</b>	Technical Specialist, Clean Water Networks	<b>Yorkshire Water</b>
<b>Andy Fletcher</b>	Network Services Consultant	<b>Binnies</b>
<b>Martyn Frost</b>	Leakage Operations Manager	<b>South Staffs Water</b>
<b>Oliver Gambling</b>	Sales Director	<b>AVK UK</b>
<b>Russell Gilbert</b>	Leakage Manager	<b>Wessex Water</b>
<b>Steve Gilham</b>	Director of Product and Technical Support	<b>Gutermann</b>
<b>Mick Grant</b>	UK (North) Sales Manager	<b>HWM</b>
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<b>Ian Greenwell</b>	UK Northern Regional Sales Manager	<b>Ovarro</b>
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<b>Chris Groves</b>	Regional Sales Manager	<b>Technolog</b>
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<b>Andy Harford</b>	Associate Director	<b>Atkins</b>
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<b>Reagan Hawkins</b>	Leakage Project Manager (Assets)	<b>South West Water</b>
<b>Jeremy Heath</b>	Innovation Manager	<b>SES Water</b>
<b>Alexander Henderson</b>	Asset Planning Engineer – Leakage	<b>Bristol Water</b>
<b>Stuart Henderson</b>	Operations Director	<b>Aquam</b>
<b>Thomas Hives</b>	Technical and Operations Manager	<b>Aquam</b>
<b>Jon Hodgson</b>	Business Development Manager	<b>Anthire</b>



Name	Job title	Organisation
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Paul Horton	CEO	Future Water Association
James Howard	Leakage Optimisation Manager	Dwr Cymru Welsh Water
David Humphrey	Managing Director	CLA-VAL UK
John Hunt	Managing Director	Teccura Software
David Hurley	Director	AVK UK Smart Water
Michael Hurley	Technical Manager	RPS Group
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Russell May	Technical Director	WLLS
Brian McCarthy	Economic Demand Manager	Scottish Water
Sean McCarthy	Head of Network Operations and Leakage	Anglian Water
George Miller	Project Coordinator	Hydrosave
Alistair Milton	Leakage Metering Recovery and Streetworks Manager	South West Water

Name	Job title	Organisation
Chris Moore	Associate Product Line Manager – Leakage	Ovarro
Richard Moore	Compliance Analyst	Dwr Cymru Welsh Water
Andy Morris	Director of Digital Products (Water)	Skewb
Craig Morris	Leakage Delivery Manager	Dwr Cymru Welsh Water
Mike Morris	Business Lead Smart Networks	South Staffs Water
Kristofre Morton	Leakage Strategy Lead	Thames Water
Glen Mountfort	Director of Technical Consulting	WRc
Dr Jennifer Muggleton	Principal Research Fellow	University of Southampton
Mike Napper	Sales Director	HMG Water Solutions
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Tom Norman	Technical Sales Engineer	Mueller International Holdings
Wayne Novelli	Business Lead – Active Leakage Control	Affinity Water
Andrew Oakes	Leakage Strategy and Water Balance Manager	Thames Water
Mathias Pacalin	Asset Planning Manager – Leakage	Bristol Water
Raasheed Pakwashi	Technical Director	SME Water
Jeremy Parker	Marketing and Business Development Manager	MW Polymers
Jo Parker	Director	Watershed Associates
Paul Parr	Operations Director	FIDO Tech
Jessica Parslow	Leakage Supervisor	Dwr Cymru Welsh Water
Ryan Pascoe	Managing Director	Bermad
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Stephen Perris	Director	Pinweld
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Callum Phoenix	Head of Account Management (UK)	FIDO Tech
Martin Pipe	Customer Leakage Regional Delivery Manager	South West Water
Josh Pocock	Resources Strategist	South West Water
Jason Prior	Compliance Assurance Manager	Thames Water
Derek Procter	Head of Commercial	Inflowmatix
Saxon Rashid	Business Development Manager – Digital	Bermad
Chris Rees	Head of Water Engineering	Dwr Cymru Welsh Water

## Delegate list

Name	Job title	Organisation
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<b>Axel Rendahl</b>	Water Balance Process and Leakage Reporting Lead	<b>Thames Water</b>
<b>Ross Reynolds</b>	Water Performance Leakage Analyst	<b>South West Water</b>
<b>Ben Rice</b>	Managing Director	<b>Aqualogic</b>
<b>Gareth Richards</b>	Advancement Water Manager	<b>Bentley</b>
<b>Philip Roberts</b>	Head of Leakage	<b>South Staffs Water</b>
<b>Ian Robinson</b>	Director	<b>Robinson P.C.E. (also Consultant, Resiline)</b>
<b>Santiago Ruffier d'Epenoux</b>	Business Development	<b>Aganova</b>
<b>Joe Sanders</b>	Technical Director	<b>RPS Group</b>
<b>Gary Shuker</b>	Associate Director	<b>Jacobs</b>
<b>Peter Simpson</b>	CEO	<b>Anglian Water</b>
<b>Danielle Smith</b>	Leakage Team Leader	<b>United Utilities Water</b>
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<b>Doug Spencer</b>	Head of Smart Metering	<b>Anglian Water</b>
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<b>Guy Stockwell</b>	Leakage Asset Engineering Manager	<b>Southern Water</b>
<b>Tony Summerscales</b>	Technical Director	<b>Skewb</b>
<b>Clive Surman-Wells</b>	Innovation Partnerships Manager	<b>Northumbrian Water</b>
<b>Lukasz Swiezynski</b>	Consultant	<b>Skewb</b>
<b>Phil Tapping</b>	Water Network Demand Manager	<b>Southern Water</b>
<b>Bob Taylor</b>	CEO	<b>Portsmouth Water</b>
<b>James Taylor</b>	Regional Leakage Planning Manager	<b>Wessex Water</b>
<b>Paul Taylor</b>	Assurance Manager – Leakage	<b>Severn Trent Water</b>
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<b>Phil Thomas</b>	Upstream Losses Analyst	<b>Dwr Cymru Welsh Water</b>
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<b>Stuart Trow</b>	Director	<b>Invenio Systems</b>
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<b>Gareth Tuck</b>	Leakage Manager	<b>Wessex Water</b>
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<b>Craig Turner</b>	Drinking Water Policy Manager	<b>Water UK</b>

Name	Job title	Organisation
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<b>Katy Walker</b>	Leakage Optimisation Manager	<b>United Utilities Water</b>
<b>Martin Walton</b>	Economic Demand Management – Reporting and Appraisals Analyst	<b>Scottish Water</b>
<b>Katie Ward</b>	Leakage Data Manager	<b>Affinity Water</b>
<b>Hannah Wardle</b>	Network Optimisation Manager	<b>United Utilities Water</b>
<b>Sarah Wardman</b>	Leakage Assurance Manager	<b>Yorkshire Water</b>
<b>Andy Wayt</b>	Area Leakage Delivery Manager	<b>Dwr Cymru Welsh Water</b>
<b>Jack Wenbourne</b>	Senior Engineer	<b>RPS Group</b>
<b>Stuart White</b>	Head of Network Services	<b>Binnies</b>
<b>Stuart Williams</b>	Head of Asset Risk and Engineering	<b>Hydrosave</b>
<b>Mikal Willmott</b>	Assurance Analyst – Leakage	<b>Severn Trent Water</b>
<b>Daniel Wilson</b>	Senior Project Manager – Capital Delivery Water	<b>Northumbrian Water</b>
<b>Grace Wilson</b>	Optimisation Support Engineer	<b>Anglian Water</b>
<b>Daniel Woodworth</b>	Network Strategy Manager	<b>SES Water</b>
<b>Chris Woolls</b>	Project Director	<b>Utilitec Services</b>





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