

26th Annual Leakage Conference

BIRMINGHAM
MONDAY 24 NOVEMBER 2025
TUESDAY 25 NOVEMBER 2025

Awareness & Locate (PALM)

Organised by
lodestar

Media partner
THE UK WATER REPORT
POLICY | REGULATION | FINANCE

Welcome back



Bob Taylor

Chief Executive Officer

Portsmouth Water

Awareness & Locate (PALM)

Eliminating the impossible in a troublesome DMA



Andrew Blenkharn
Technical Policy Manager
Northumbrian Water



Randal Lavery
Principal Consultant – Smart Leakage Solutions
Crowder Consulting

Introductions



Randal Lavery
Principal Consultant



Andrew Blenkharn
Technical Policy Manager

Eliminating the impossible: A Study in Berwick

> When you have eliminated all which is impossible, then whatever remains, however improbable, must be the truth.

Arthur Conan Doyle
The Case-Book of Sherlock Holmes



Case Notes

01	Case Context
02	Suspects
03	Elimination Game
04	Trial and Sentencing
05	Summary

NWG living water

Crowder Consulting

Case Context

Area Details

SZ01

NORTH NORTHUMBERLAND POTABLE WATER SYSTEM 1

System Zone

ATTRIBUTES

Properties

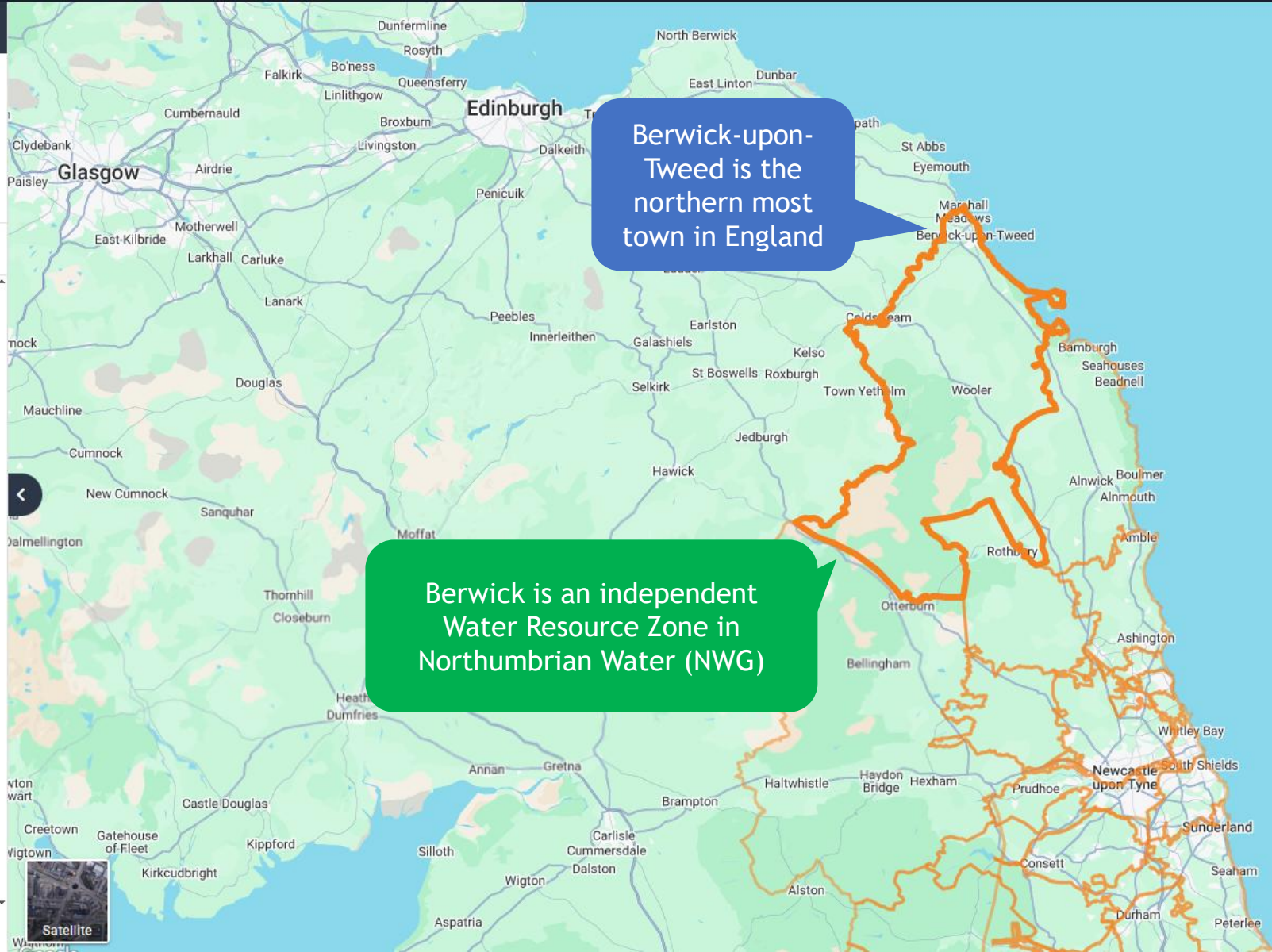
Total	10480
Household	9470
Non-Household	1010

Consumptions

Total (m³/d)	5811.86
Household (m³/d)	3330.00
Non-Household (m³/d)	2481.86

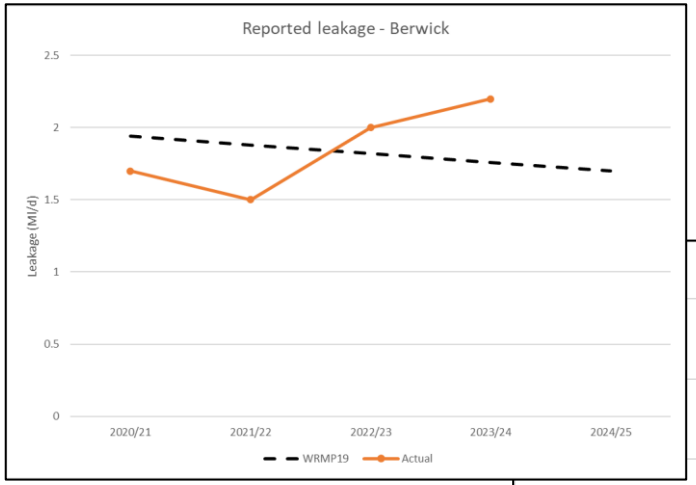
Characteristics

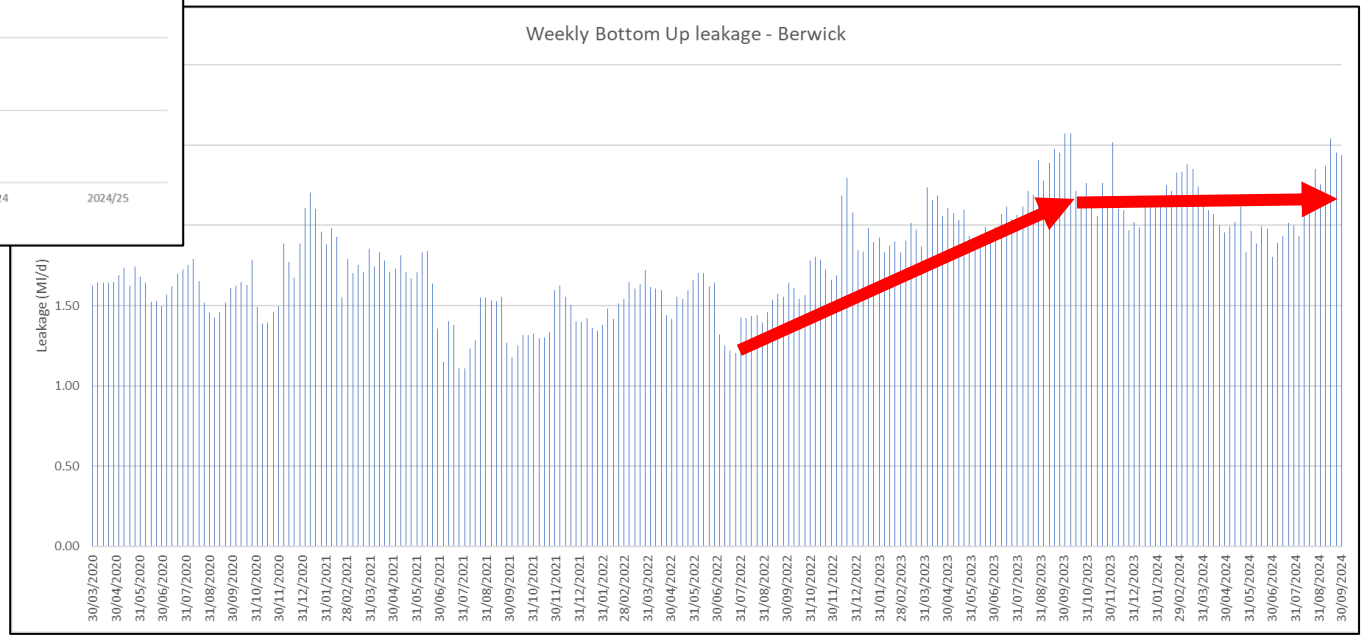
Area Classification	Rural
Highest Connection Height (m)	155.04
Average Connection Height (m)	41.75
Lowest Connection Height (m)	2.81
Mains Length (km)	351.17
Background Losses (m³/d)	410.78
AZNP (m)	45.12



Berwick Daily Leakage Trend

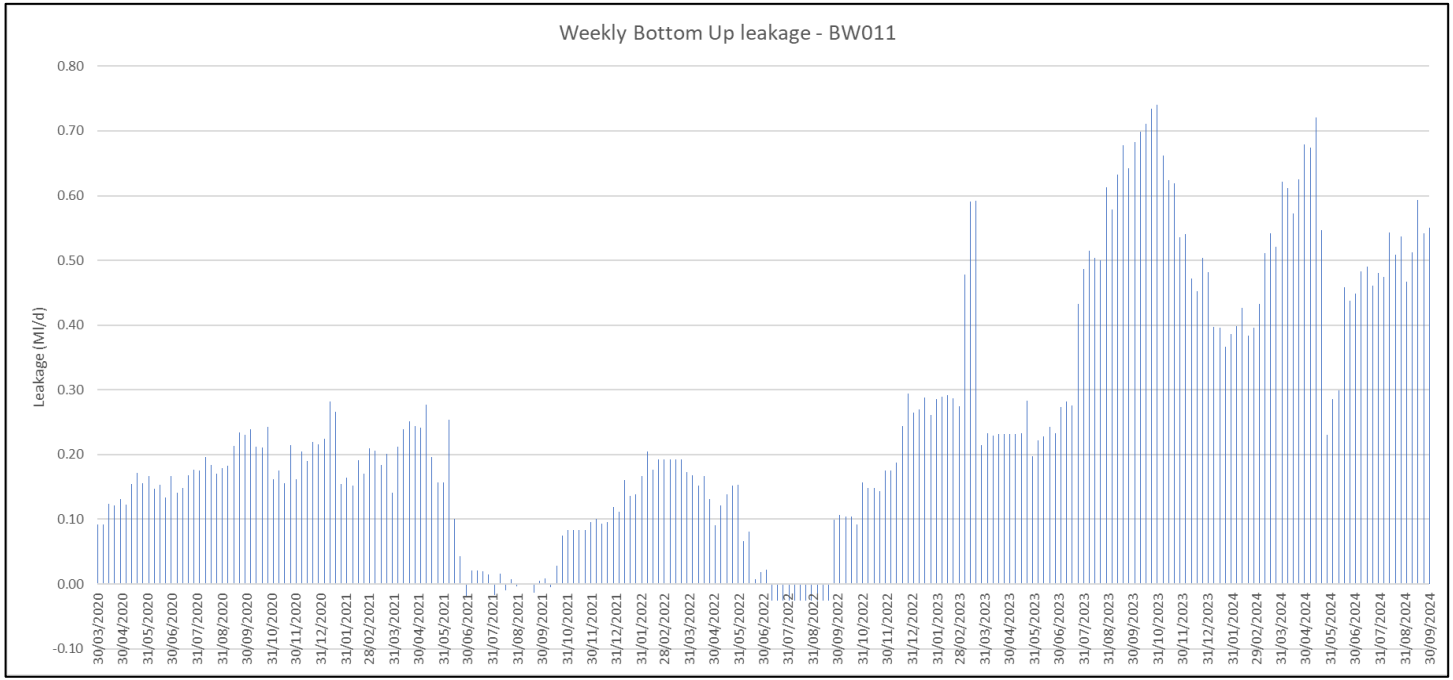
- Reducing leakage in the Berwick Zone to the target level was a key water resource management objective for NWG.





BW011 Daily Leakage Trend

- Reducing leakage in BW011 was critical to meeting the zone's overall leakage target, as it accounted for >20% of total losses.



Lots of activity

- Traditional survey
- Lift and shift logging
- Satellite survey
- Digital Twin

Area Details

SZ01 ▸ BW011

BW011

SPRINGHILL RESERVOIR OUTLET

District Metered Area

ATTRIBUTES

Properties

Total	1031
Household	1005
Non-Household	26

Consumptions

Total (m³/d)	379.68
Household (m³/d)	362.62
Non-Household (m³/d)	17.06

Characteristics

Area Classification	Urban
Highest Connection Height (m)	87.78
Average Connection Height (m)	52.77
Lowest Connection Height (m)	4.35
Mains Length (km)	20.26
Background Losses (m³/d)	24.33
AZNP (m)	46.20

Thematic styles

Permanent Noise Logger Status

Bursts Type

Leak Investigations Status

Pipe Material | Meter Relationship

Metallic | Plastic

Composite | Other

DMA fed by Springhill Reservoir

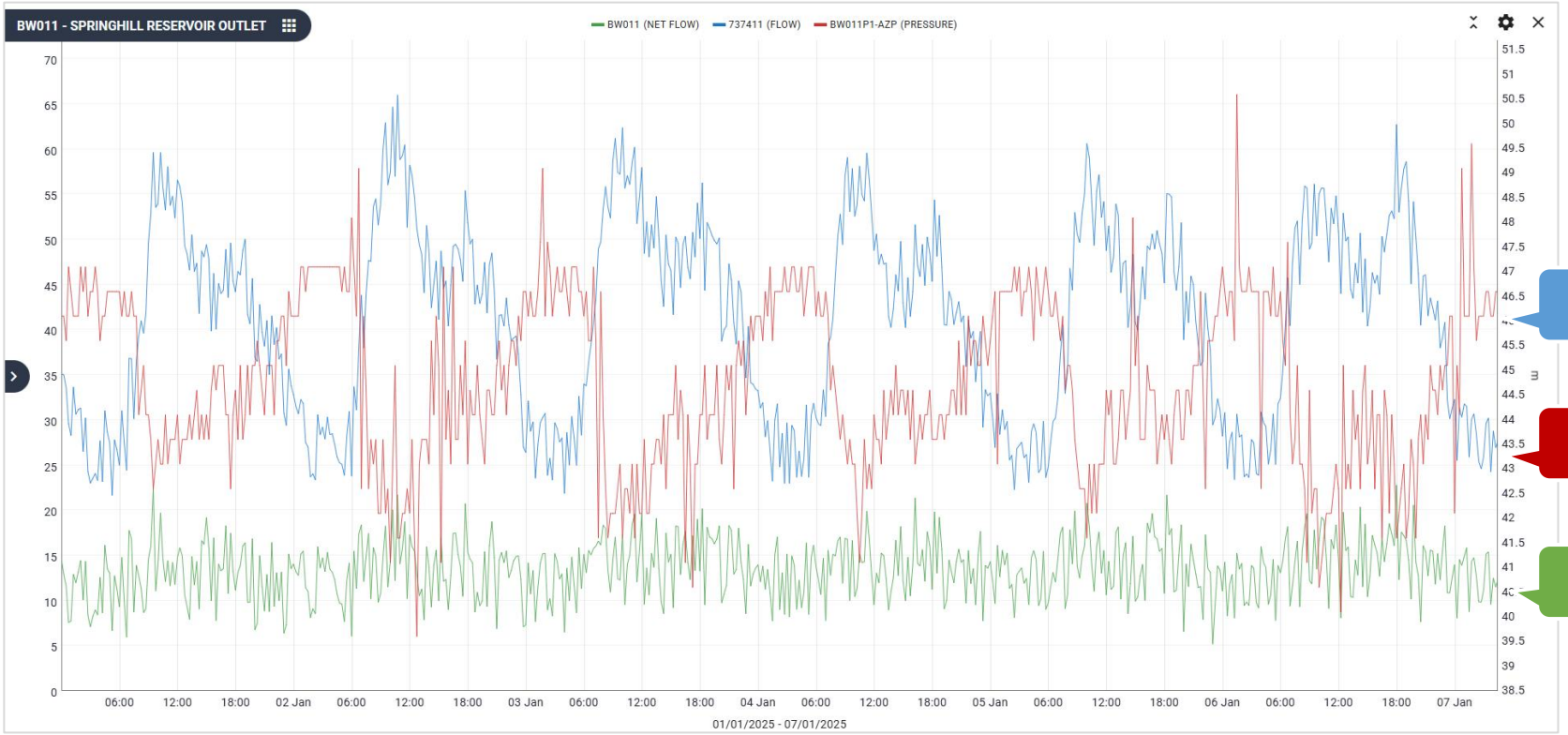
Satellite

Google

Keyboard shortcuts | Map data ©2025 | Terms

BW011 Flows & Pressures

- BW011 had one inlet meter and six outlet meters, but its net flow lacked a typical diurnal pattern.



Suspects



Area Details

SZ01 ▸ BW011

BW011

SPRINGHILL RESERVOIR
OUTLET

District Metered Area

ATTRIBUTES

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Thematic styles

Permanent Noise Logger Status
Bursts Type
Leak Investigations Status
Pipe Material
Meter Relationship

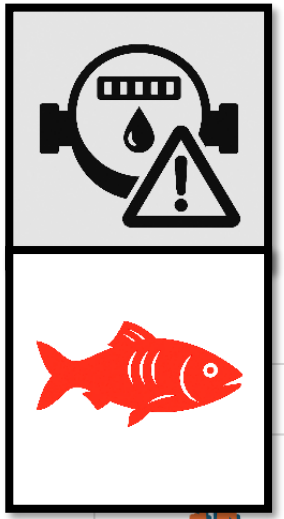
Metallic
Plastic
Composite
Other

Satellite

Google

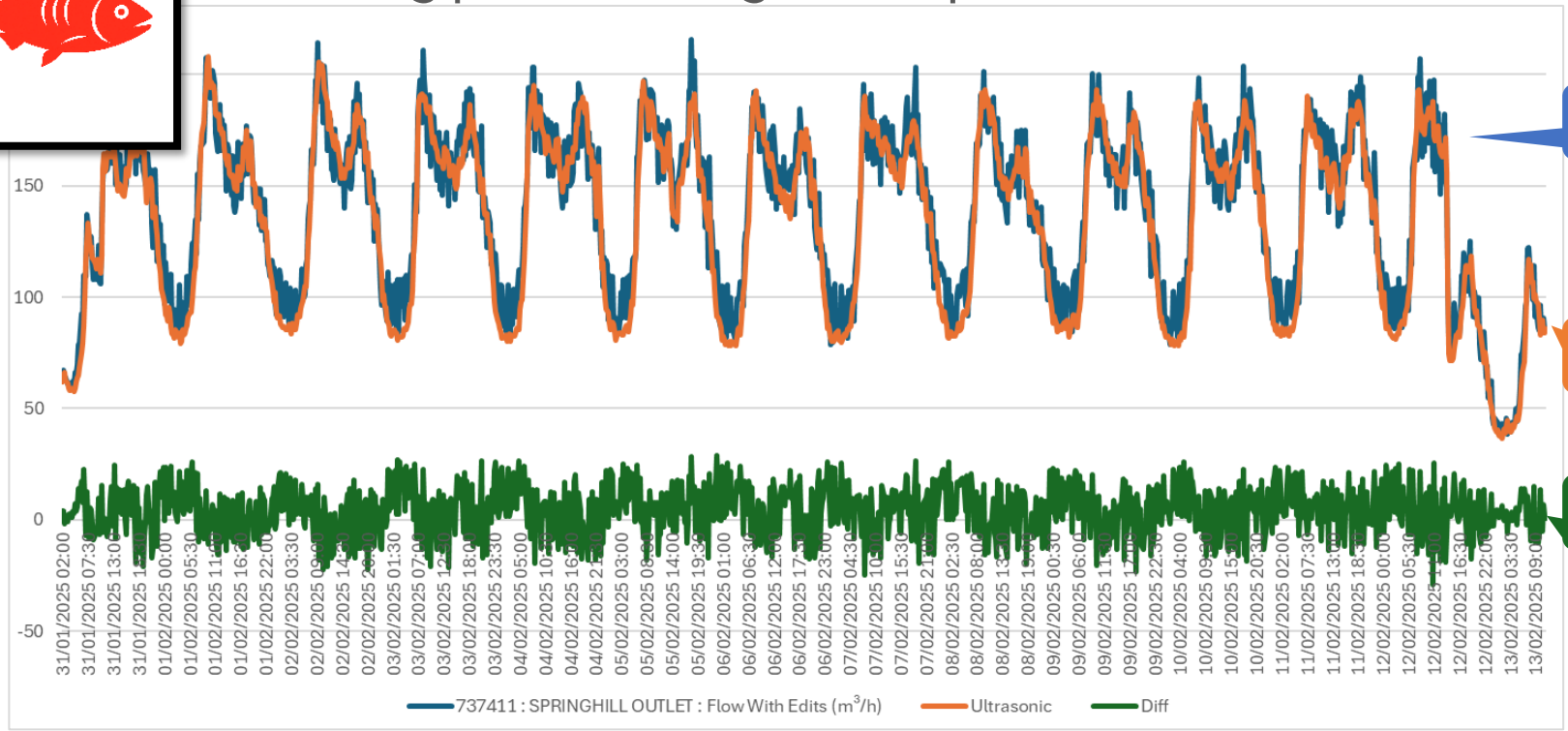
Keyboard shortcuts | Map data ©2025 | Terms

Elimination Game



BW011 Inlet Meter Verification

- An ultrasonic meter was installed in-line with the inlet meter. While the daily average flow remained largely unchanged, variations were observed at 15-minute intervals particularly during periods of night flow period.



Area Details

SZ01 ▸ BW011

BW011

SPRINGHILL RESERVOIR OUTLET

District Metered Area

ATTRIBUTES

Properties

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Household	1005
Non-Household	26

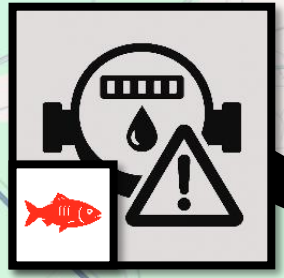
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AZNP (m)	46.20











Thematic styles

Permanent Noise Logger Status

Bursts Type

Leak Investigations Status

Pipe Material

Meter Relationship

Metallic

Plastic

Composite

Other

Satellite

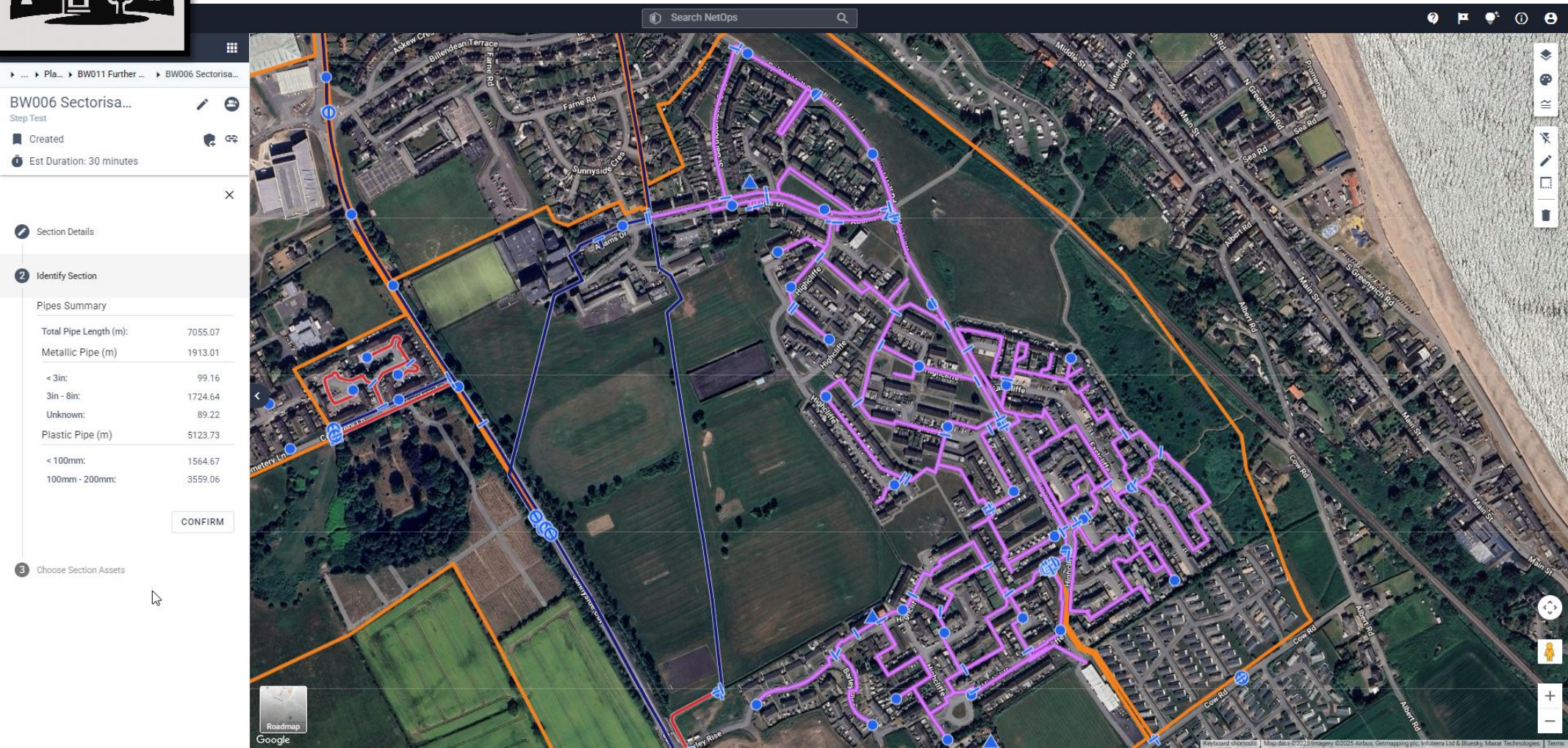
Google

Keyboard shortcuts | Map data ©2025 | Terms

Highcliffe Estate



Highcliffe Estate- “redesignating the quarter”



Highcliffe Estate- “redesignating the quarter”



Highcliffe Estate- “redesignating the quarter”



BW011 Highcliffe Rezone

- The rezone was successful, shifting approximately 1 l/s of leakage from BW011 to BW006, where it would be addressed separately.



Area Details

SZ01 ▸ BW011

BW011

SPRINGHILL RESERVOIR
OUTLET

District Metered Area

ATTRIBUTES

Properties

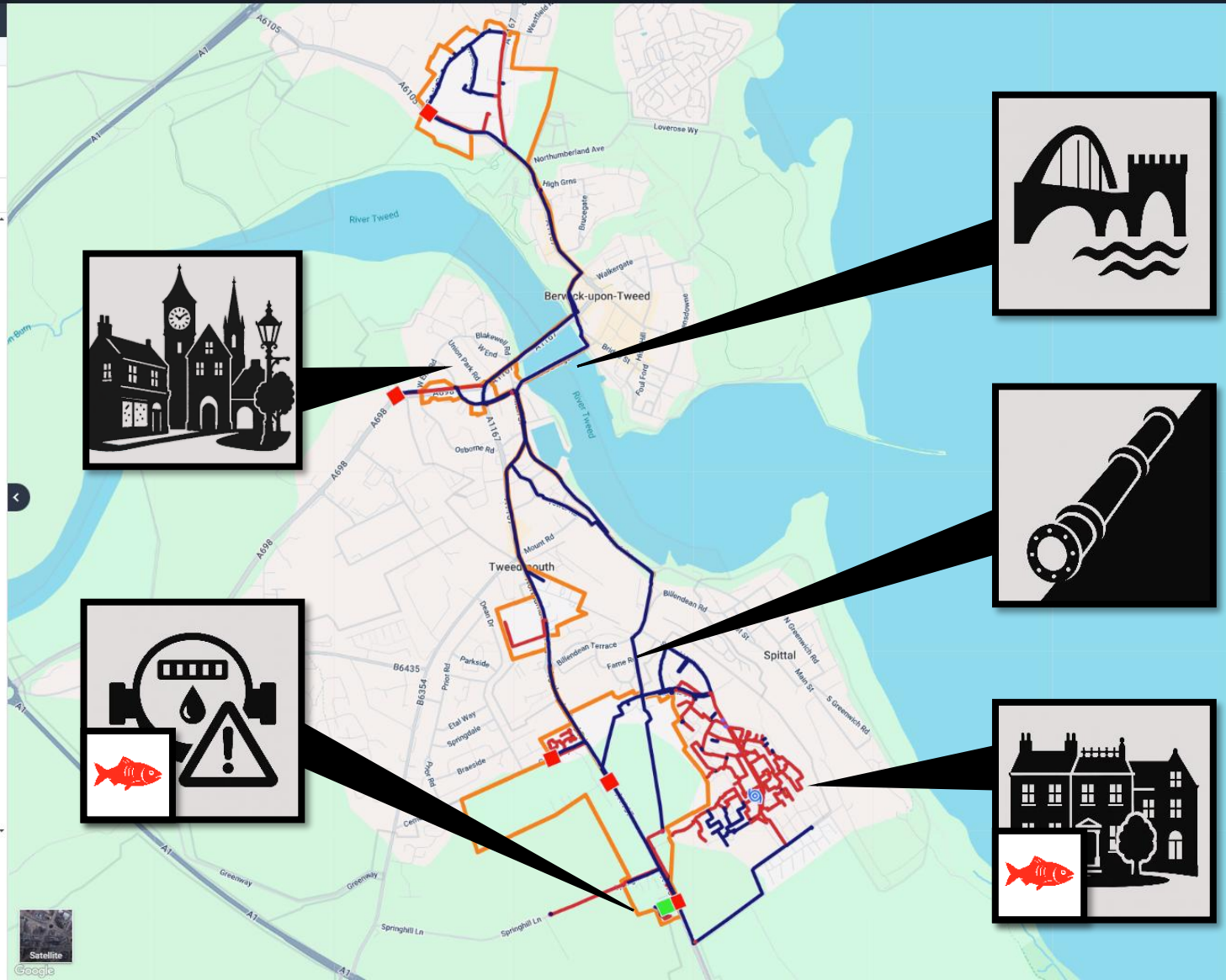
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Background Losses (m³/d)	24.33
AZNP (m)	46.20



NetOps
Search NetOps
Create additional inlet from adjacent Meadowhill reservoir DMA (BW010) to enable sectorisations of BW011
Thematic styles
Permanent Noise Logger Status
Bursts Type
Leak Investigations Status
Pipe Material
Meter Relationship
Metallic
Plastic
Composite
Other
Berwick-upon-Tweed
Tweedmouth
Spittal
River Tweed
A1
A698
B6435
Satellite
Google

NetOps

Search NetOps

Leakage Planning

... ▸ BW011 Furth... ▸ Step... ▸ Dock & Northumber...

Dock & Northumberland Road
Design

RE-DESIGN | CREATE PLAN

Pipe Summary

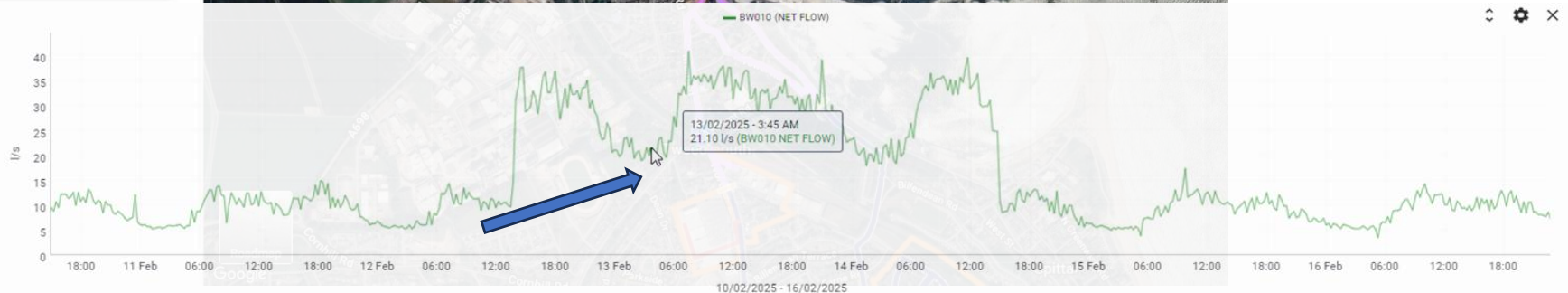
Total Length	6930.10 m
Metallic	5624.95 m
Plastic	1305.14 m
Composite	N/A

Asset Summary

Total Valves 3 (0)

- WTY-VAL925644 — Normally Open
- WTY-VAL114377 — Normally Open
- WTY-VAL106147 — Boundary Valve





Meadowhill Sectorisation 13th Feb

Minimum Night Flow (l/s)	WTY-MT700207 Meadowhill	21.1
	WTY-MT700527 BW007	2.1
	WTY-MT700458 BW014	4.4
	WTY-MT704221 BW0046	0.0
	WTY-MT707321 BW047	0.6
	CLU	1.6
Net Night Flow (l/s)		12.4
BW 10 Night Leakage (l/s)		2.8
Night Use (l/s)		1.6
Sector Leakage		8.0

Crowder Consulting

Area Details

SZ01 ▸ BW011

BW011

SPRINGHILL RESERVOIR OUTLET

District Metered Area

ATTRIBUTES

Properties

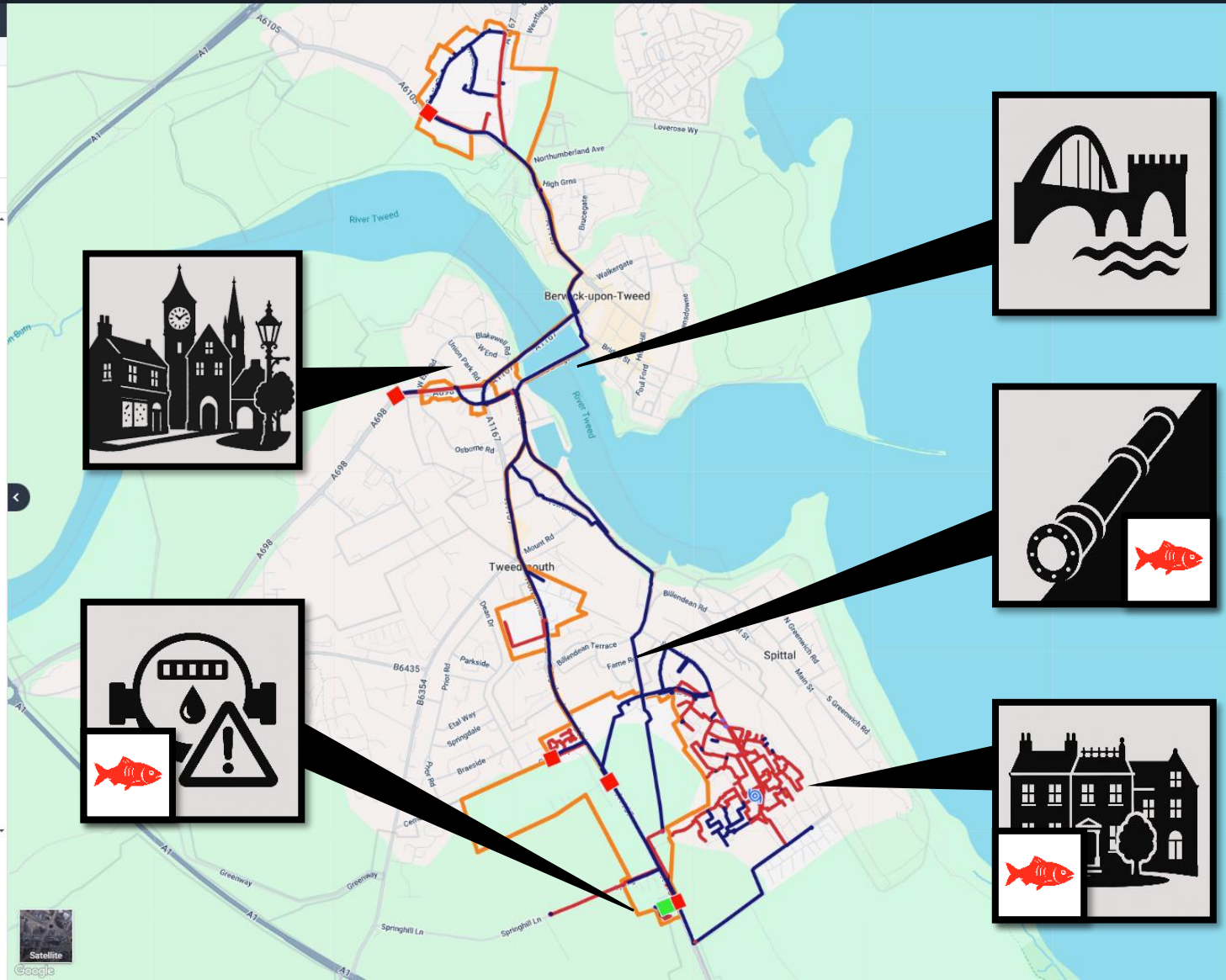
Total	1031
Household	1005
Non-Household	26

Consumptions

Total (m³/d)	379.68
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Characteristics

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Highest Connection Height (m)	87.78
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Mains Length (km)	20.26
Background Losses (m³/d)	24.33
AZNP (m)	46.20



NetOps

Search NetOps

Leakage Planning

... ▸ BW011 Furthe... ▸ Step ... ▸ Royal Tweed & Ol...

Royal Tweed & Old Bridge
Design

RE-DESIGN | CREATE PLAN

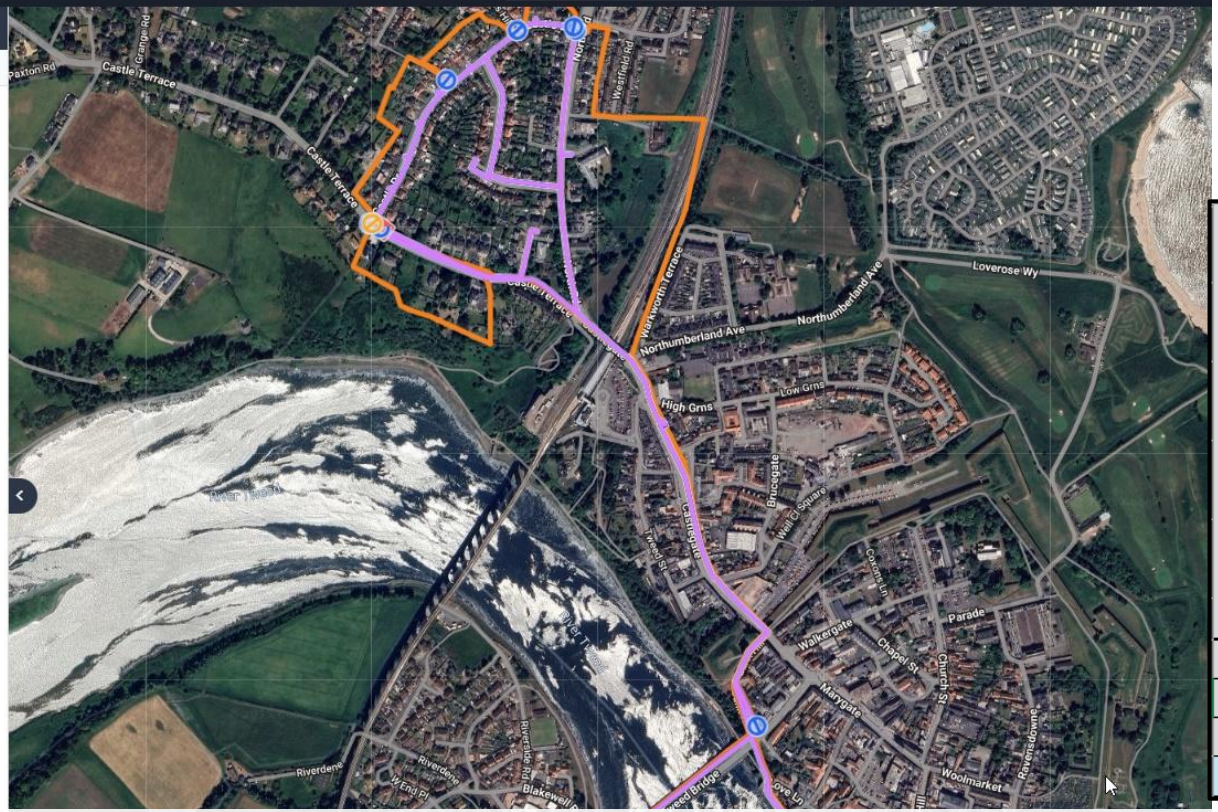
Pipe Summary

Total Length	3782.89 m
Metallic	2971.67 m
Plastic	811.21 m
Composite	N/A

Asset Summary

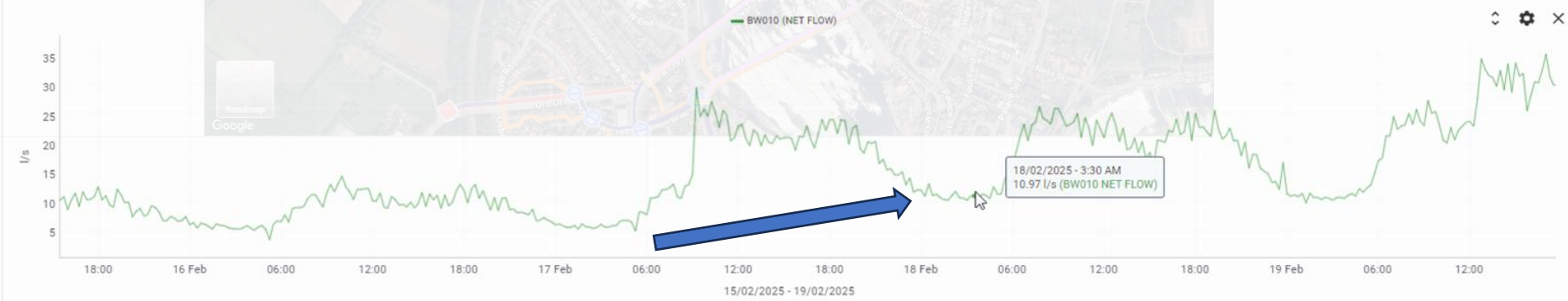
Total Valves 3 (0)

- WTY-VAL921417 — Normally Open
- WTY-VAL20941 — Normally Open
- WTY-VAL106147 — Boundary Valve



Meadowhill Sectorisation 18th Feb

Minimum Night Flow (l/s)	WTY-MT700207 Meadowhill	11.1
	WTY-MT700527 BW007	2.1
	WTY-MT700458 BW014	4.0
	WTY-MT704221 BW0046	0.0
	WTY-MT707321 BW047	0.6
	CLU	1.6
Net Night Flow (l/s)		4.9
BW 10 Night Leakage (l/s)		2.6
Night Use (l/s)		1.6
Sector Leakage		0.7



NWG living water

Crowder Consulting

Area Details

SZ01 ▸ BW011

BW011

SPRINGHILL RESERVOIR OUTLET

District Metered Area

ATTRIBUTES

Properties

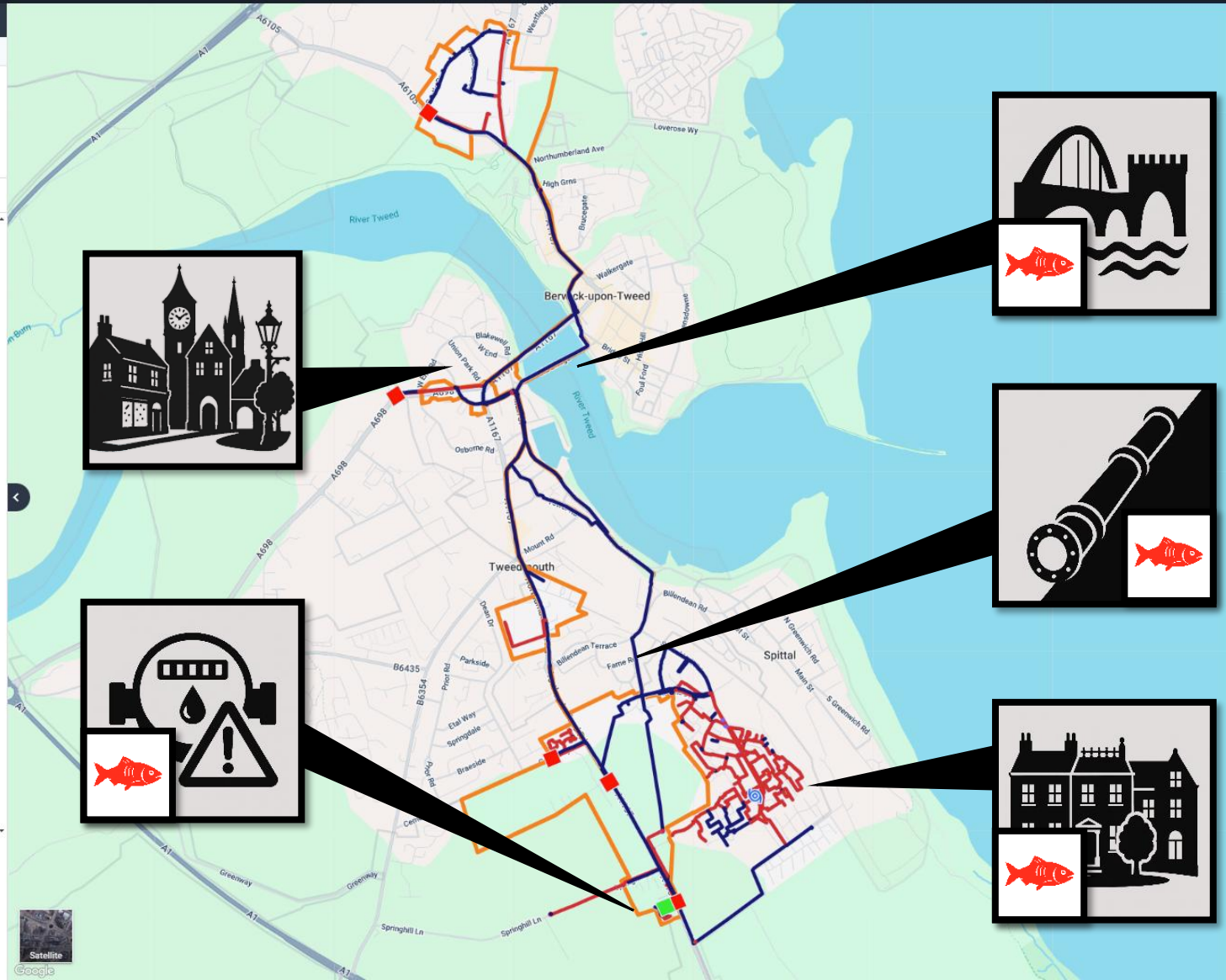
Total	1031
Household	1005
Non-Household	26

Consumptions

Total (m³/d)	379.68
Household (m³/d)	362.62
Non-Household (m³/d)	17.06

Characteristics

Area Classification	Urban
Highest Connection Height (m)	87.78
Average Connection Height (m)	52.77
Lowest Connection Height (m)	4.35
Mains Length (km)	20.26
Background Losses (m³/d)	24.33
AZNP (m)	46.20



NetOps

Search NetOps

Leakage Planning

... ▸ BW011 Furth... ▸ Step... ▸ Union Brae and Ma...

Union Brae and Main Street
Design

RE-DESIGN | CREATE PLAN

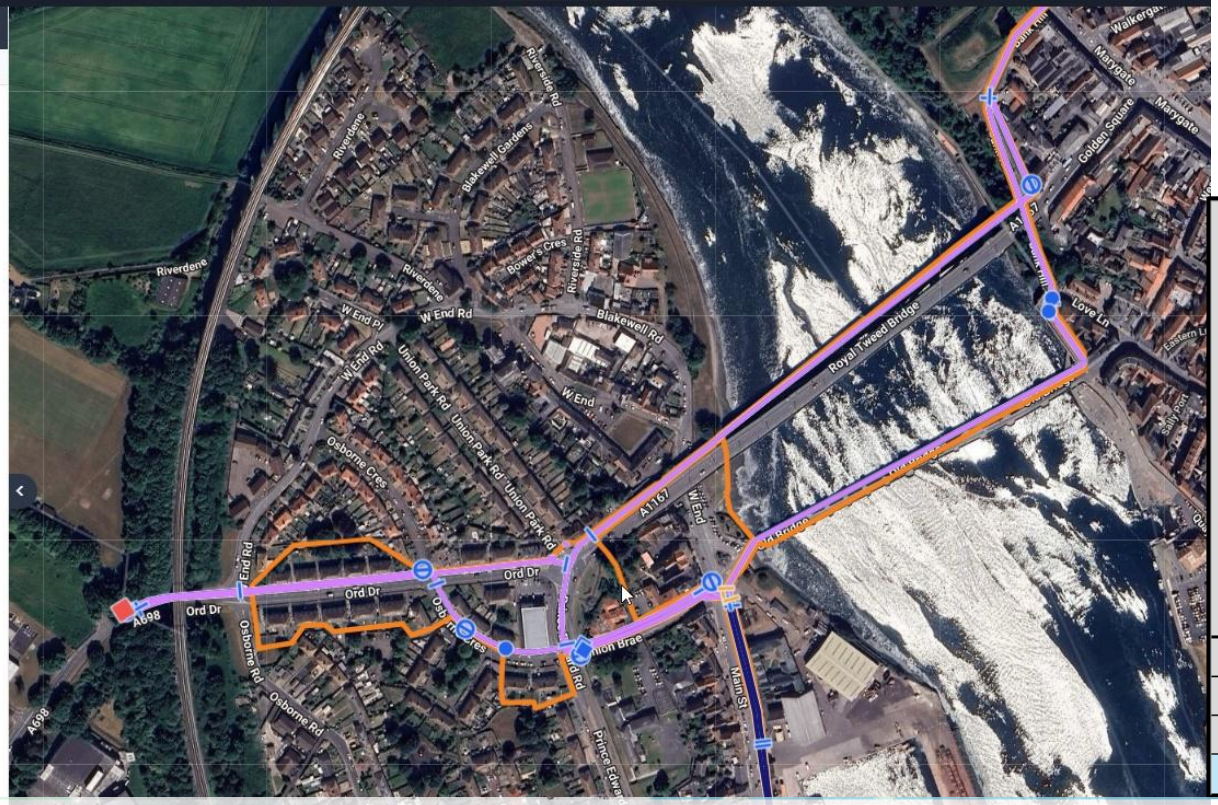
Pipe Summary

Total Length	4894.38 m
Metallic	3589.24 m
Plastic	1305.14 m
Composite	N/A

Asset Summary

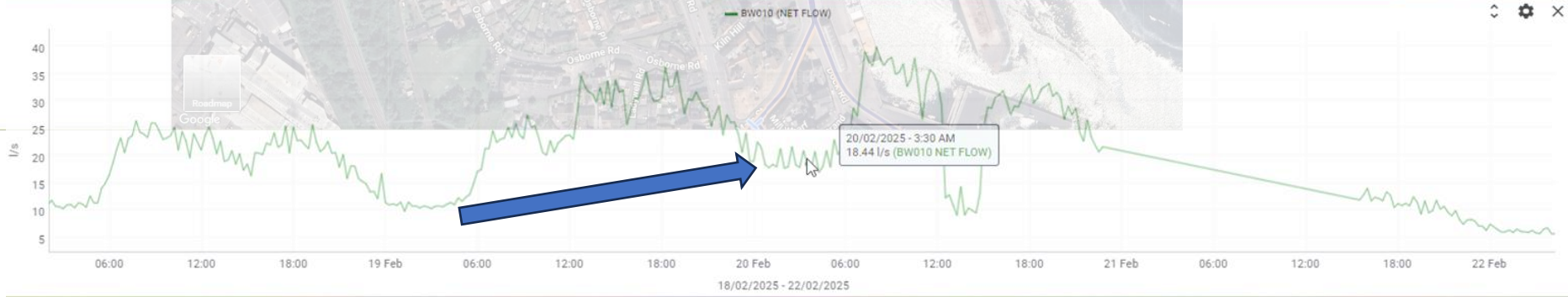
Total Valves 4 (0)

- WTY-VAL20946 — Normally Open
- WTY-VAL921417 — Normally Open
- WTY-VAL20936 — Normally Open
- WTY-VAL106147 — Boundary Valve



Meadowhill Sectorisation 20th Feb

Minimum Night Flow (l/s)	WTY-MT700207 Meadowhill	19.3
	WTY-MT700527 BW007	2.0
	WTY-MT700458 BW014	4.1
	WTY-MT704221 BW0046	0.0
	WTY-MT707321 BW047	0.6
	CLU	1.0
Net Night Flow (l/s)		11.5
BW 10 Night Leakage (l/s)		2.6
Night Use (l/s)		1.6
Sector Leakage		7.4



NWG living water

Crowder Consulting

Trial & Sentencing



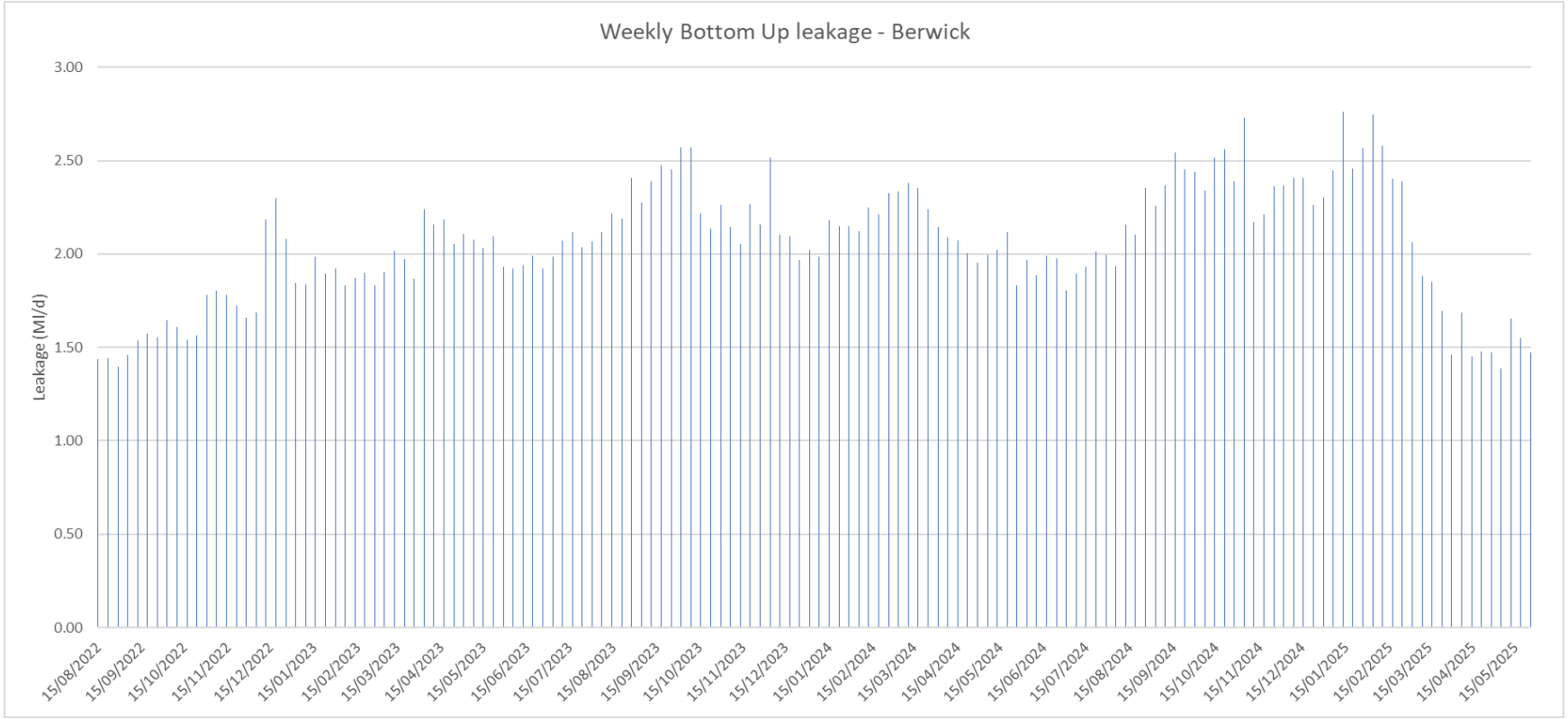
BW011 Meadow Hill Rezone: the Final Problem

- Once the leak location was known, our team went out during the night to correlate and pinpoint it.



Berwick Daily Leakage Trend

- Following the investigations in BW011, the entire Berwick zone achieved the leakage target by late March, ensuring that April 2025- March 2026 leakage figures start at a low level.



Summary

- Fantastic result!
- The importance of sticking at it and following the process until all unknowns have been eliminated, even if it takes a long time.
- Teamwork. NetOps enabled the Crowders and NWG operations teams to remotely plan each sectorisation effectively through video conference meetings. Plans could be shared with field technicians to verify assets, implement network operations, and execute follow-up actions—ensuring everyone understood the full context of the investigation.
- Rezoning sectorisations are an effective way to localise leakage. They can often be carried out during working hours within problematic DMAs, minimizing pressure issues for customers.

Next Case(s): The terrible case of Team Valley and other short stories



Thank You



Q & A

‘Shadow water’: How to quickly reduce leakage through two little-known and largely untapped opportunities



Ben Beattie

Director

Highlow Water

HIGHLOW WATER
SHADOW WATER DETECTION

Shadow Water:

How to quickly reduce leakage through two little-known & largely untapped opportunities

What is Shadow Water?

Any water that is used or wasted without the water company or customer's knowledge

It's in an undetected 'shadow' state

Water supplied free of charge to NHHs each year

A	B	C
Less than £10 million	£10 to £20 million	Over £20 million

ML/d leakage reduction

£45,335,374

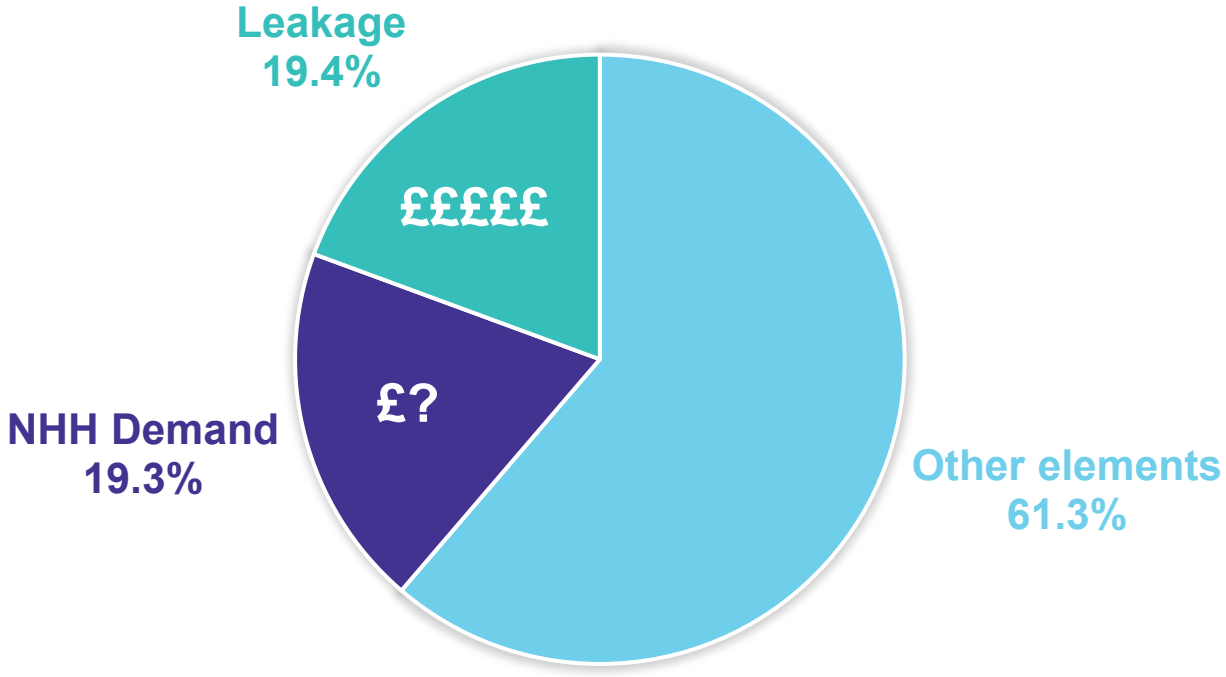
=

36 ML/d

What does 36 ML/d mean in practice?

- **1/3** of annual leakage reduction targets
- **1,200** extra burst mains

Large leakage opportunity ‘out of sight, out of mind’, hidden at Non-Household sites



Source: Environment Agency, Water Companies in England 2023-24

Boarding School with 61 m^3/day of hidden water use

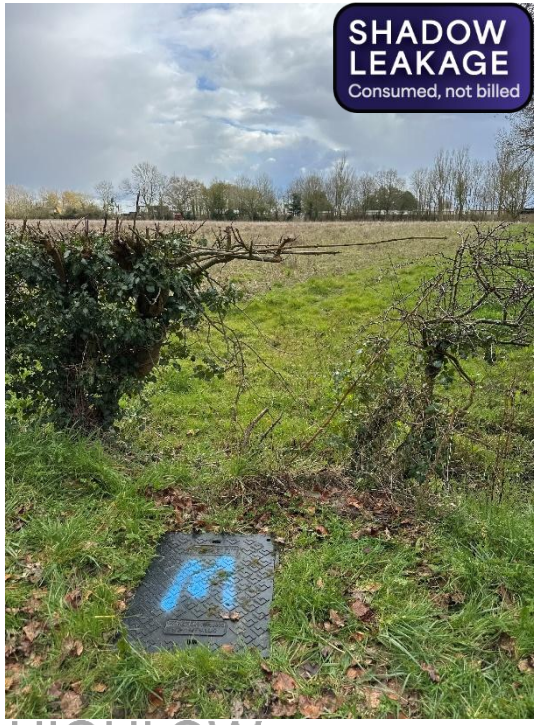
Among 5 unbilled supplies: an unbilled meter, installed when Mr Blobby was number 1! And an unmetered supply serving lush sports pitches

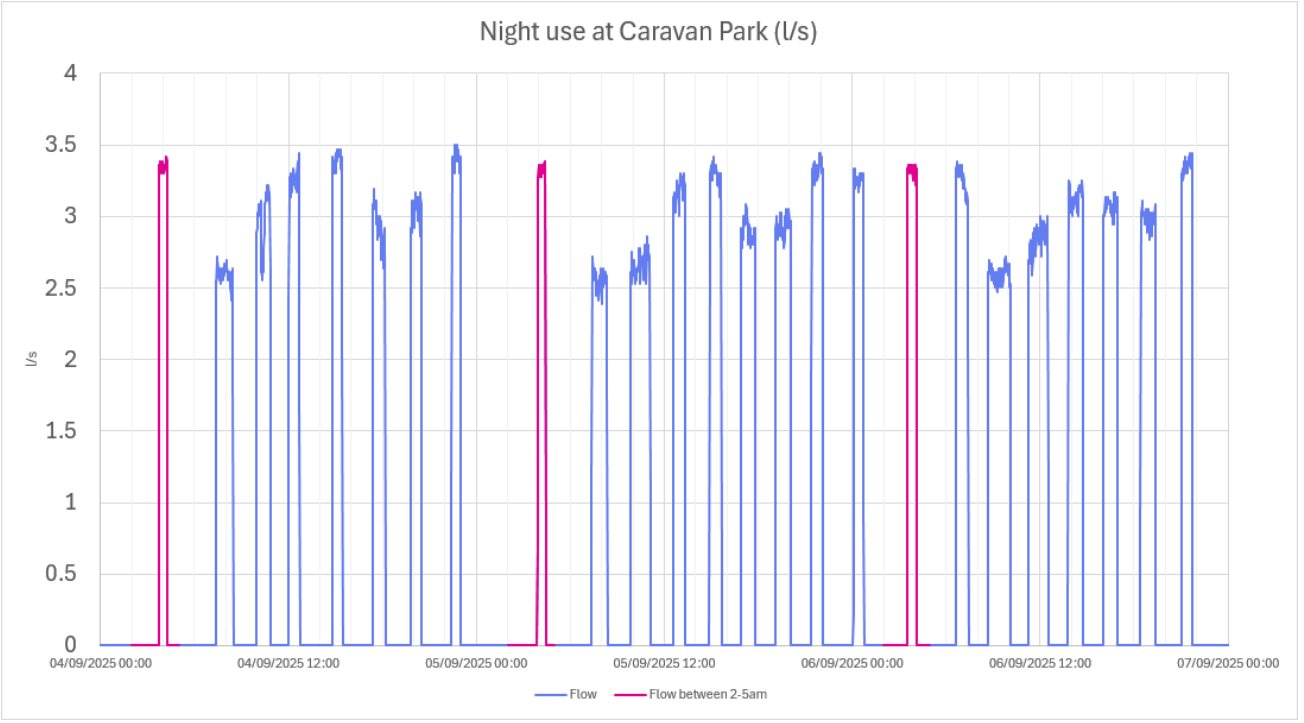




Meter stopped for 5 years fixes DMA operability issue

Caravan site has a tank which fills during the night. Leakage team unsure who was causing these spikes in the DMA. Now they know!





Introducing the two parts of Shadow Water...

Shadow Leakage

Water Consumed, Not Billed

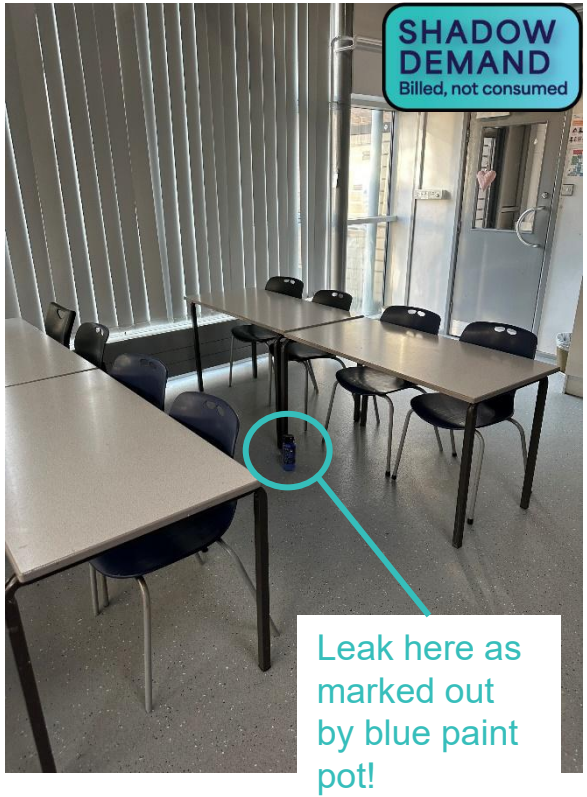
- Account for more consumption
- Account for more night use
- Reduce reported leakage
- Increase billing

Shadow Demand

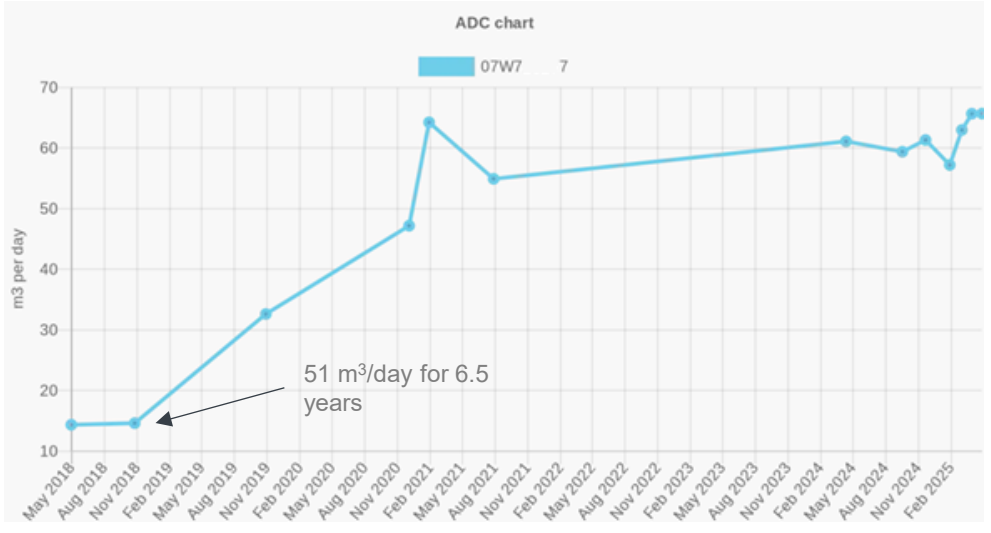
Water Billed, Not Consumed

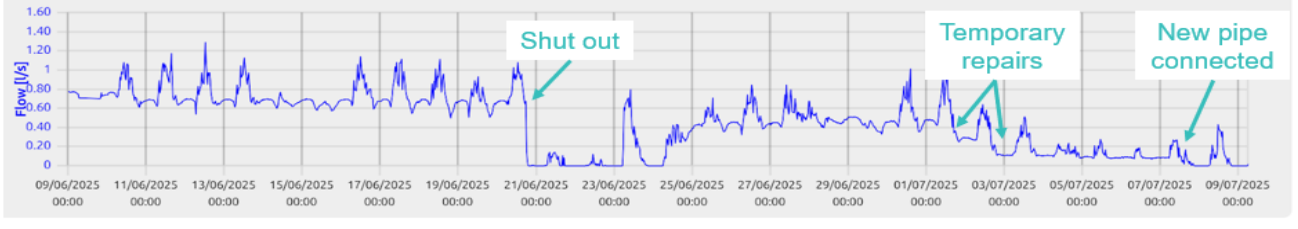
- Reduce nightlines
- Reduce distribution input
- Reduce reported leakage
- Help water stressed areas

Not your average leak: 51 m³/day leak under school classroom that had run for 6.5 years



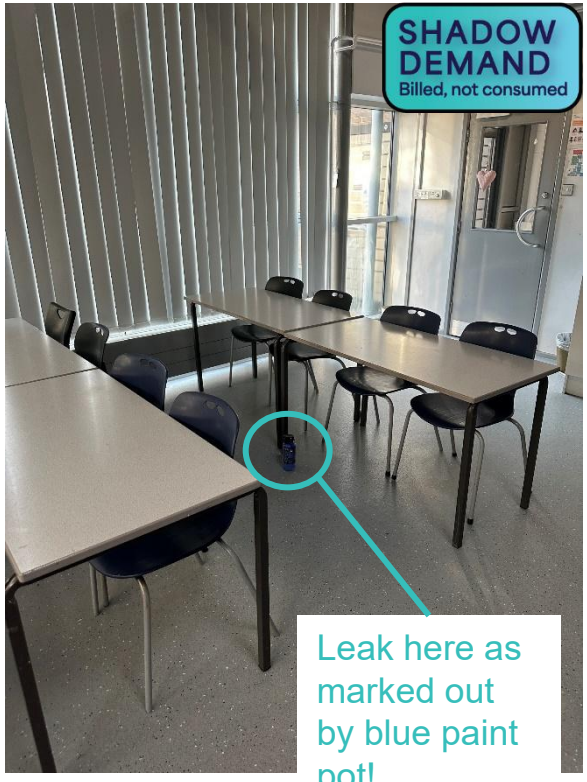


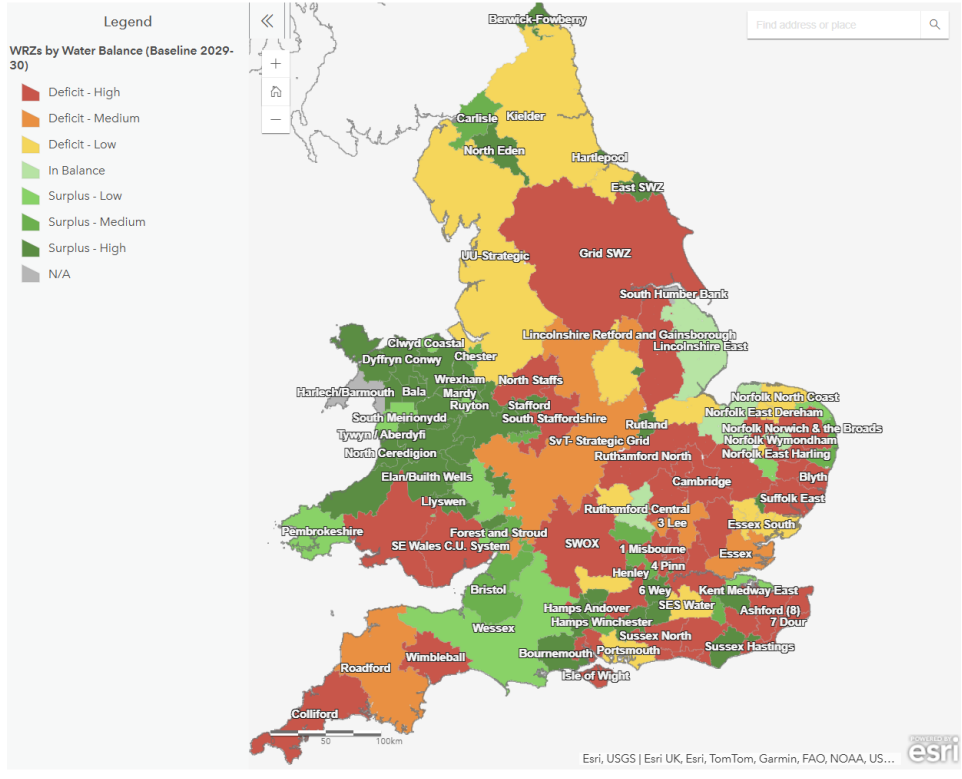




HIGHLOW WATER

Reduce Distribution Input by 30 ML/d

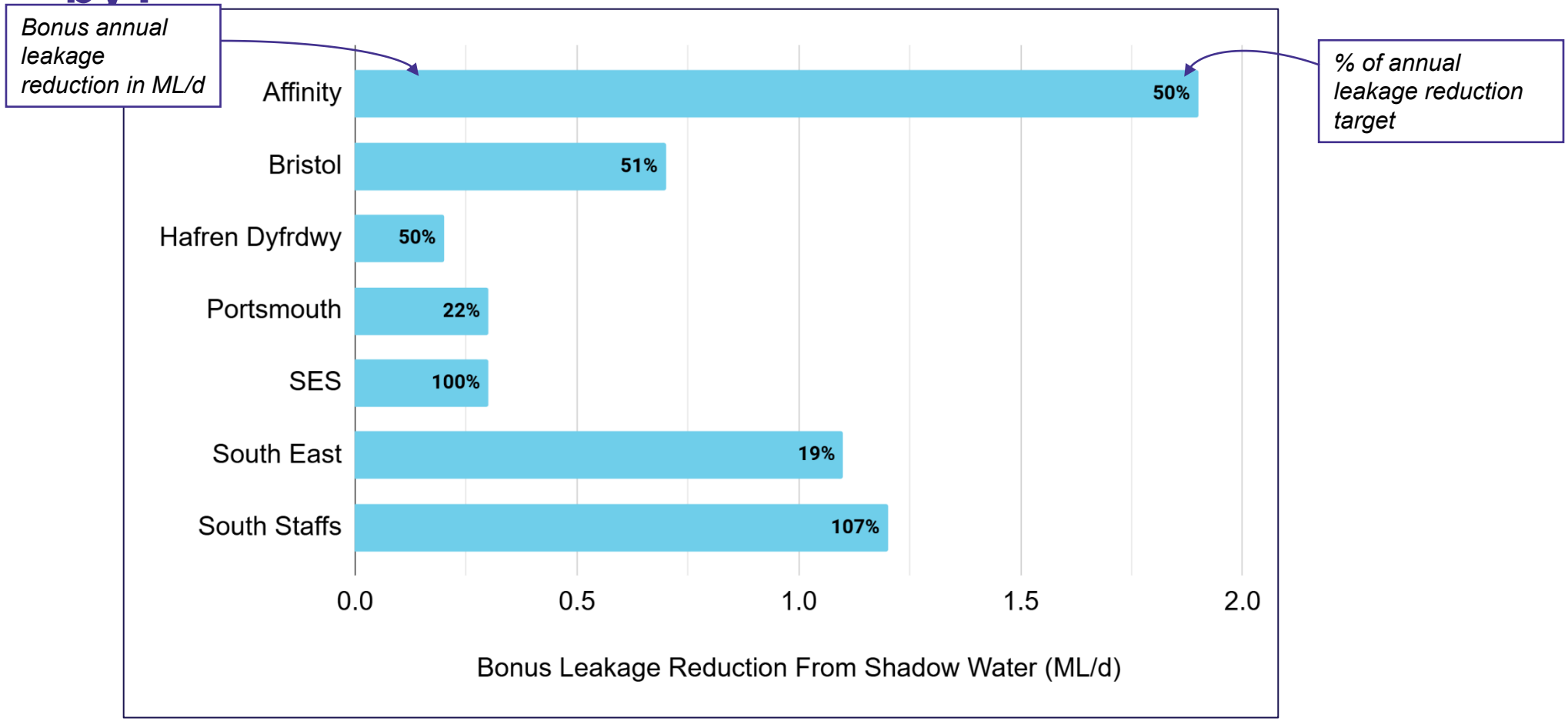




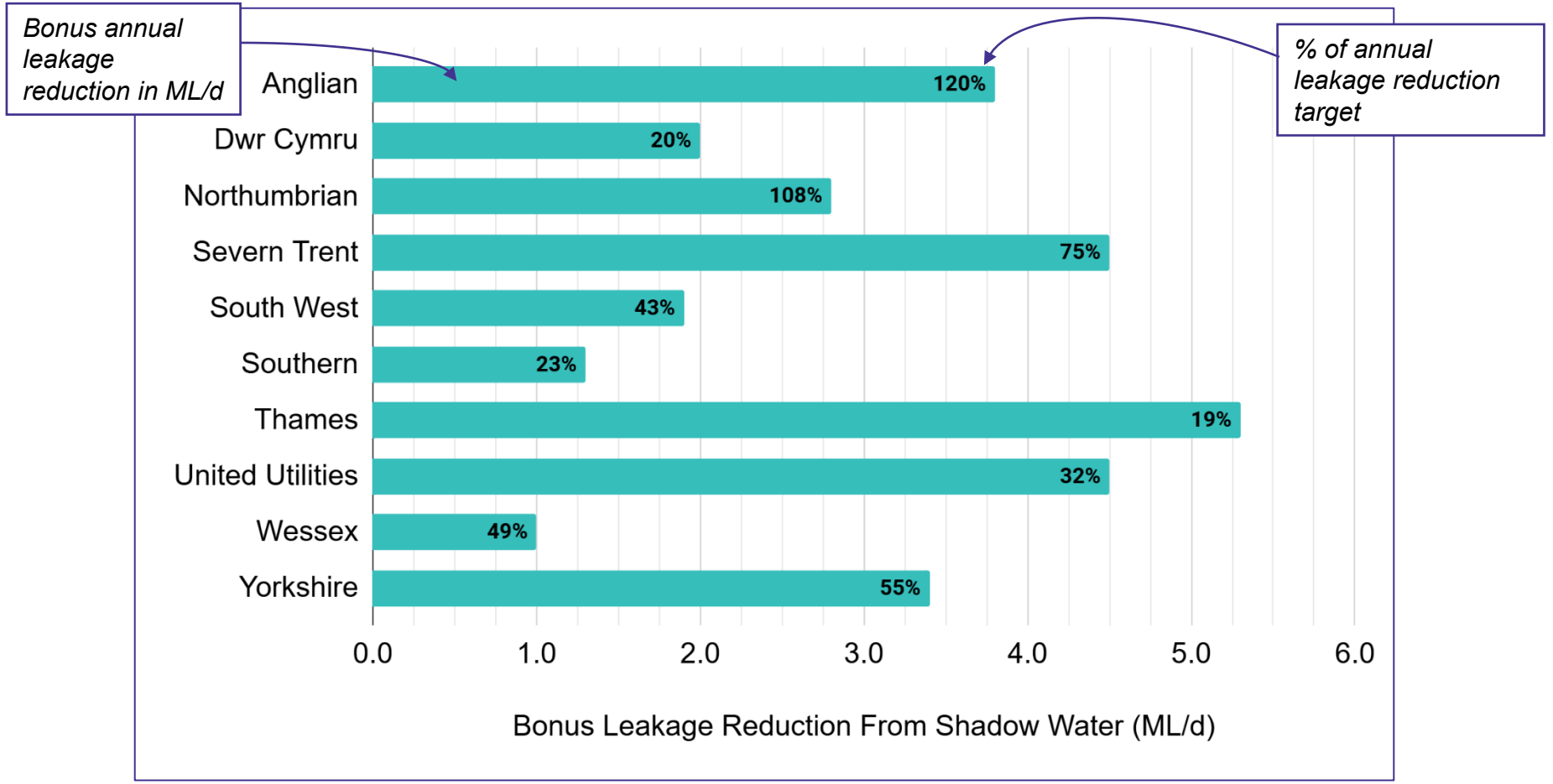
Where does the 36 ML/d and £45m come from?

Company	NHH Demand (ML/d)	Shadow Leakage				Shadow Demand		Reported Leakage Impact			
		Volume (ML/d)	Reported Leakage Reduction (ML/d)	Unit Rate (£/m3)	Extra Billing Each Year	Volume (ML/d)	Reported Leakage Reduction (ML/d)	Total Reported Leakage Reduction (ML/d)	Leakage Reduction Required in AMP8 (ML/d)	Annualised Leakage Reduction (ML/d)	% of Annual Reduction Target
Affinity	156	1.6	1.1	£1.38	£782,337	1.6	0.8	1.9	19.0	3.8	50%
Anglian	310	3.1	2.2	£4.36	£4,940,478	3.1	1.6	3.8	15.8	3.2	120%
Bristol	59	0.6	0.4	£1.59	£341,069	0.6	0.3	0.7	6.8	1.4	51%
Dwr Cymru	169	1.7	1.2	£4.66	£2,869,764	1.7	0.8	2.0	50.3	10.1	20%
Hafren Dyfrdwy	16	0.2	0.1	£1.74	£103,283	0.2	0.1	0.2	2.0	0.4	50%
Northumbrian	230	2.3	1.6	£3.15	£2,640,311	2.3	1.2	2.8	13.0	2.6	108%
Portsmouth	30	0.3	0.2	£1.12	£122,449	0.3	0.1	0.3	6.9	1.4	22%
Severn Trent	373	3.7	2.6	£4.11	£5,596,380	3.7	1.9	4.5	29.9	6.0	75%
South East	92	0.9	0.6	£3.36	£1,130,687	0.9	0.5	1.1	29.2	5.8	19%
South Staffs	93	0.9	0.7	£3.12	£1,061,969	0.9	0.5	1.2	5.6	1.1	107%
South West	153	1.5	1.1	£7.34	£4,112,259	1.5	0.8	1.9	21.9	4.4	43%
Southern	107	1.1	0.8	£6.53	£2,557,442	1.1	0.5	1.3	28.3	5.7	23%
SES	26	0.3	0.2	£2.95	£274,124	0.3	0.1	0.3	1.5	0.3	100%
Thames	449	4.5	3.1	£4.10	£6,731,504	4.5	2.2	5.3	143.2	28.6	19%
United Utilities	376	3.8	2.6	£4.23	£5,807,306	3.8	1.9	4.5	71.0	14.2	32%
Wessex	79	0.8	0.6	£5.51	£1,592,628	0.8	0.4	1.0	10.3	2.1	49%
Yorkshire	288	2.9	2.0	£4.45	£4,671,382	2.9	1.4	3.4	30.7	6.1	55%
Totals	**3007**	**30.1**	**21.1**	**-**	**£45,335,374**	**30.1**	**15.1**	**36.2**	**485.4**	**97.1**	**37%**

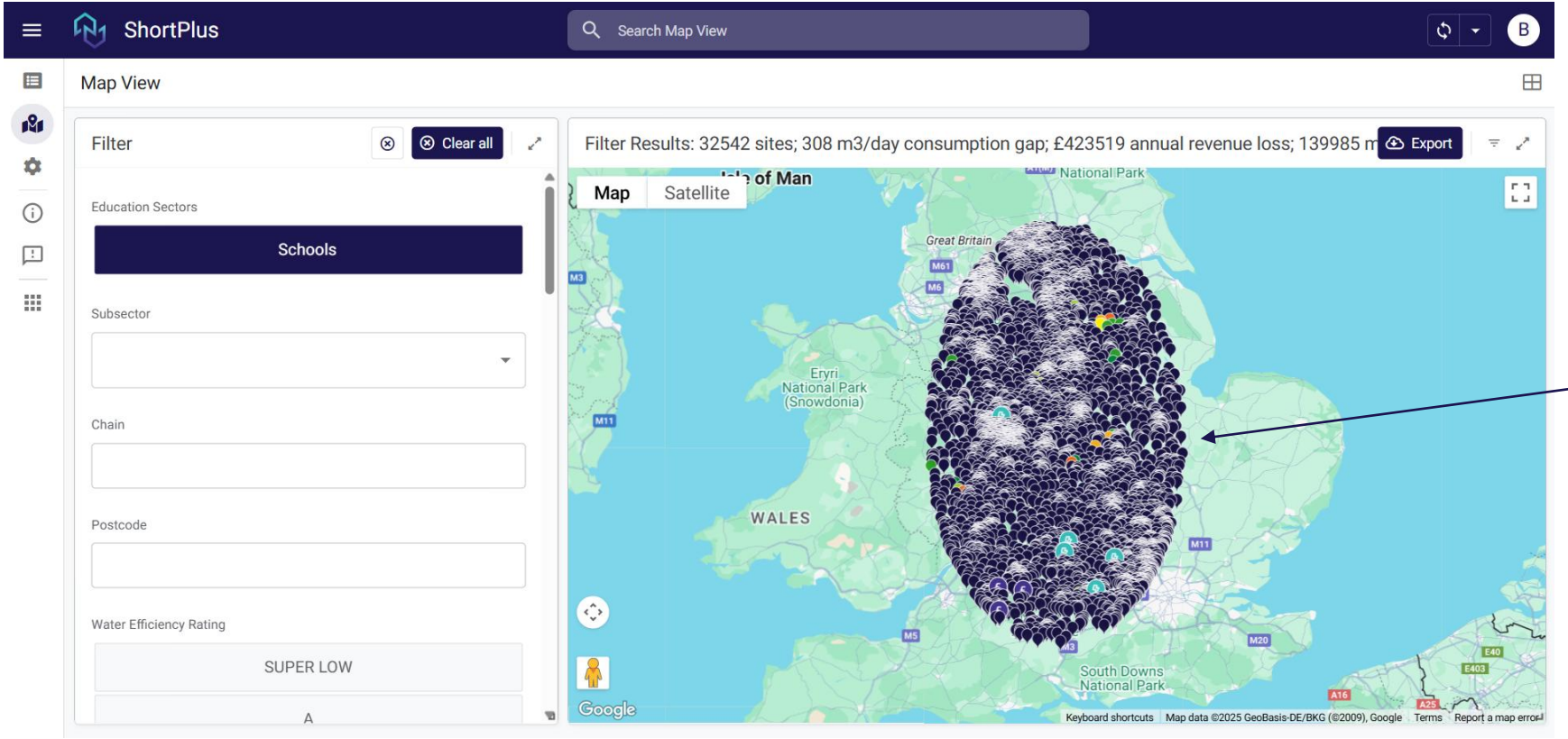
WOCs: How much could you reduce your leakage by?



WaSCs: How much could you reduce your leakage by?



How do you target these issues cost effectively?

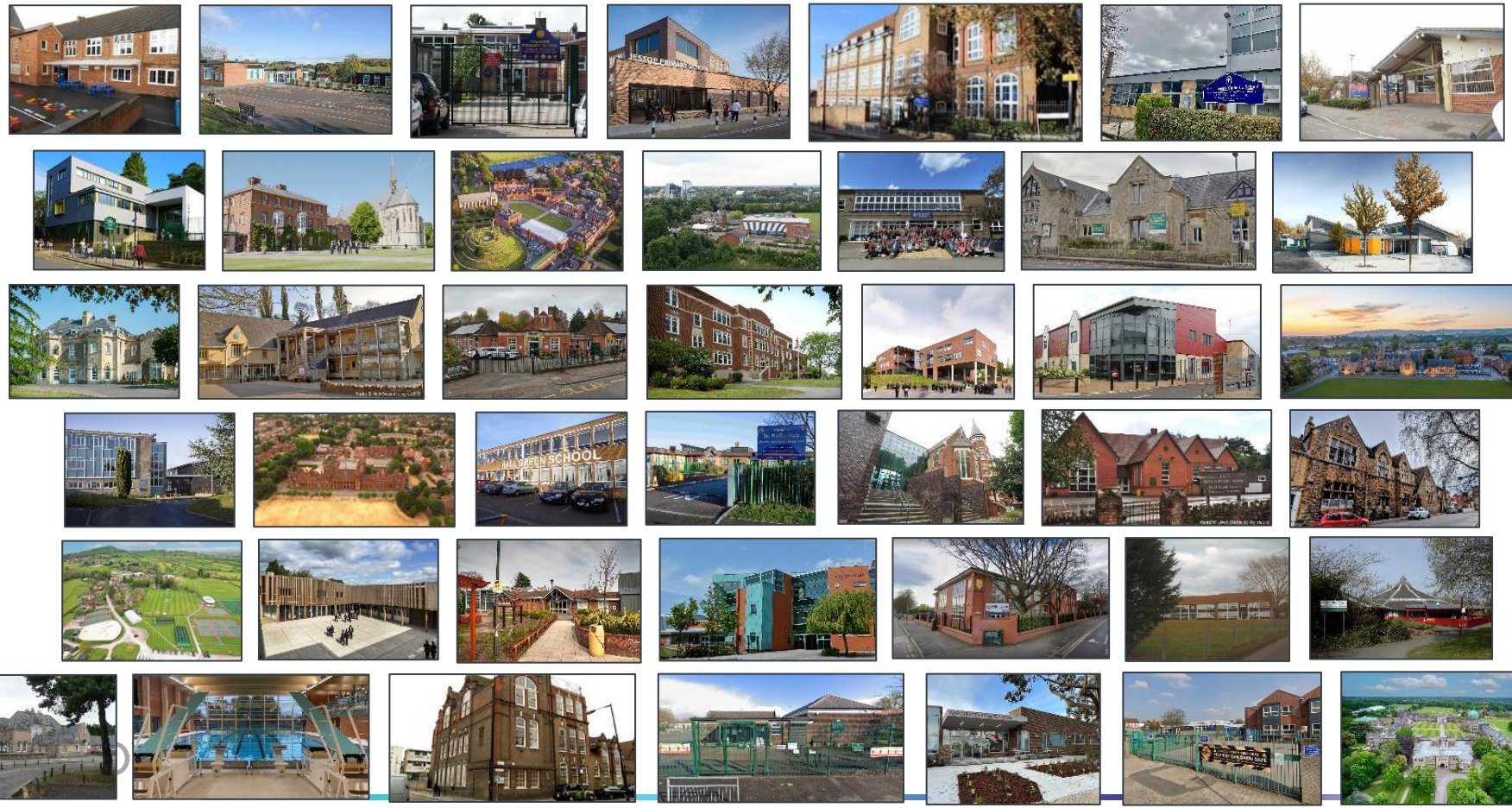


1 in 50 of these schools will have a large leak,

And 1 in 50 will have unbilled water.

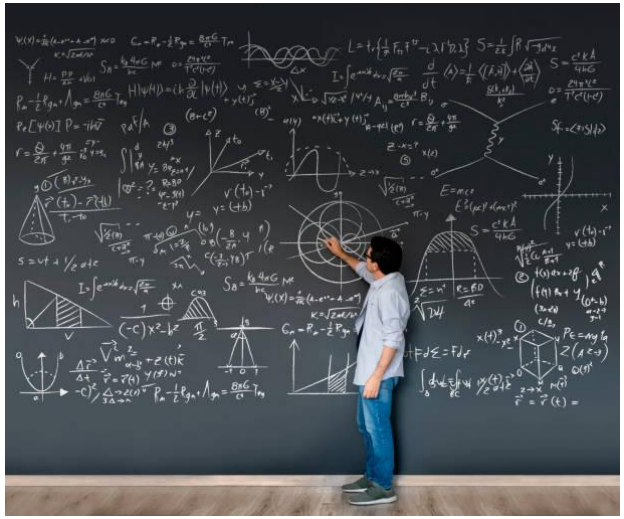
How do you find them?

Especially when NHHs are so varied?



How we do it...

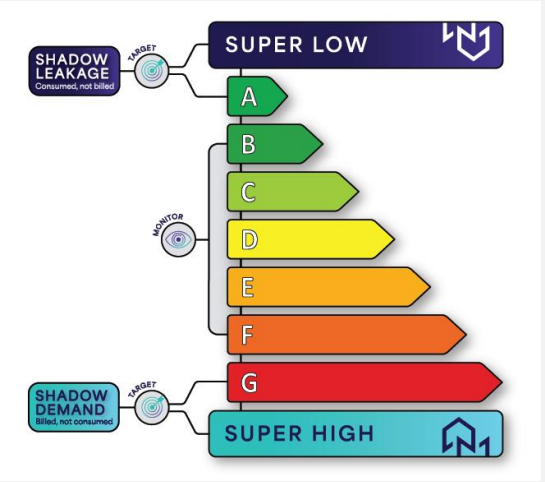
1. Calculate



2. Link



3. Rate



Step 1 – Calculate

- Calculate water use at NHHs
- Collect ALL properties in sectors
- Accurate
- Multi-component
- Not simple benchmark

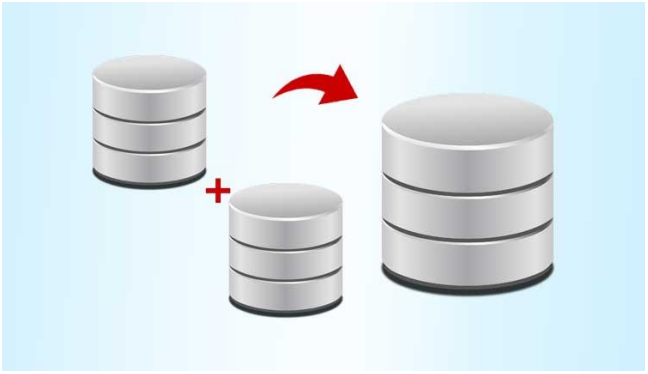




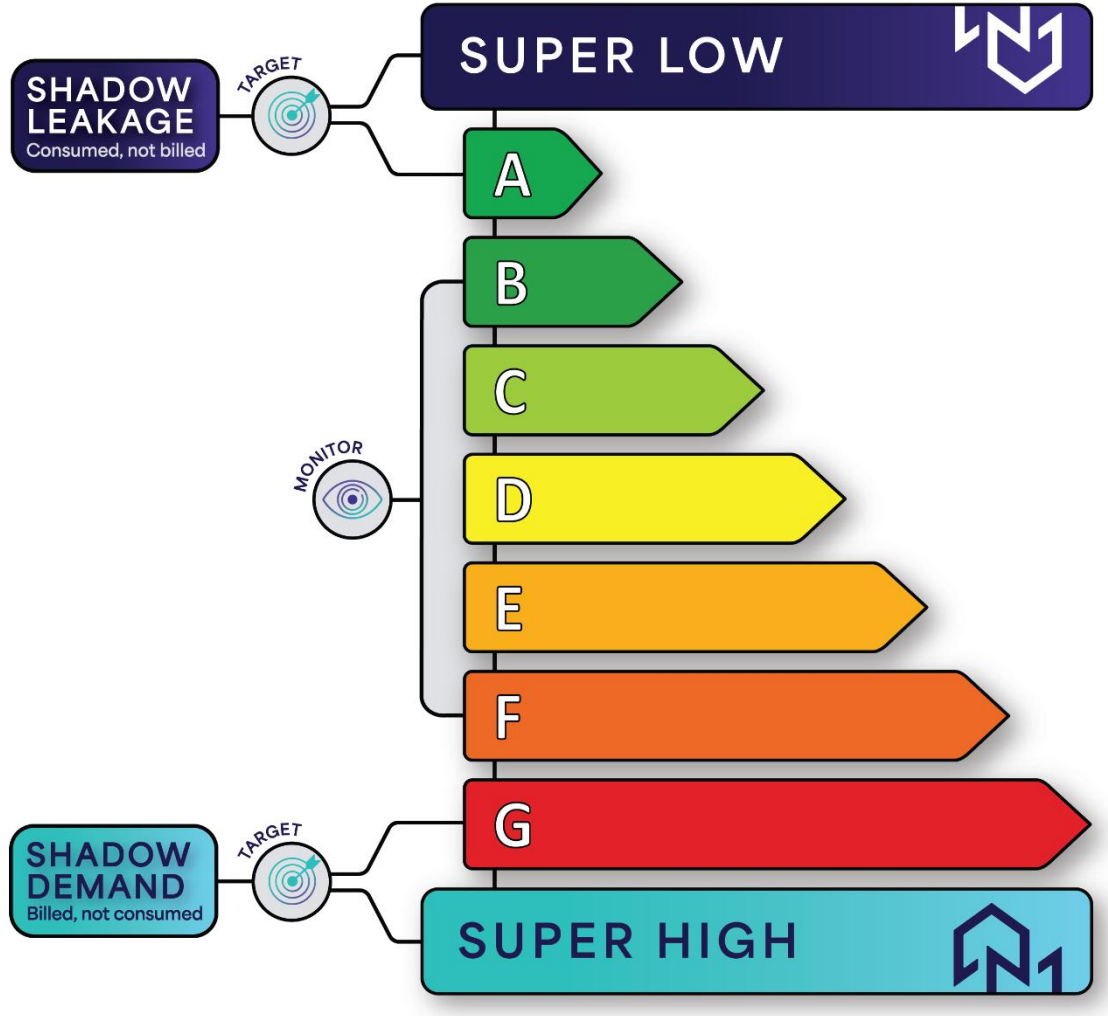


Step 2 – Link

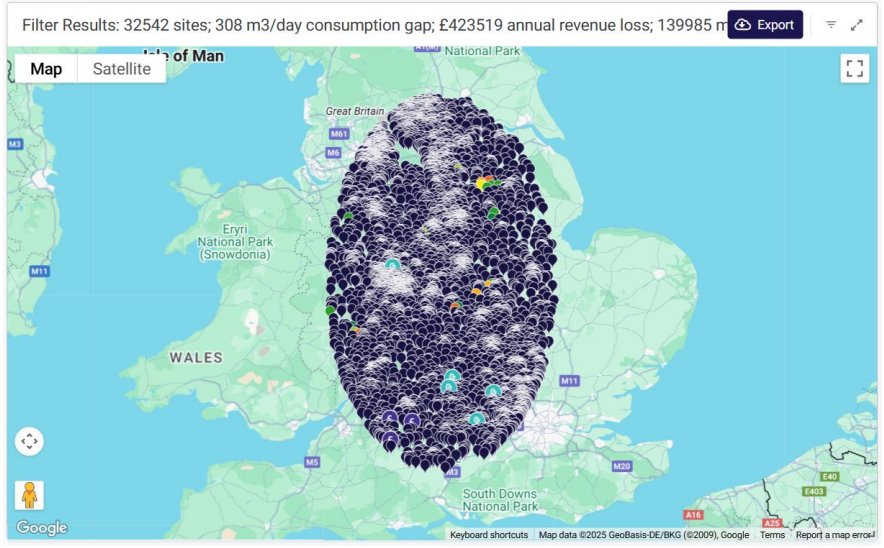
- Link calculations to metered consumption data
- Compute accurate ADCs for NHH meters
- Handle clockings, misreads etc
- Cut through seasonality
- Mistakes = false positives!

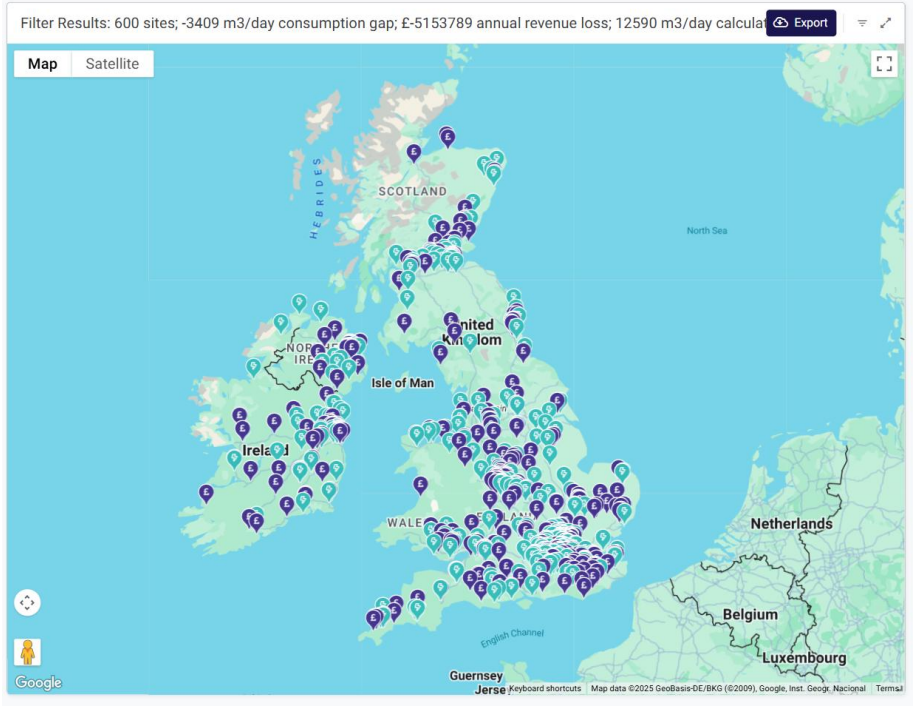


Step 3 – Rate


SHADOW LEAKAGE
Consumed, not billed
TARGET
SUPER LOW
A
B
C
MONITOR
D
E
F
G
SHADOW DEMAND
Billed, not consumed
TARGET
SUPER HIGH

Which gives you a small number of high value sites to investigate and quickly reduce your leakage





HIGHLOW WATER

How do you ensure the benefits are realised?

- Requires cross-silo working
  - Exchange/install meters
  - Register unbilled meters
  - Follow up on leaks
  - Liaise with retailers
- Not a full time job
  - 1 ML/d = 40-50 leads (1 per week)
- Vigour & responsibility
- Senior buy in
- Prioritise based on value
- Build processes

Could a Shadow Water Project give you a leakage windfall like early days of Pressure Management?

- New project = low hanging fruit
- Why not take it?

- Everyone has these issues
- Find them and get a leakage windfall
- Or ignore them and work harder

Shadow Water conclusion

- Lots exists
- Meaningful impact on your targets
- Very cost-effective
- Easy to start a project

Ben Beattie
Highlow Water
ben.beattie@highlowwater.com
07765006574



Q & A

Data insights: Helping field teams achieve their leakage detection potential



Matt Foley
Contracts Manager
PN Daly



Wayne Novelli
Leakage and Network Strategy Manager
Southern Water



Daniel Woodworth
Smart Solutions Director
Dayworth Consulting

Campaigning with Data: Helping Field Teams to Achieve their Leakage Detection Potential

26th Annual Leakage Conference

Birmingham - 25 November 2025



PN DALY LTD

DAYWORTH

Southern Water

Introductions

Wayne Novelli

Network and Leakage Strategy Manager

Wayne.novelli@southernwater.co.uk

Daniel Woodworth

Director and co-founder

daniel.woodworth@dayworthconsulting.com

Matt Foley

Contract Manager

matt.foley@southernwater.co.uk

Our Vision for Better ALC Campaigns

Setting the Scene

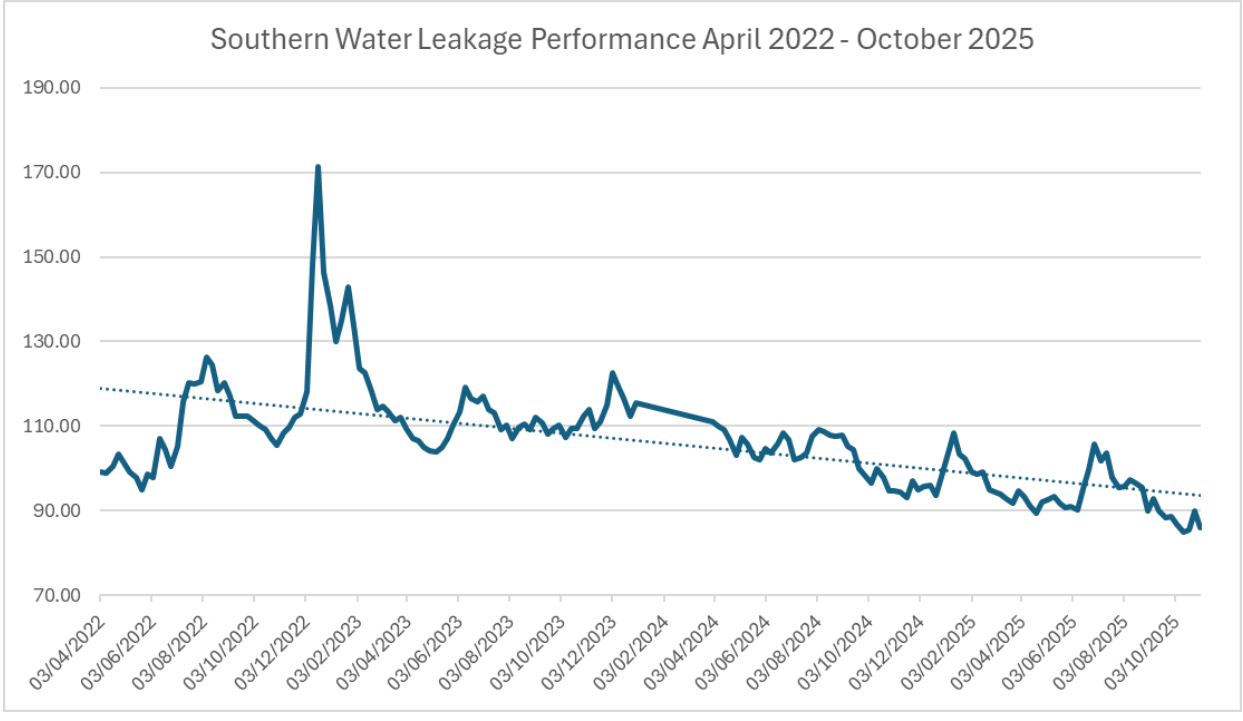
1990's

- Basic Maps and information
- Listening stick and correlator only
- Planning for ease not efficiency
- Success measured by metrics only

2020's

- Detailed maps and other data
- Multi-layered leakage toolbox
- Targeted, data driven campaigns
- Clear objectives set based on leakage reduction targets

Setting the Scene



Early signs are that our approach is working and driving the reductions in leakage we need.

The power of collaboration

- Hosted Workshops – attended by a cross section of ops staff including SWS and PN Daly teams.
- Well attended, Interactive and engaging sessions
- Avoids the pitfalls of a “client dictates” culture
- Fosters a value culture were all views and knowledge is greatly valued
- Challenging each other for the common good.





Foundational tools at the heart of Campaign Management

DMA Playbook – The Brief

- Tactical level tool to assist leak detection
- Aimed directly at efficiency of ALC campaigns
- Promotes evidence-based targeting

TARGET AUDIENCE

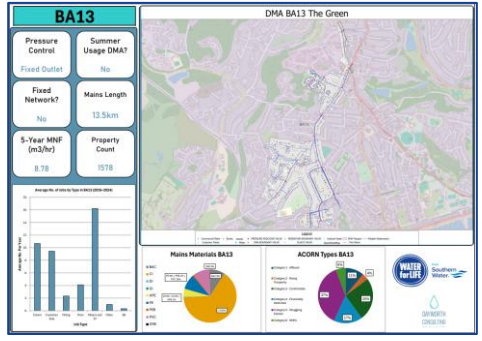
- Leakage Targeting Analysts
- Leakage Detection Technicians
- Leakage Field Managers
- Network Inspectors
- Leakage Reporting Team

BENEFITS

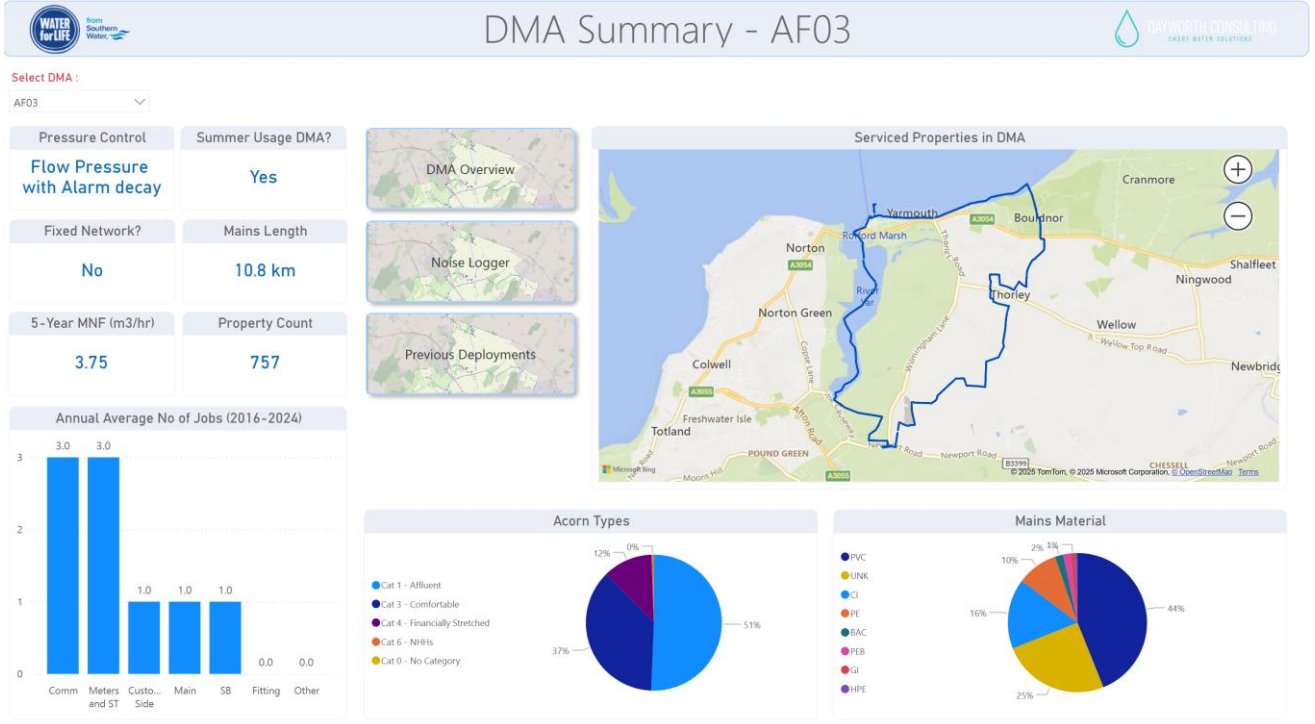
- Improved data visibility
- Repeatable reliable process for leakage detection
- Operational efficiency for targeting and detection
- Reduced leak run times
- Reduced reported leakage

GOALS

- Select the best ALC intervention type when entering a DMA
- Improve leakage detection success rate
- Reduce analyst time for DMA ALC strategies
- Efficient use of leakage detection team times and minimise false issuing of DMAs during usage events
- Share key learnings to ensure awareness of all known influences on leakage in DMAs.

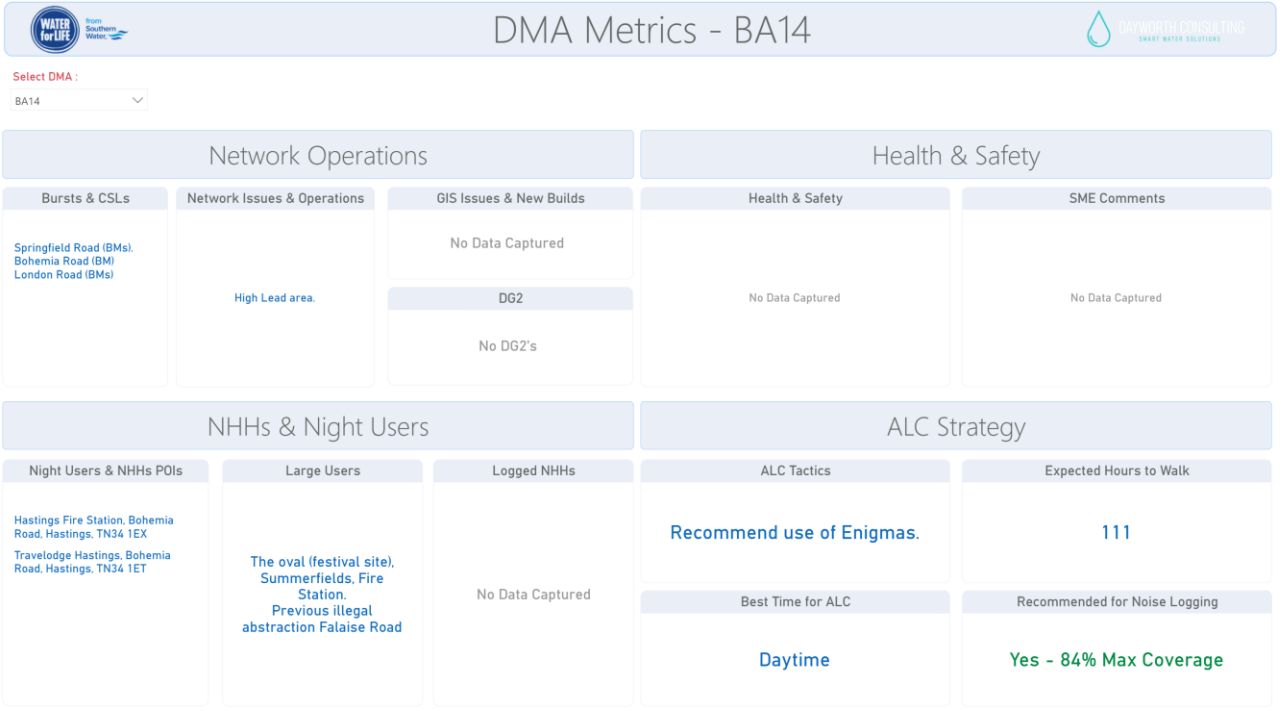


DMA Playbook – DMA Info



- Dashboard style
- Location overview map and easy links to GIS plots
- Info page provides the DMA fundamentals
- Designed as a one stop overview of the DMA pulling data from a variety of usually disparate sources

DMA Playbook – Local Knowledge



DMA Metrics - BA14

Select DMA : BA14

Network Operations

Bursts & CSLs	Network Issues & Operations	GIS Issues & New Builds
Springfield Road (BMs), Bohemia Road (BM) London Road (BMs)	High Lead area.	No Data Captured DG2 No DG2's

Health & Safety

Health & Safety	SME Comments
No Data Captured	No Data Captured

NHHs & Night Users

Night Users & NHHs POIs	Large Users	Logged NHHs
Hastings Fire Station, Bohemia Road, Hastings, TN34 1EX Travelodge Hastings, Bohemia Road, Hastings, TN34 1ET	The oval (festival site), Summerfields, Fire Station. Previous illegal abstraction Falaise Road	No Data Captured

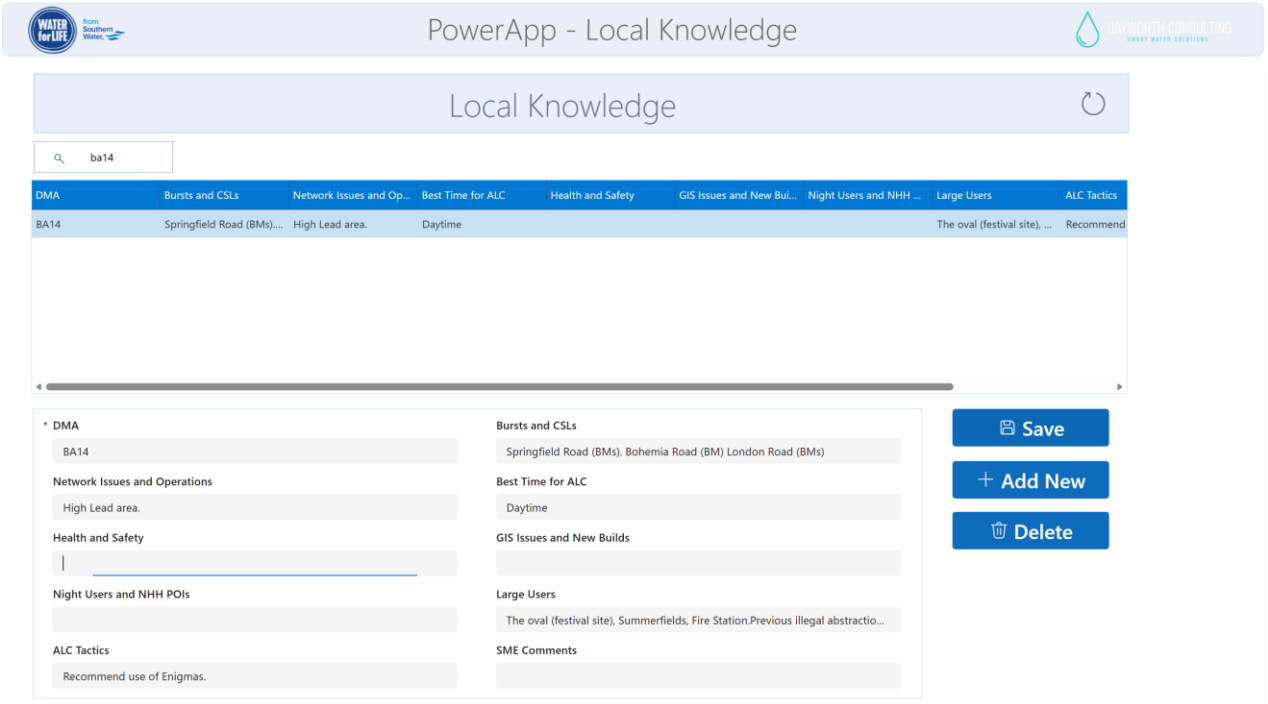
ALC Strategy

ALC Tactics	Expected Hours to Walk
Recommend use of Enigmas.	111

Best Time for ALC	Recommended for Noise Logging
Daytime	Yes - 84% Max Coverage

- Harnessing the information held by experienced techs
- Knowledge sharing to less experienced techs
- Keeping techs in the know and safe
- Providing structure and consistency to ALC campaigns

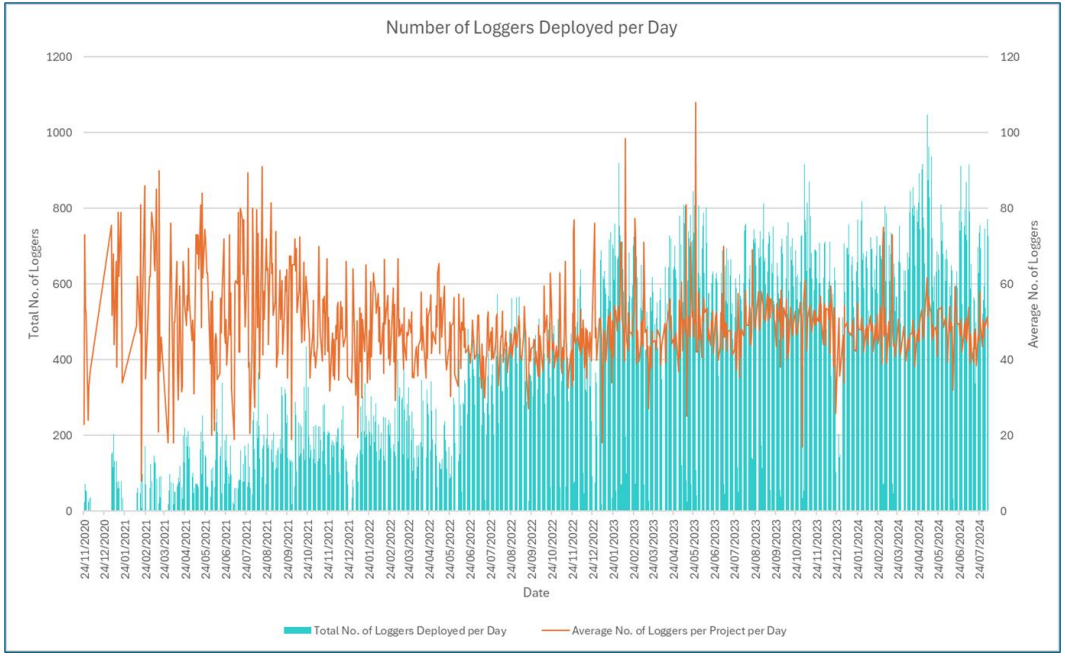
DMA Playbook – Feedback

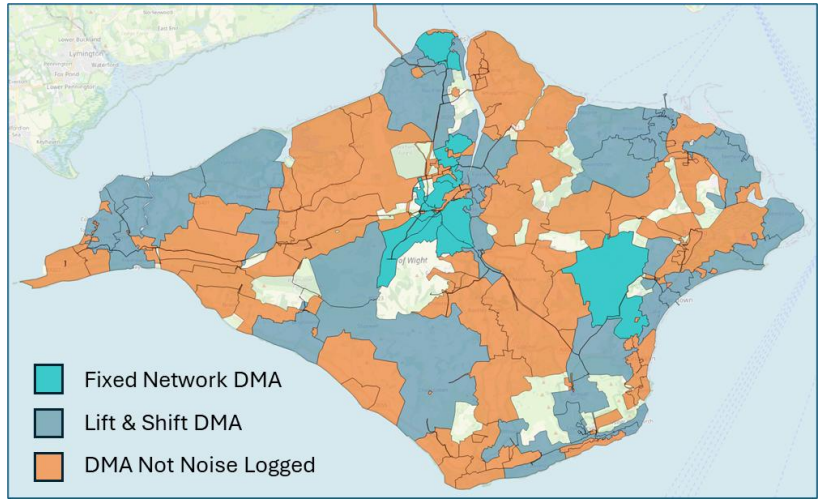


- Promotes knowledge sharing
- Empowers techs to make a difference and own their DMAs
- Simple and instant updates
- The latest info is always at techs fingertips
- Continuous improvement principal – Only gets better with time and following each campaign

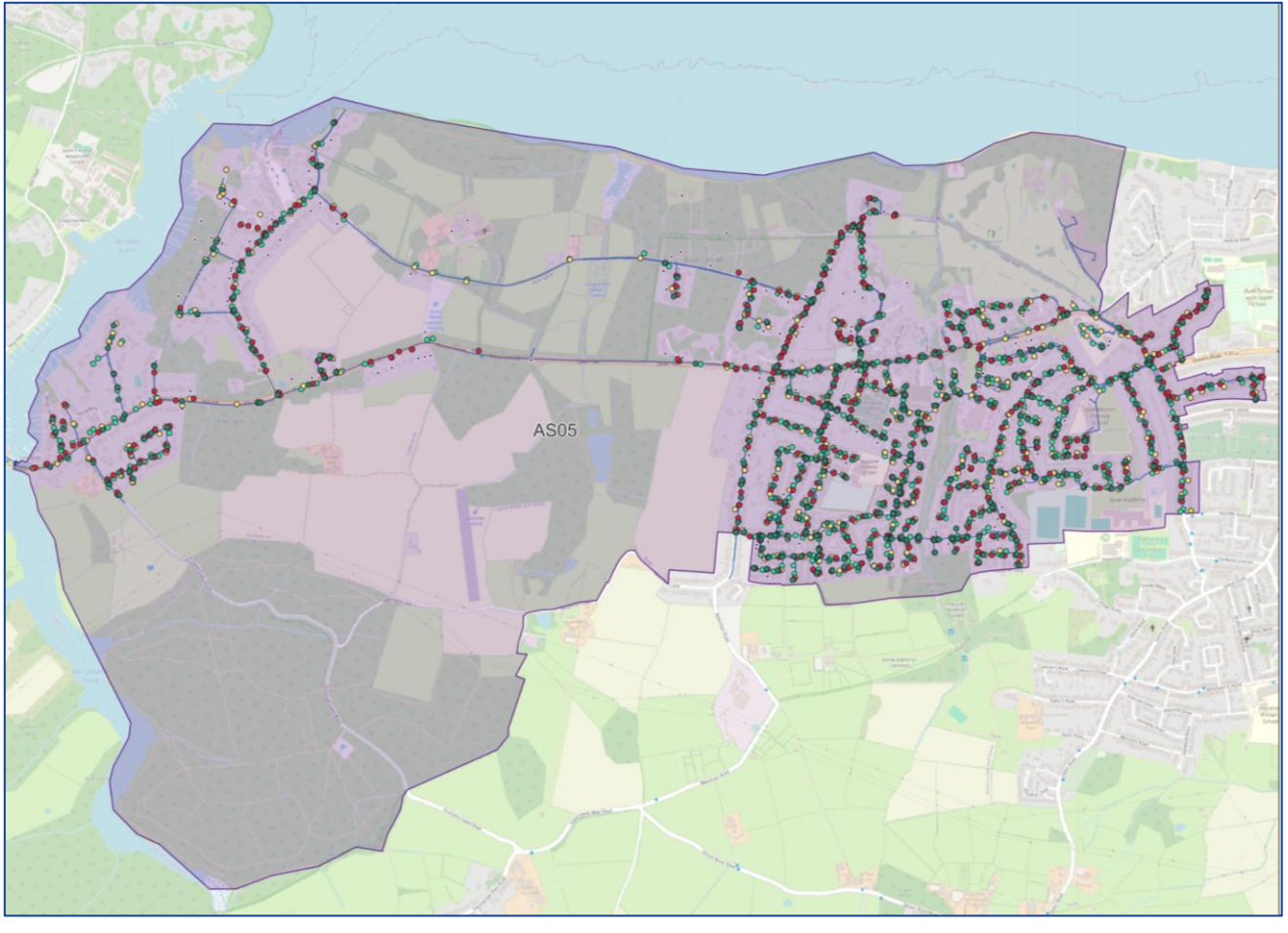
Optimised Lift and Shift Noise Logging

We have worked to help understand the effectiveness of the historic lift and shift noise logging campaigns with the aim to learn about any current constraints and help to make efficiency improvements in the future.





Optimised Lift and Shift Noise Logging

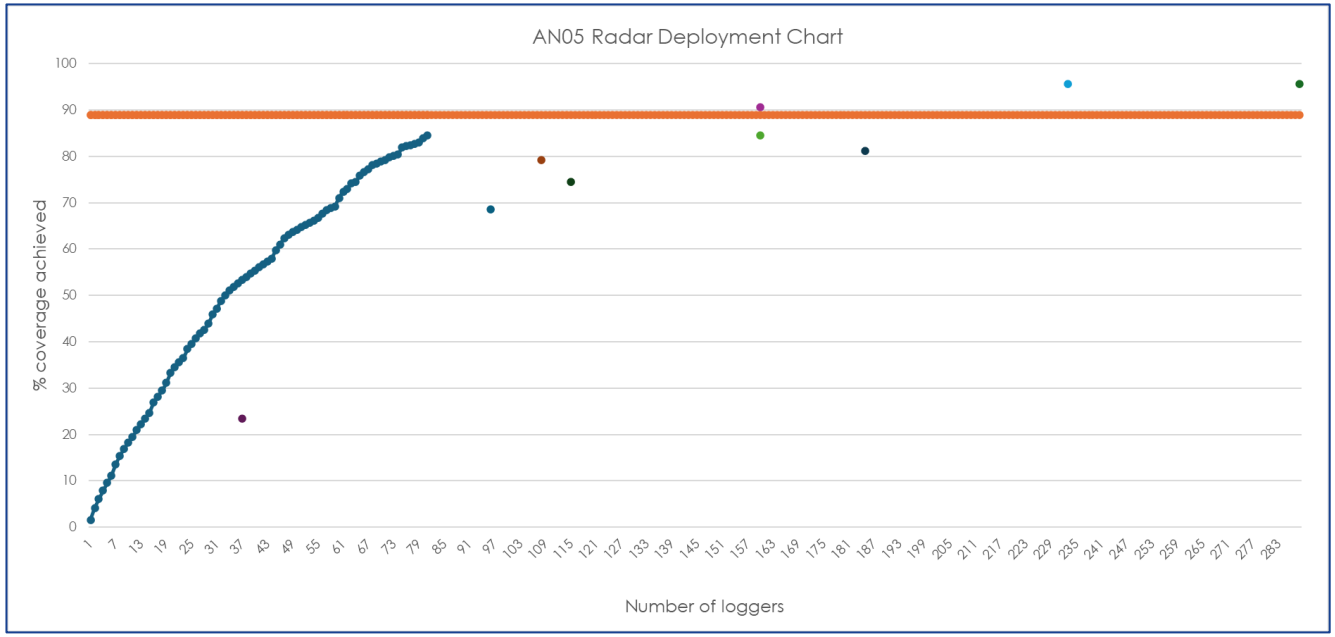


By plotting historic noise logger deployments, we have been able to identify blind spots in coverage.

We have also seen examples of over logging, particularly in built up and hydraulically well-connected areas.

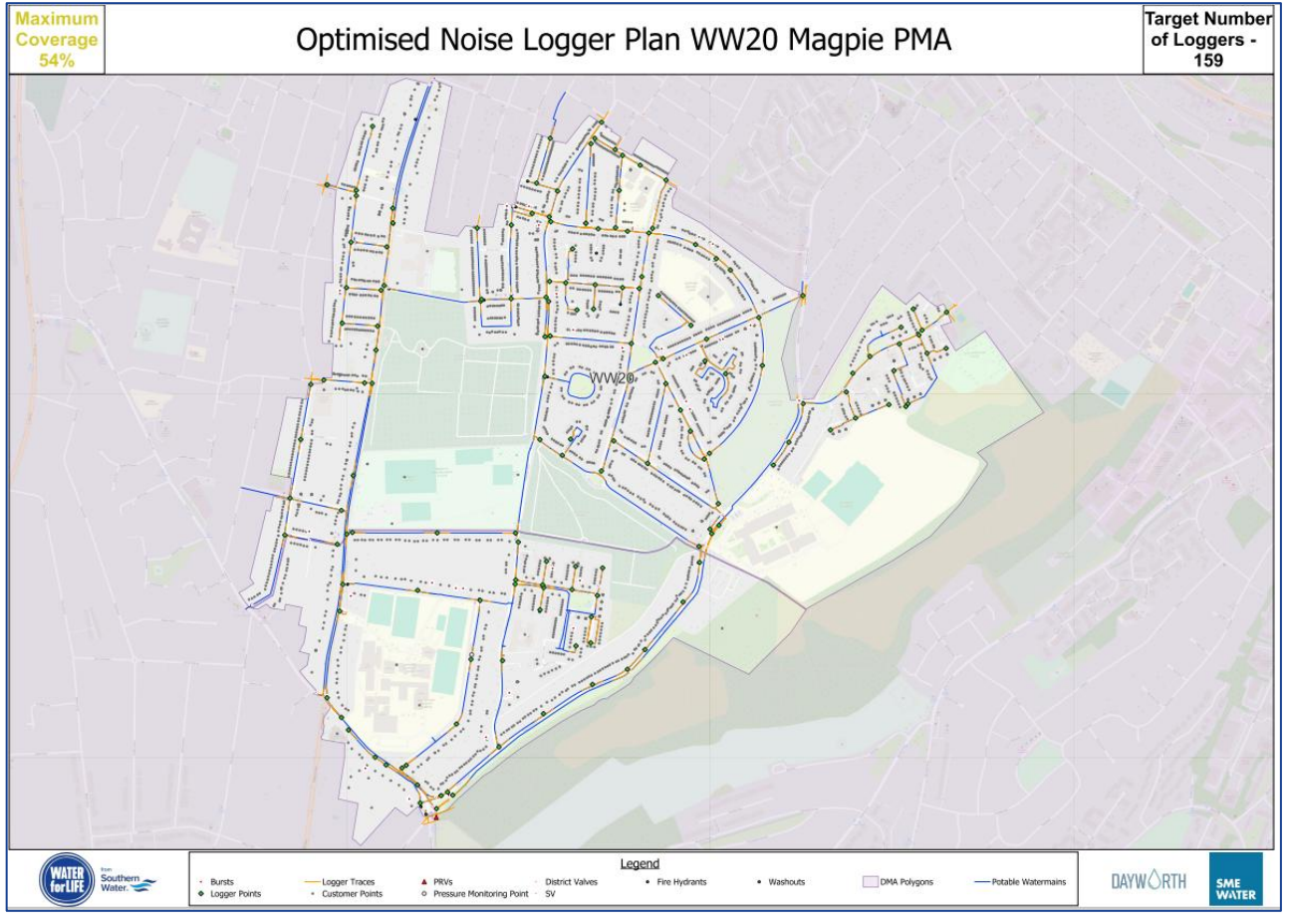
Optimised Lift and Shift Noise Logging

Creating complex spatial analysis for enhanced network understanding, Radar ensures an optimised leak detection strategy

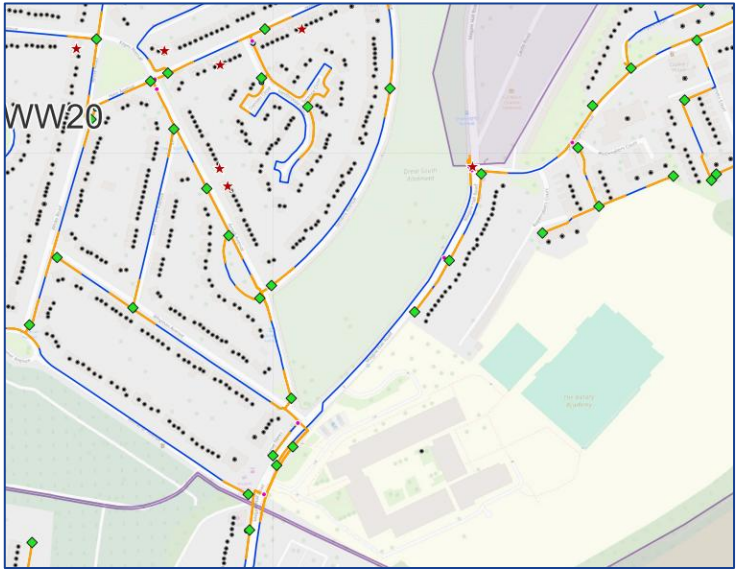


With the Radar deployment charts, we are able to compare past noise logging campaigns with an idealised optimum plan

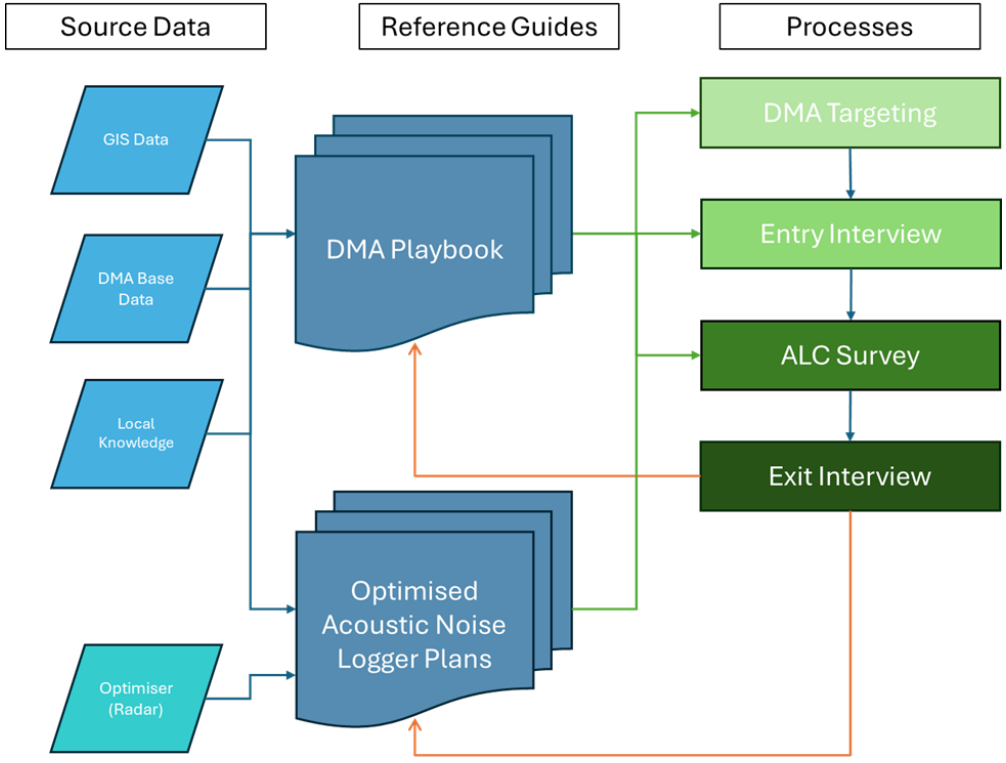
Optimised Lift and Shift Noise Logging



RADAR



Our tools at the Heart of ALC Activity



- It's about putting the detection teams In control.
- We have put Playbook and Optimised Logging Plans in the centre of a campaign management framework
- A vital reference point for entry and exit interviews.
- We have made it easy for feedback to be given so that the latest local knowledge can be logged against a DMA ready for the next campaign.

People – Enabling Success

People and Processes

Onboarding and training
- Starts with recruitment & clear expectations
- Training & guidance (onsite + training school)
- Equip teams with best tools (correlators, ground mics, loggers)

ALC Campaign Support (old way)
- Traditional supervision model
- Tracking of key performance metrics (props, POIs, jobs etc)
- Informal survey advice on an ad-hoc basis (only when requested)
- Provision of outdated key plans.

ALC Campaign Support (new way)
- Playbook provides clear, data-driven guidance per DMA campaign.
- Tools selected based on experience
- Optimised Logger plans set a benchmark for good survey practice

Technician Feedback
- Techs are empowered to provide feedback per campaign
- DMA ownership is created
- **Safe and engaged workforce**



What the Team Say…

"Less experienced techs benefit from experience of other techs and burst locations".

"Key locations that are not on plans can be added with W3W to Playbook".

"Puts everyone's knowledge on the same level. Not done the DMA before, get everyone's experience".



"Don't have to start from scratch can point you in the right direction. I can then do DMA's quicker".

"Incorrect mains material/size information can be updated very easily via playbook".

"Updates take too long to get on to playbook".

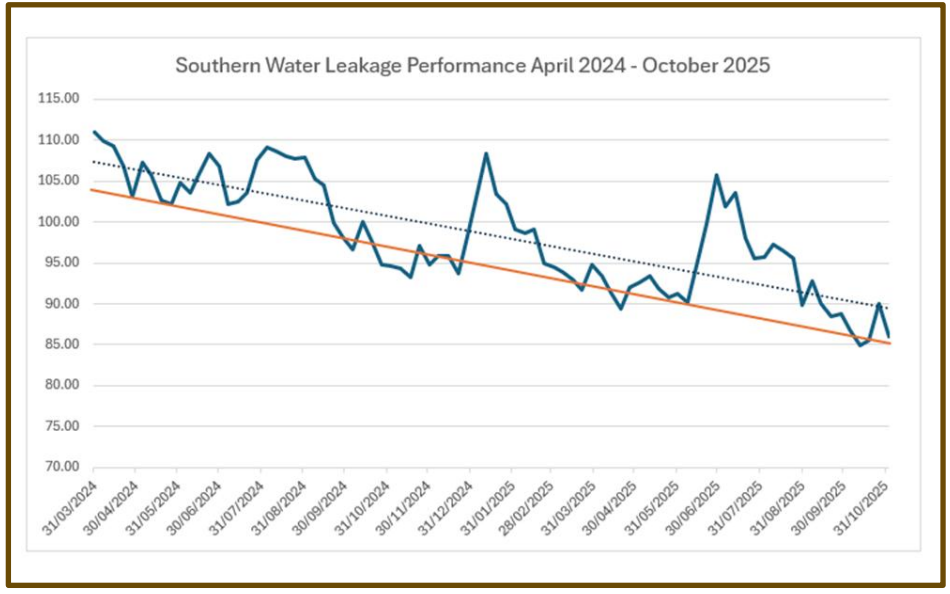
Key Learnings and Reflections

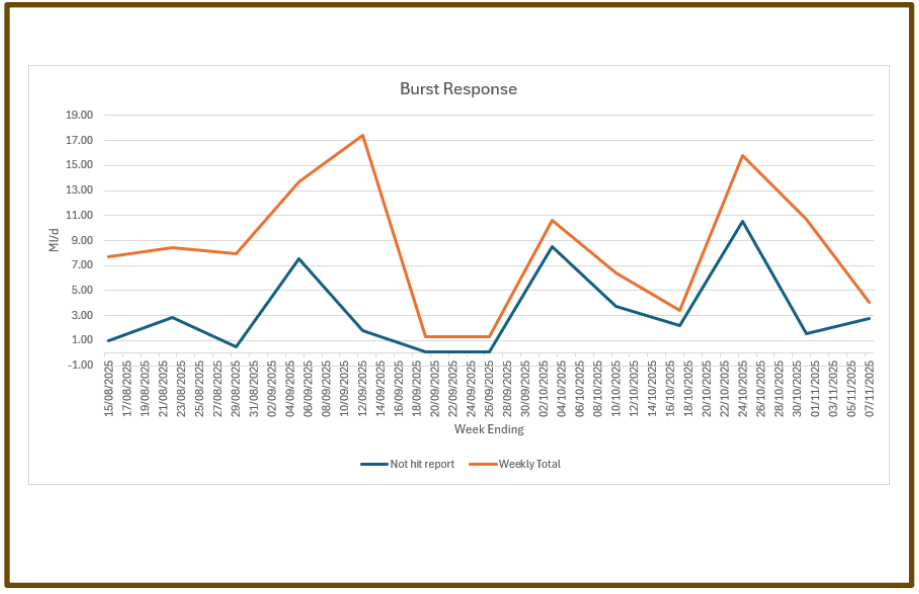
Results and Reflections – The Stats

Metric	Pre Optimised Plans	Post Optimised Plans	Change
Average No. Of Loggers deployed per Campaign	175	119	-56 (-32%)
Average No. Of POIs	3.9*	3.5	-0.4 (-10%)
Average Time Spent Logging a campaign (Hours)	21.3	16.4	-4.9 (-23%)
Average Time Spent per POI (Hours)	1.6	0.8	-0.8 (-50%)
Average No. Of Leaks Found (including Unproven)	2.4*	1.9	-0.5 (21%)
Average No. of Mains Leaks Found	1.05*	1.23	+0.18 (+17%)

- ✓ Represents a resource and equipment saving to free up resource for other noise logger campaigns or other leakage workstreams.
- ✓ Although less we can be surer of the quality of the POIs being raised.
- ✓ A key saving for the business. Means more areas can be logged or resources deployed elsewhere.
- ✓ Indicative of quality POIs that lead to leak identification far quicker
- ✓ Less leaks found may seam counter productive but as this includes unproven leaks it is likely to be these that have reduced.
- ✓ Signals we are now finding better quality and more impactful leaks

Results and Reflections – The Stats





Results and Reflections – The Culture

- ✓ Leakage Techs liked being involved in the knowledge gather workshops and being given the chance to showcase their in-depth knowledge.
- ✓ Our tools have provided structure and clarity to leakage detection – prompting better campaign conversations.
- ✓ Strengthened the link between office and field teams.
- ✓ Provided a framework and template for continuous improvement and learning.
- ✓ Teams are encouraged to be efficient and optimal.
- ✓ Business culture starts with Southern Water and is passed down to contractors, through clear guidelines and expectations.

Some Key Messages

- Campaigning with data is not just about technology or systems — it's about data insights enabling people to deliver the best that they can with the tools already at their disposal.
- Consistency is king – Setting standards for all to follow and aspire to.
- Staff engagement is powerful and unlocks potential.
- Every ALC campaign is a chance to – Learn, Refine and Improve.



Thanks for Listening

Any Questions?



PN DALY LTD

DAYWORTH
from
Southern
Water



Q & A



Networking lunch
See you back at 2.10pm

Don’t forget to complete your feedback forms please

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