

26th Annual Leakage Conference

BIRMINGHAM
MONDAY 24 NOVEMBER 2025
TUESDAY 25 NOVEMBER 2025

Customer Side Leakage & Soapbox Challenges

Organised by
lodestar

Media partner
THE UK WATER REPORT
POLICY | REGULATION | FINANCE

Welcome back



Geoff Darch

Head of Strategic Asset Planning

Anglia n Water

Customer side leakage

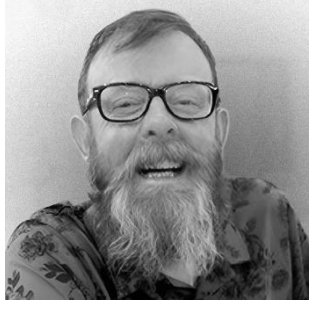
Customer side leakage: Addressing the challenges in the new age of AMI, working towards best practice and harmonising the offering to customers

Chair



Hannah Wardle
Managing Director
FIDO Tech

Panel



Simon Goodyear
Principal Research Engineer
Thames Water



Martin Pipe
Customer Leakage Regional Delivery Manager
South West Water



Doug Spencer
IMA Smart Metering Lead
Anglian Water

Croydon Group
Customer Side Leakage and AMI

Doug Spencer August 2025

Original Aim (29th February 2024)

"Currently large scale AMI rollouts are tending to drive more interest in customer delivered repair rather than utility repair policy, hence this group is primarily focused on gathering the evidence to support that policy stance as well as attempting to provide a common approach for companies currently not offering free repairs or considering migrating to that policy position"

Current Aim (28th August 2025)

"To share Best Practice and Policy within the UK industry, identify opportunities to harmonize Policy and Practice wherever possible and drive towards consistency across the UK water industry"

Active Members (19th August 2025)





































Need to recruit

MOSL

History & Establishment

- **2022 – SES, Thames, Anglian, Portsmouth & Affinity**
- **Inaugural meeting in Croydon (ah now it makes sense)**
- **AW update on policy & volume, TW demo of Aquapea and SPLIT tool, Portsmouth demo on gas test**
- **Joint discussions of the implications of the large increase in identified customer side continuous flows on CSL policies and practices, experience from Thames (free repair) and Anglian (No free repair)**
- **UKWIR Innovation Heatmap tour 2023 – UKWIR BQ02 zero leakage by 2050, physical visit to all but 3 water companies, the proposal for Croydon Group included in the agenda, all water companies showed interest and have indeed joined the group along with Regulators CCW and OFWAT.**
- **First full meeting February 2024**

Surveys, Reviews and Data Sharing

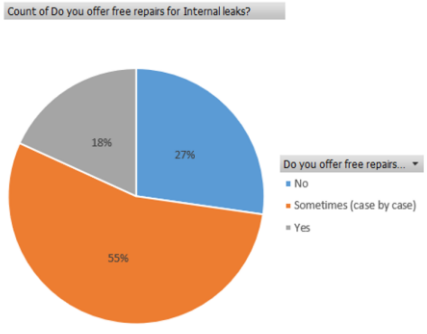
- Croydon Group is faced with having to row back on the last 28 years (since the 1997 10-point plan introduced the free repair principle) of effectively divisive influence on approaches to CSL

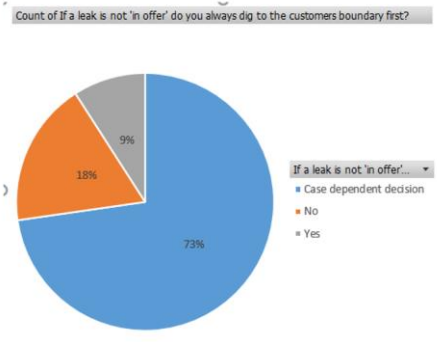


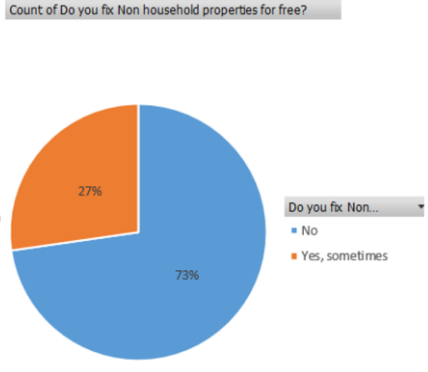
- There are sound and effective arguments for pretty much all approaches to CSL. With the advent of widespread AMI and hence CF detection, the goalposts do shift but alongside this cost and efficiency driver equally important is to remove the inconsistencies that customer face between different companies' policies and approaches

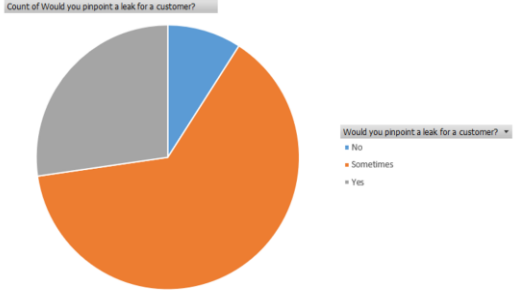
- Where to start – gather data and information to find common Ground

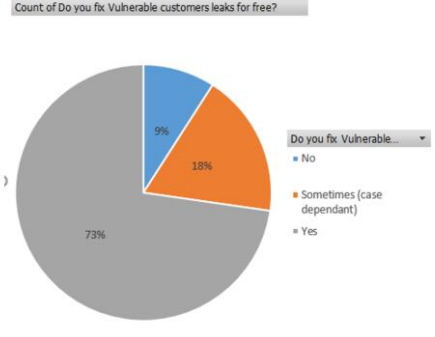
Surveys, Reviews and Data Sharing

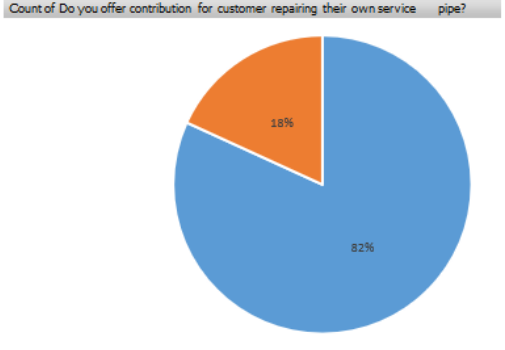


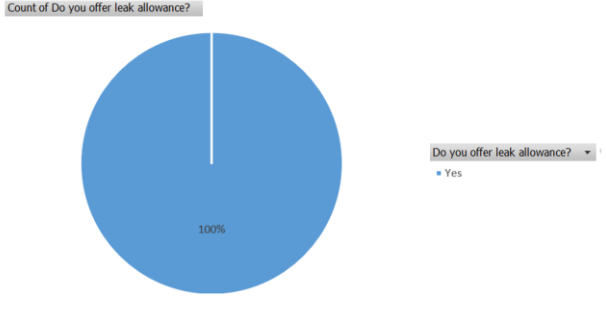




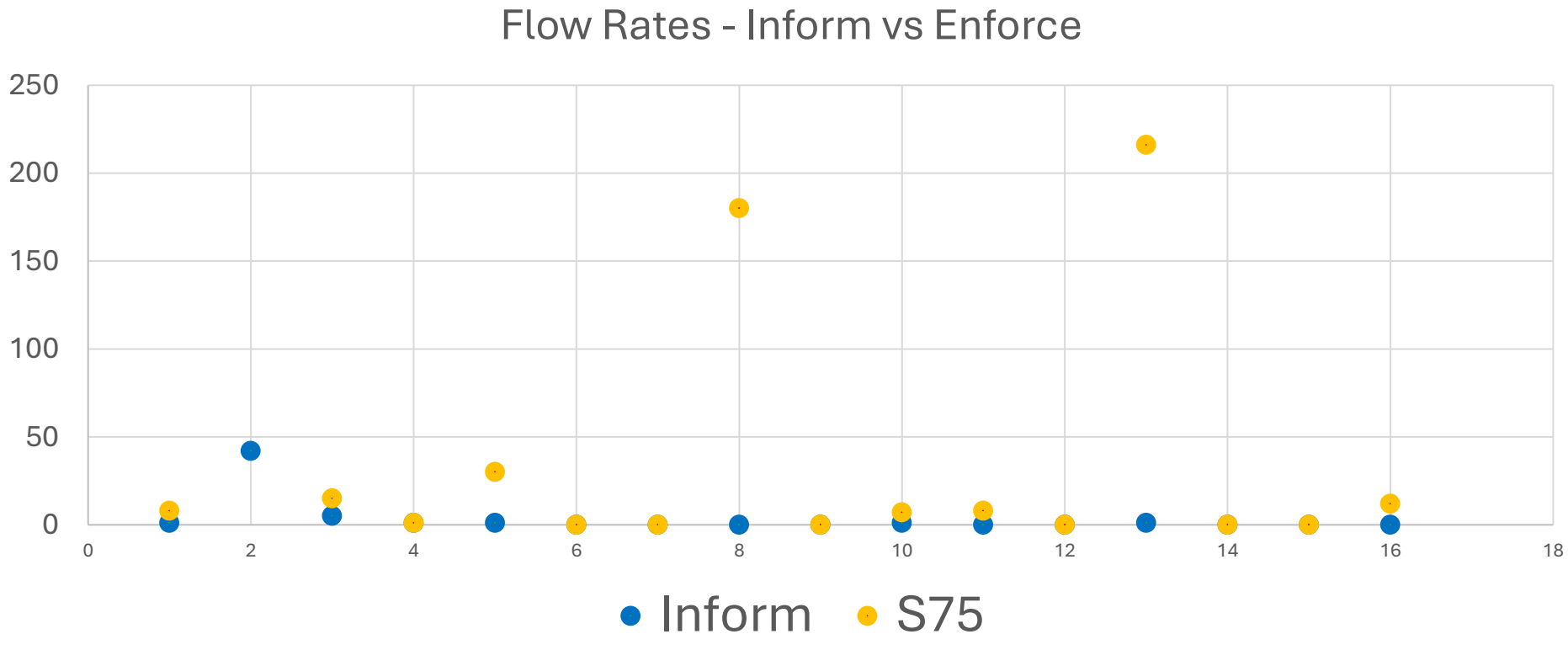








Trigger Flows – When we inform / when we enforce



So what are our current aims for Consistency?

- **Pipe Ownership Diagrammes in Leakage packs and on websites**
- **All member organisations have submitted, Croydon is also working with WRc who are republishing 'A guide to water service pipes (2007)**
- **One Key step is agreeing the ownership as defined in legislation.....Which legislation?**
- **Then agreeing companies' individual interpretation.....**
- **Interaction with repair companies**
- **Homeserve and Watersafe have both been integrated into the meeting and now have primary points of contact**
- **Water companies and contractors have a better understanding of how to work together more effectively**
- **Tactical day to day POCs being set up**

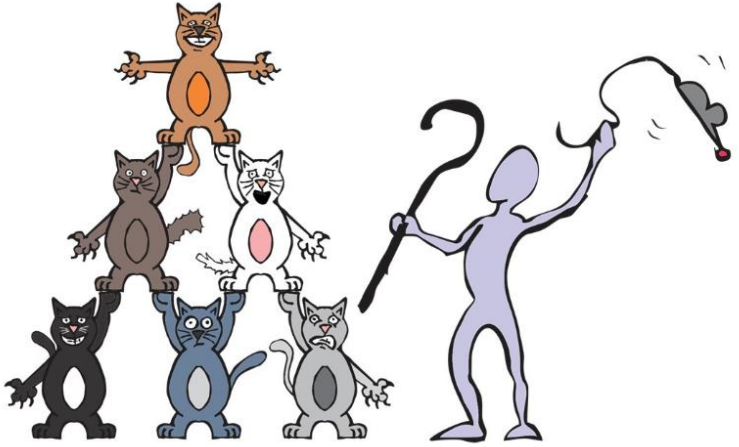
So what are our chances?

- **The group has almost completed a full 'state of the nation / statement of problem'**

- **We have identified some areas where we believe we can drive consistency earlier:**
- Leak prioritisation (flow rates)
- NHH leak approaches with Retailers – this is still a new area hence a chance to draft together
- Enforcement on Landlords rather than tenant (bill payers)
- Vulnerable customer policies

- **There are some areas where most believe consistency may be inevitable**
- Free repair policies- are being removed and reduced, for companies in transition the experience of other frontier companies has been of great value

- **We have at least started the conversations**



AW experience 5 years and 1.3M meters

- **AMI CF identification has reduced ALC and reactive CSL reports**

- **99% of customers resolve within the 'metering' leakage process – letters & calls – new teams established in 2021**
- Only 1% go forward to S75 enforcement
- CW19 tables show AW expenditure as 3rd lowest in the sector
- Automation has been the key to reducing leak run times – 70 days average
- Cut-off flow trigger for S75 enforcement – no point enforcing on the smallest

- **NHH has lagged behind domestic processes – MOSL best practice**
- Customer repairs means we have lost the view of PL vs CSPL
- Back of the box leaks are a challenge operationally

- **We have not finished building, but we're happy to share experience on the stuff that does and didn't work for us**

	AMP7					AMP8
	Y1	Y2	Y3	Y4	Y5	Y1
Domestic CFs	11048	63121	117020	105924	164551	106708
NHH CFs			6683	7992	14339	8917
AMI CFs total	11048	63121	123703	113916	178890	115625

LeakPriority	Leaks Identified
P1	158
P2	1796
P3	19811
P3a	80131
P4	476662
Total	**578558**

LeakPriority	Leaks Resolved
P1	152
P2	1719
P3	18546
P3a	73536
P4	440338
Total	**534291**

LeakPriority	Live Leaks
P1	6
P2	77
P3	1265
P3a	6595
P4	36324
Total	**44267**

CW19 AMP 7	AW	Average
Total CSPL per 1000 connections)	7.07	4.11
Cost per leak (detected & reported combined)	£ 8.77	£ 483.50
Cost per Million customers (£m)	£ 0.03	£ 0.61


Thames
Water

Annual leakage conference 2025

“Croydon Group” - Technical Innovative Solutions

Simon Goodyear – Senior Research Engineer

Leakage Mend

First Time Fix Tool

Several Outside Stop Valves (OSV'S) are broken weekly across the TW estate, be through heavy handedness or wear and tear. At Thames Water we have designed a tool that enables the technician to replace the valve whilst live.

- First time fix tool enables the operative to push a new plug and tap into a service whilst live
- This is saving dig costs of £1k per time
- H&S improvements as no - dig to take place
- No notice required
- Less customer impact from no water and flooding along with traffic management (bays suspension, permits) Awareness & Locate (PALM).







Leakage Mend

First Time Fix Tool

- Over 100 successful operations in the field
- Tested up to 6.2 bar pressure on a test rig
- No need to dig and replace asset.









Leakage Mend

First Time Fix Tool

Fix tool parts list, tool is manufactured for TW by Tadley engineering, they hold the schematics for build

TPM-TH No.	Part Description	Qty per	Material	Grade	Notes
	Stainless 303 Tooling Assembly	1			
2	Tommy Bar	1	Dia. 10 x 160mm M5 x 8mm ends	St.st.303	
4	Brass Bush	2	Dia. 30 x 60mm	Brass	
5	Knurled Handle	1	Dia. 40 x 90mm	6082-T6	Bonded With Loctite High Strength Retainer
7	Locking Bar	1	Dia.16 x 1090mm	St.st.303	
9	Fitting Bar	1	Dia.16 x 1100mm	St.st.303	
10	Clamps	1	120 x 60 x 55mm	6082-T6	
11	Hex Socket	1	Dia. 1.5" x 150mm	6082-T6	Bonded With Loctite High Strength Retainer
12	Ball Knob - Black	2	Black Bakelite with M5 x 10mm thread	8143-2005 WDS 8143	Fit to item 2
13	1 1/2 THD NIPPLE	1	Free Issue Thames Water	HVAC Sanitary	
15	Polymax O ring	1	Nitrile 70 ShA	ID 26 x 2.6 section	Fits inside item 11
20	Salvage Tool	1	Dia.50 x 200mm	St.st 303	
22	Clamp collars	2	304 St.st	Double Split Shaft Collar - 827-516	For retaining item 7
23	1 1/2 THD NIPPLE Top Nut	1	Dia. 40 x 300mm	St.st.303	
24	1 1/2 THD NIPPLE Bottom Nut	1	Dia. 40 x 300mm	St.st.303	
25	Carrying Case	1			
	M6 x 30mm Cap Heads	4	M6 x 30mm Cap Heads		For clamping item 10
	Araldite	0.5	Araldite	Araldite	For fixing items 13,23 and 24

Leakage Mend

SPLIT TOOL (Static pressure leak indicating tool) for CSL (Customer side Leakage)

- SPLIT – A tool for identifying and differentiating between leakage and wastage on a customer property. It works by reading the static pressure in the house system and thus determining the vertical location of the water loss so it can be attributed to leakage or wastage. (Gauge is made by KOBOLD and supplied by Boiswood)

- No need to enter customer property
- Nothing enters the pipe
- 100% Success on properties trialled
- Improvements in attrition from provers.







Leakage Locate

SPLIT TOOL

- The tool works by replacing the customer's water meter with a standpipe equipped with a pressure gauge, to read the static pressure in the house
- As the water pressure at the point of the leak will equalise with the local atmospheric pressure, the reading on the standpipe gauge will correspond to the vertical distance between the leak and the pressure gauge.

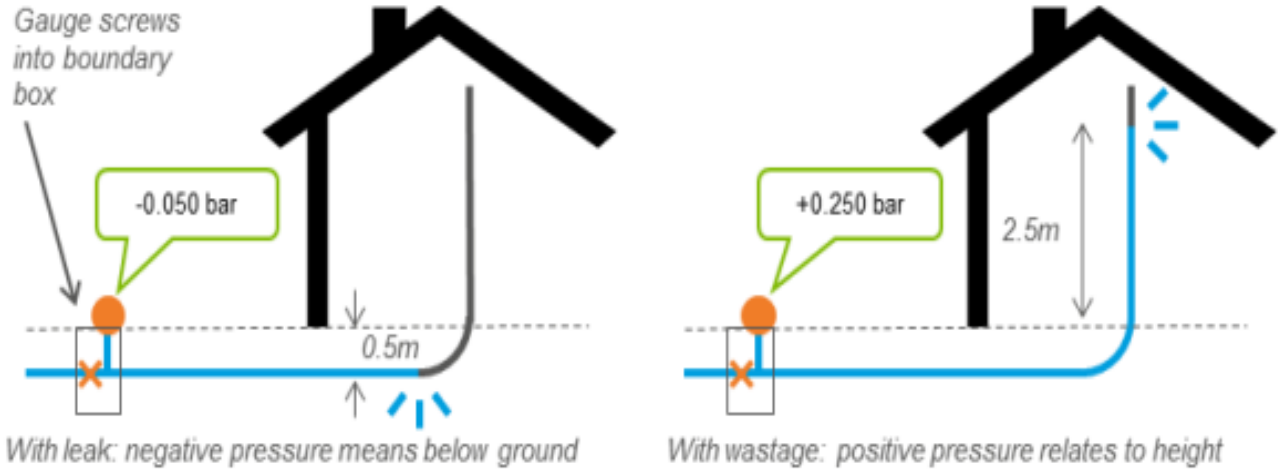


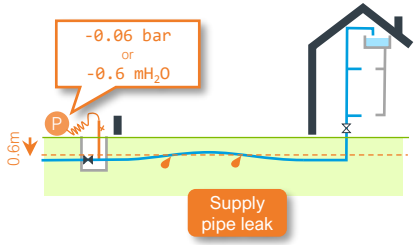
Figure 1 - leakage vs. wastage scenarios

SPLIT interpretation examples

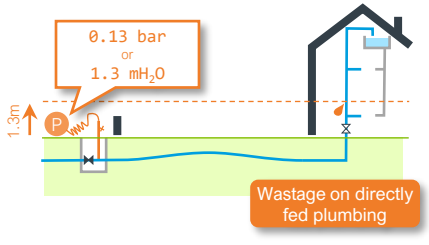
Possible complications to consider:
- Does the supply feed multiple properties?
- Is there directly fed plumbing below the ground floor level of the property, e.g. in basement, outdoor tap in downhill garden?

Level ground

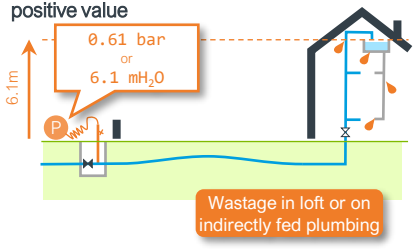
Example 1A: Property is above the ground level at the OSV, static pressure is **negative**



Example 1B: Property is above the ground level at the OSV, static pressure is **positive**

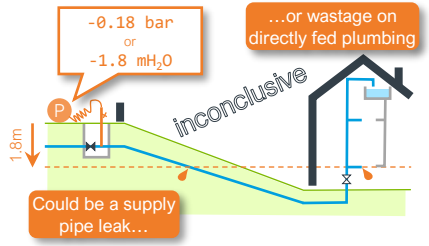


Example 1C: Property is above the ground level at the OSV, static pressure is a **larger positive value**

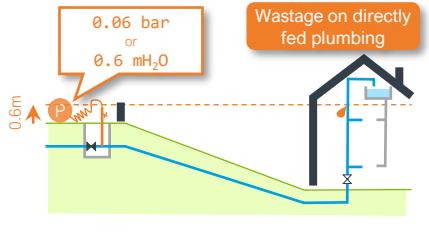


Ground slopes down

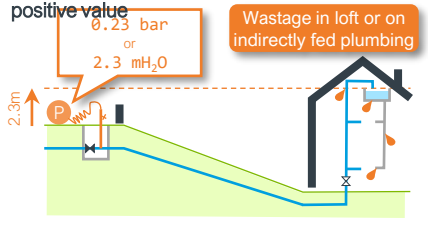
Example 2A: Property is below the ground level at the OSV, static pressure is **negative**



Example 2B: Property is below the ground level at the OSV, static pressure is **positive**

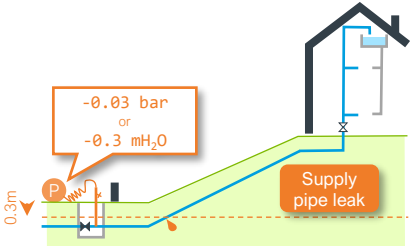


Example 2C: Property is below the ground level at the OSV, static pressure is a **larger positive value**

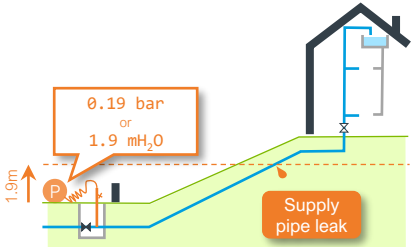


Ground slopes up

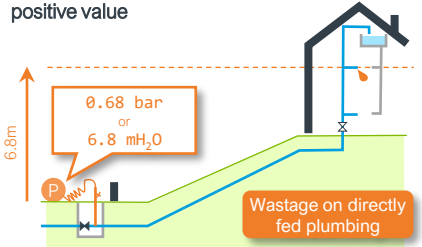
Example 3A: Property is above the ground level at the OSV, static pressure is **negative**



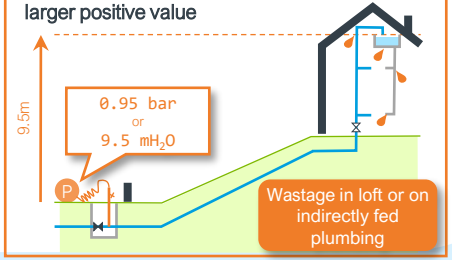
Example 3B: Property is above the ground level at the OSV, static pressure is **positive**



Example 3C: Property is above the ground level at the OSV, static pressure is a **larger positive value**

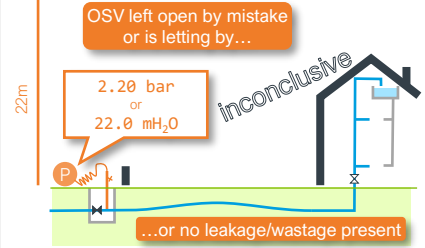


Example 3D: Property is above the ground level at the OSV, static pressure is an **even larger positive value**

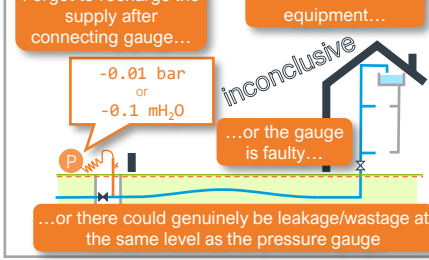


Special cases

Issue 1: Static pressure is higher than property



Issue 2: Static pressure is very close to zero



Leakage Mend

Aquapea

- Thames Water performed field trials of Aquapea in 2022/23 & performance monitored since
- Focus on customer side leakage reduction solution nb leakage reduction not full repair
- Aquapea : 25 – 32mm Pipe, > min 2l/m
- Trial included ~200 sites
- 50% of works closed/successful as leakage reduced significantly on install.
- ~25% of works were 100% repaired on install.
- Longevity checks have been completed over 2-years.
- Early analysis indicates up to 80% are still repaired.
- 25% works reduced in leakage making savings whilst conventional repair arranged
- In House Leeching tests passed.
- 1.5MLD saved during trial (enough energy to supply 65 homes daily)



Aquapea travelling along pipe to fix leak

SWW and the Croydon Group

Martin Pipe

Regional Delivery Manager

Customer Leakage



Pennon

Agenda

Our Recent Journey

SWW and the Croydon Group

Our Approach

Future Alignment

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SWW Recent History

- 23rd Annual Leakage Conference
- South West Water in Drought





- Change of approach for SWW driven by Drought
- Free leak repairs for all domestic customers

What did we learn – The positives

- 1661 repairs completed within the year
- 24.66MLD associated saving



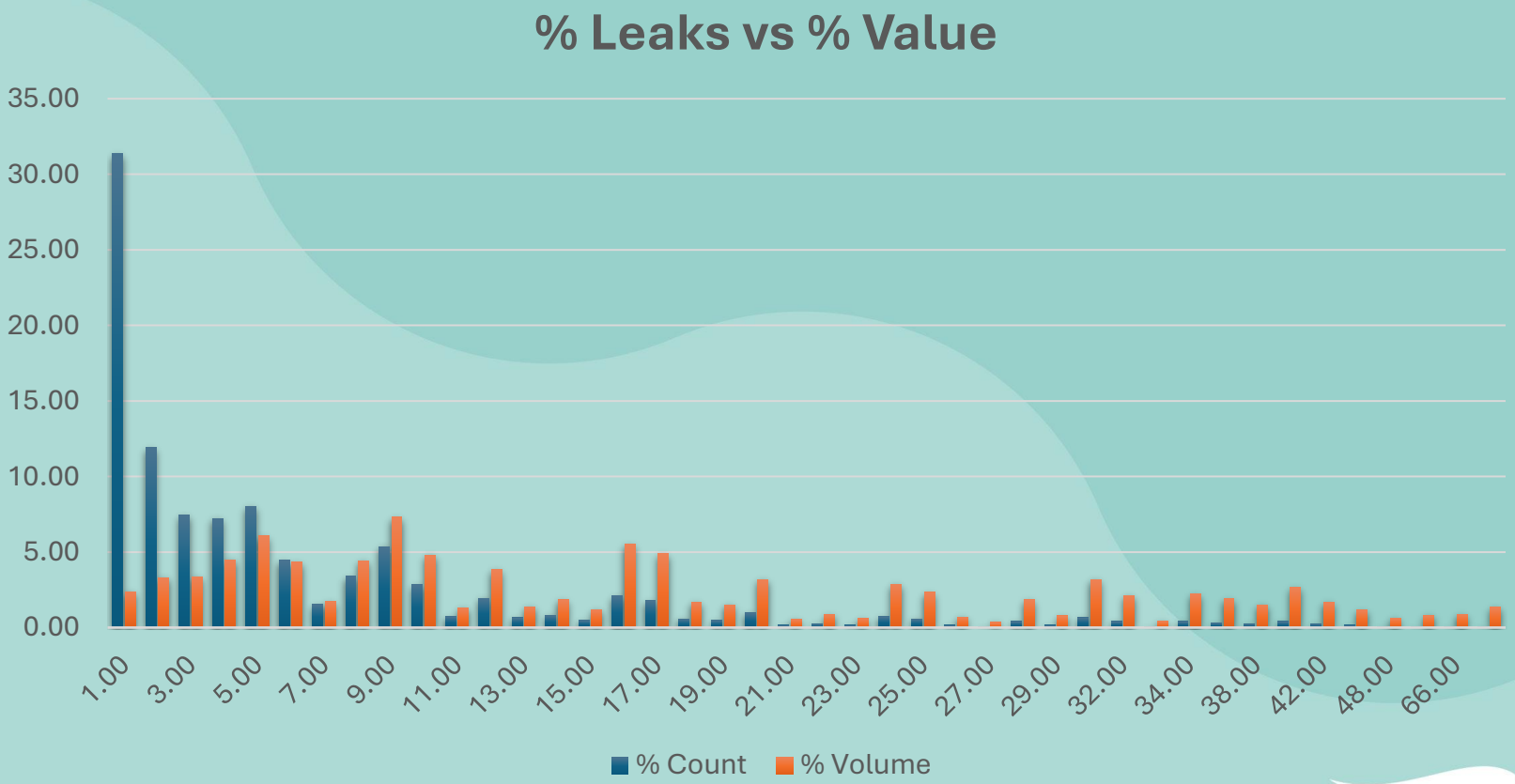


How.....

- Contracted repair
- Renewal where possible on shorter services
- Learned range of repair techniques and tools in the armoury
- Ferret – Aquapea – Kobus – Gas detection
- A wealth of repair data and costs

Free Repair for all – The data

- **31.36% of the budget used for 2.37% of the leakage value**



Free Repair for all – The not so positives



- **£7m per year to make this our policy – for repair cost only**
- **Field and contact centre teams would also need to increase**
- **Customer expectation for repair – Did we really want to do this again??**
  - Emotive for customer
  - Something free
- **Economy of cost**
  - Volume of low level leaks vs benefit
  - Low level leaks more expensive to find



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Croydon Group



- Set up by leaders within their own companies

- Varying challenges
- Varying policies
- Varying practices
- Varying interpretations of the law – Who is responsible for what



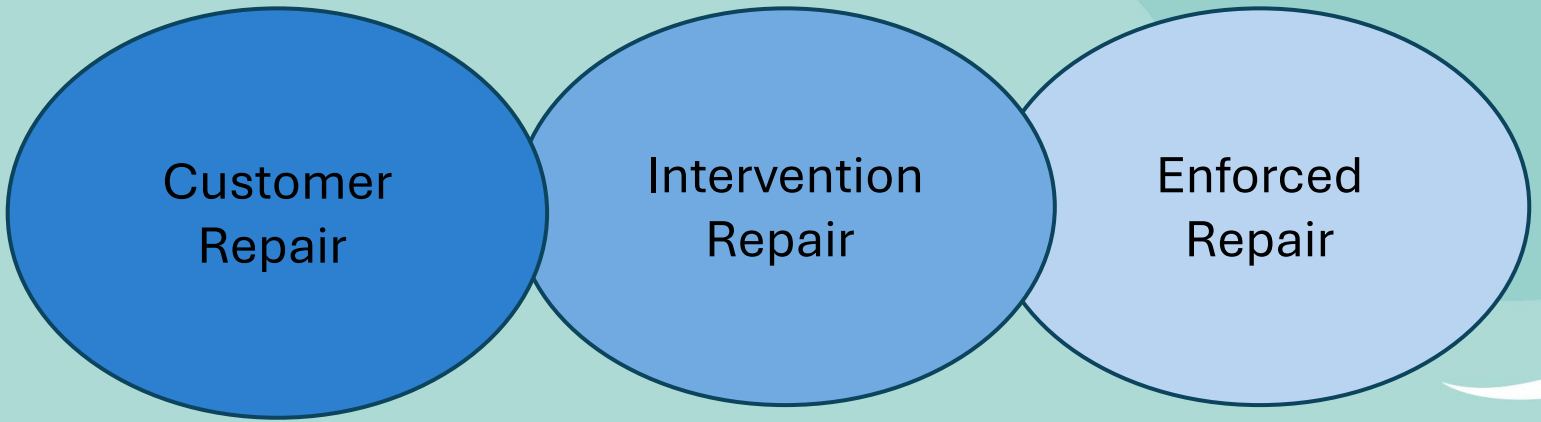
- An overall desire and need to align policies across the industry where possible

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SWW and the Croydon Group

- **Perfect timing for SWW to enter the Croydon Group**
- **Sharing of practices**
- **Learning from others**
- **Created a New SWW approach post drought**





Customer Repair – 65%



- Encourage customer repair, it is their legal responsibility
- Visits from dedicated customer leakage team to assist
- Contribution for repair £100 for repair £250 for renew
- Promote insurance companies
- Watersafe UK for private contractors

HomeServe

Water Safe
LOCAL APPROVED WATER CONTRACTORS
Lead FREE

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Intervention Repair – 27%



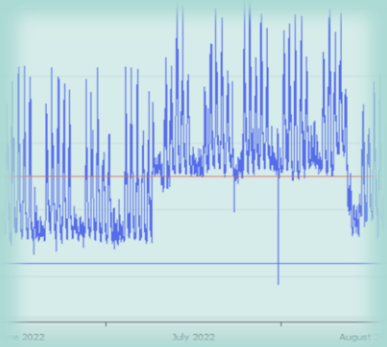
- Contracted services for leak repairs

HYDROTECH
WATER SERVICES (UK) LTD

- Threshold limit of volume for SWW to consider a free repair
- The highest 27% of leaks by volume carries 82% of leakage value

- Underground Service Pipe only
- Consent required from customer





- Cost focus on high value leak volume
- 2.7 day average repair time
- On target for 29mld 2025/26



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Enforced Repair – 8%

- In 2024 with collaboration within the Croydon group
  South West Water established an Enforcement Team
- Use of legal powers under the 1991 act

- Section 75 Enforcement to repair and bill customer
- Section 64 Separation of supply
- Section 73 Prosecution

- Section 75 Disconnection





Future of AMI



- SWW are underway in our AMI journey
- Data for leak alarms/continuous flow to identify leaks
- The Croydon Group has been instrumental in how AMI will help build the SWW approach with process and policy as it has with other companies
- Pilot studies have proven to be true what others have already learned and shared



- Low level leaks will increase by 10x the amount of current known customer leaks overall - high level of internal leaks, previously unknown will be identified

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Pennon Group

- South West, Bristol, SES, Scilly and Bournemouth Water
- Regular sub meetings for this group

- South West and Bournemouth policies match
- A number of alignments with Bristol after 2 years with Policy, Practice and Literature

- Alignment is taking time within the same group, we cannot underestimate the effort that has gone into the Croydon Group and it may still take years!!

Bournemouth Water

ses WATER

BRISTOL WATER

Isles of Scilly Water

South West Water

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Thank you



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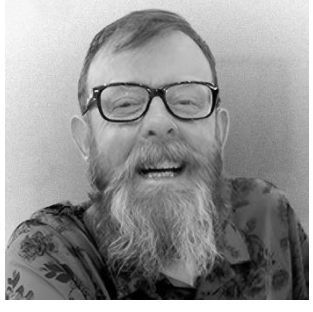
Panel discussion and Q & A

Chair



Hannah Wardle
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Boundary boxes: The challenges of an ageing asset class



Jamie Worthington

Head of Strategy and Transformation

Anglian Water

Boundary Boxes

Challenges of an ageing asset class

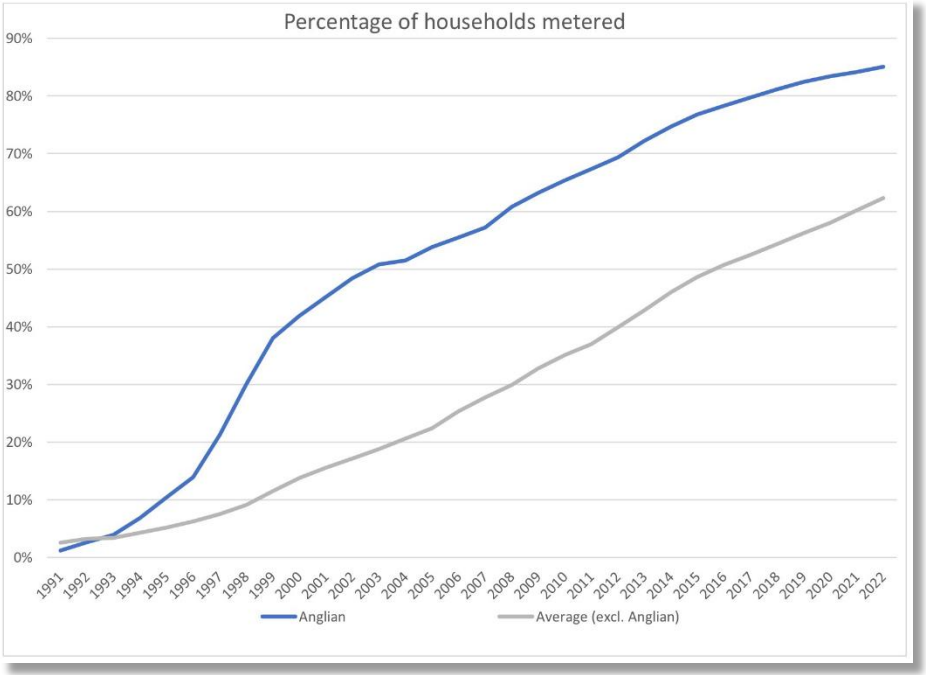
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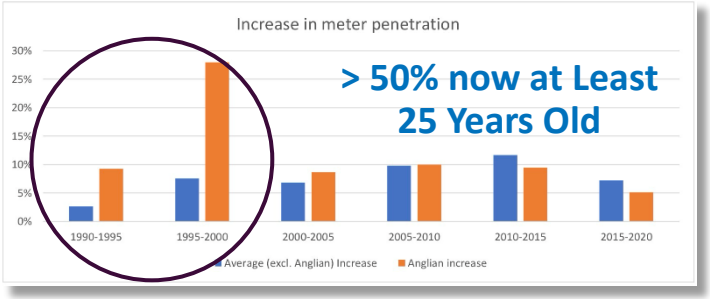
Head of Strategy and Transformation

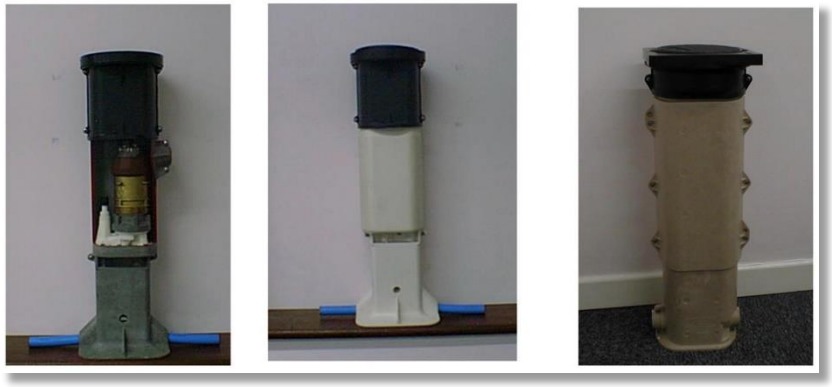
Anglian Water

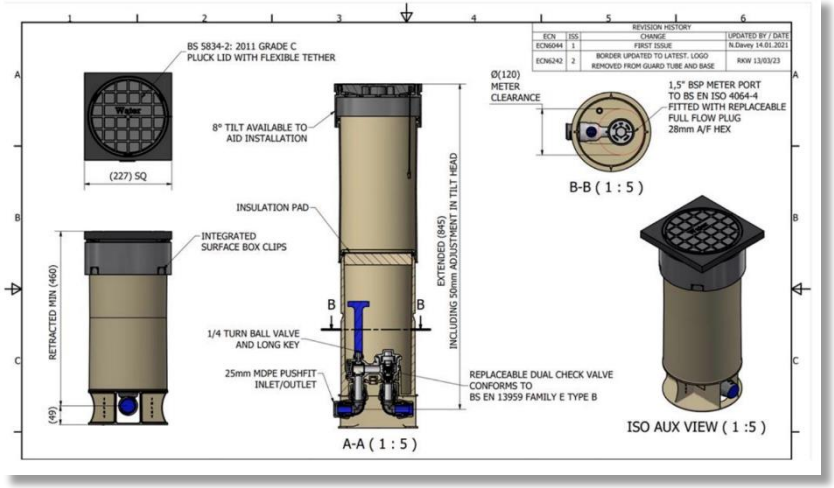
The story so far…

34 Years of installations and many iterations



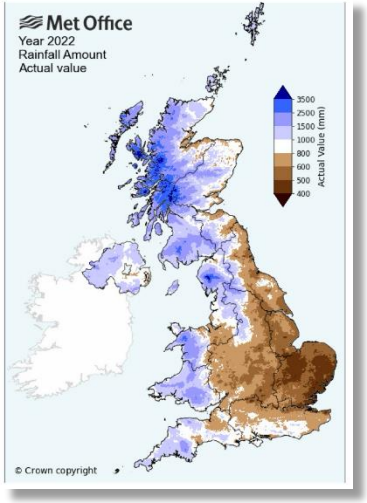




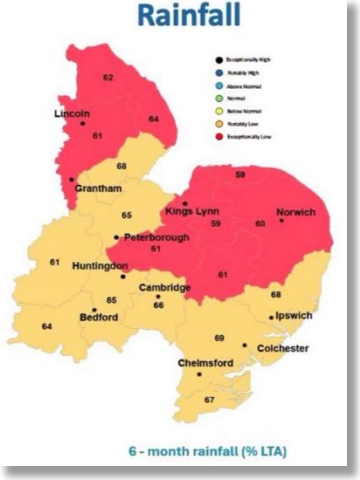


A Changing Landscape….

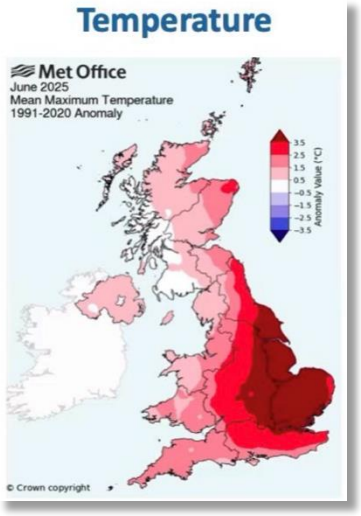
Climate Change - Soil Moisture Deficit, Ground Movement, etc.



2022



2025



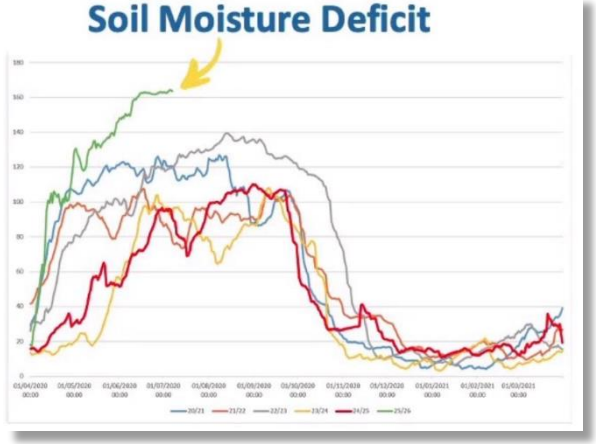
2025



Age + Greater Stress and Strain

Result Double the Replacements Over 10 Years

(2015 = 12k p.a. vs 2025 =24k p.a.)



2025

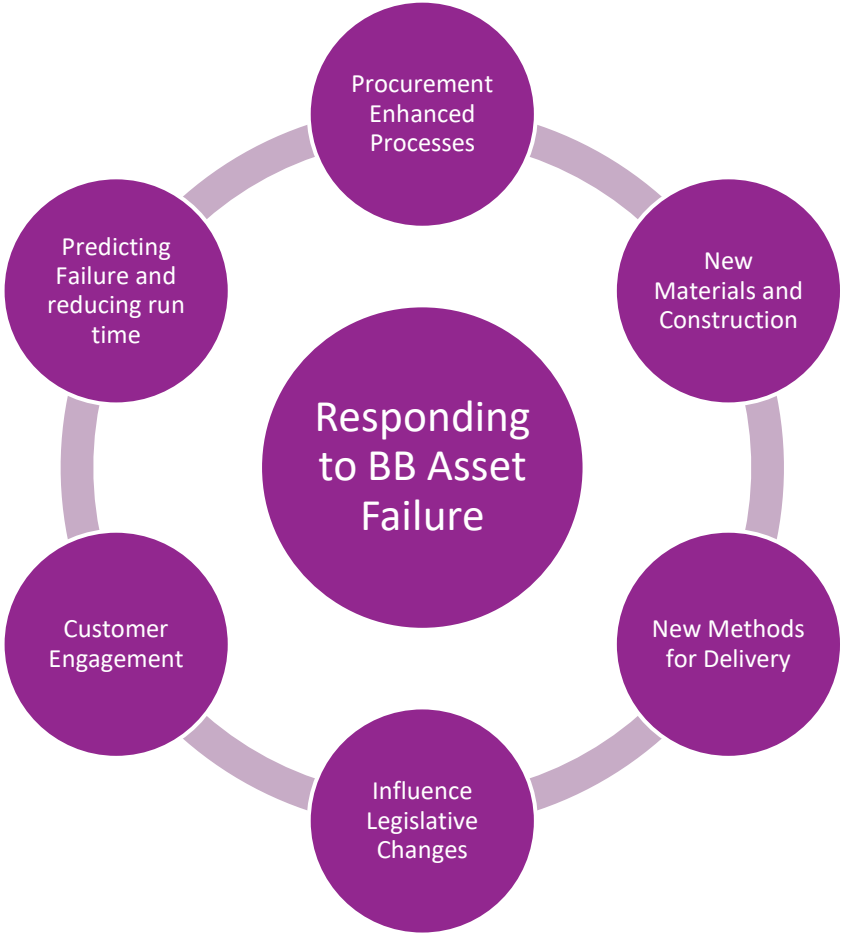
Tackling the problem head-on…

There is no silver bullet rather a concerted collective effort needed

Reduce Disruption

Reduce Leakage

Reduce Failure



Reduce CO2

Reduce Cost

Increase Productivity

Any questions?

Soapbox Challenges

What happens when you give water data back to customers?



Gareth Thomas

Commercial Director

Watergate

What happens when we give water data back?

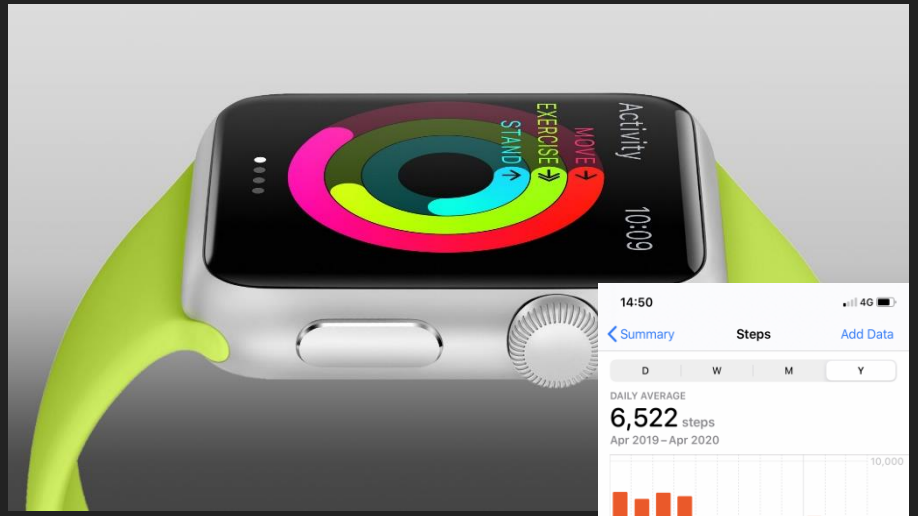
Gareth Thomas

watergate®

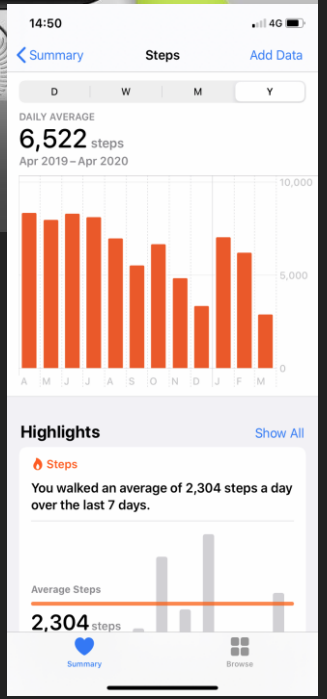


When you *see* your steps, you move more.

- Users **increased daily activity by 20–30%** on average after using wearables consistently. “10k steps” became a cultural benchmark, and people formed habits around movement and sleep hygiene.
- Data is *personal*, *visual*, *gamified*, and delivered instant gratification (“rings closed”, badges earned).

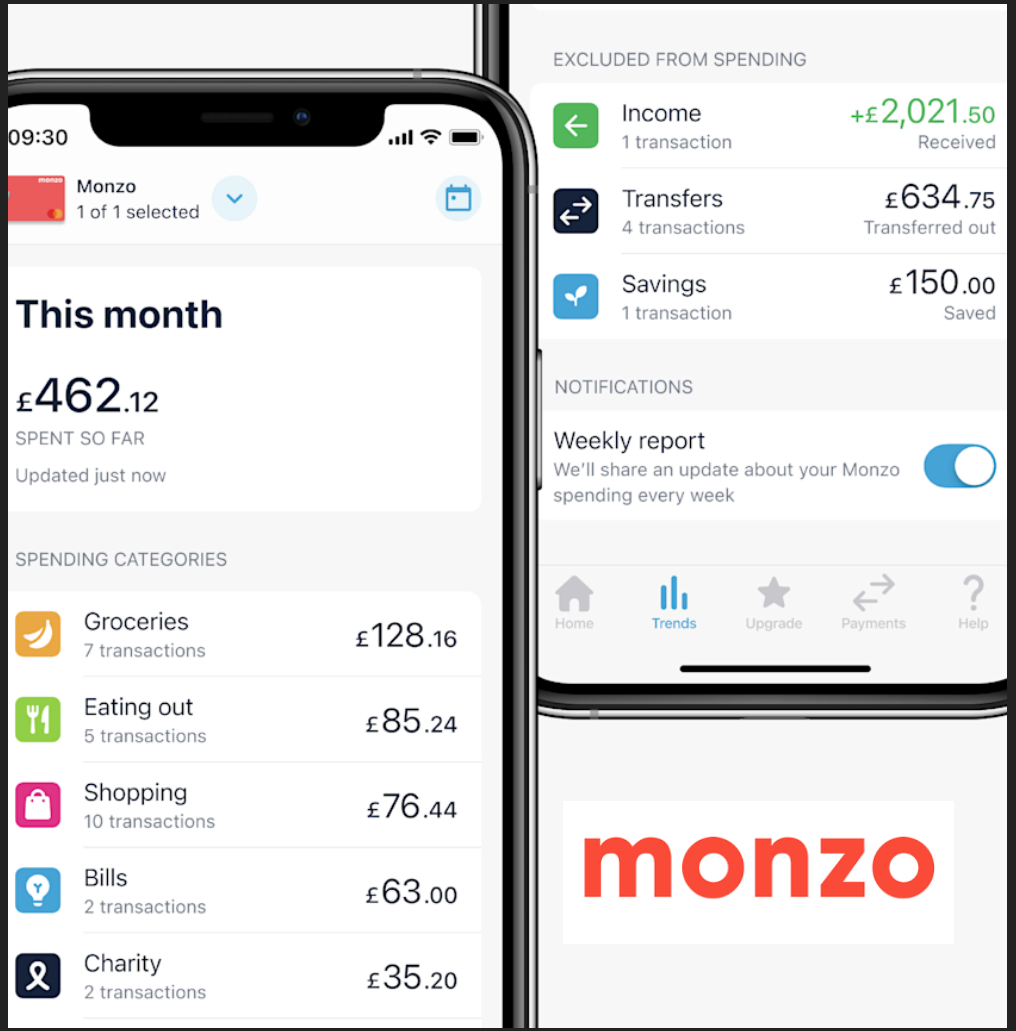






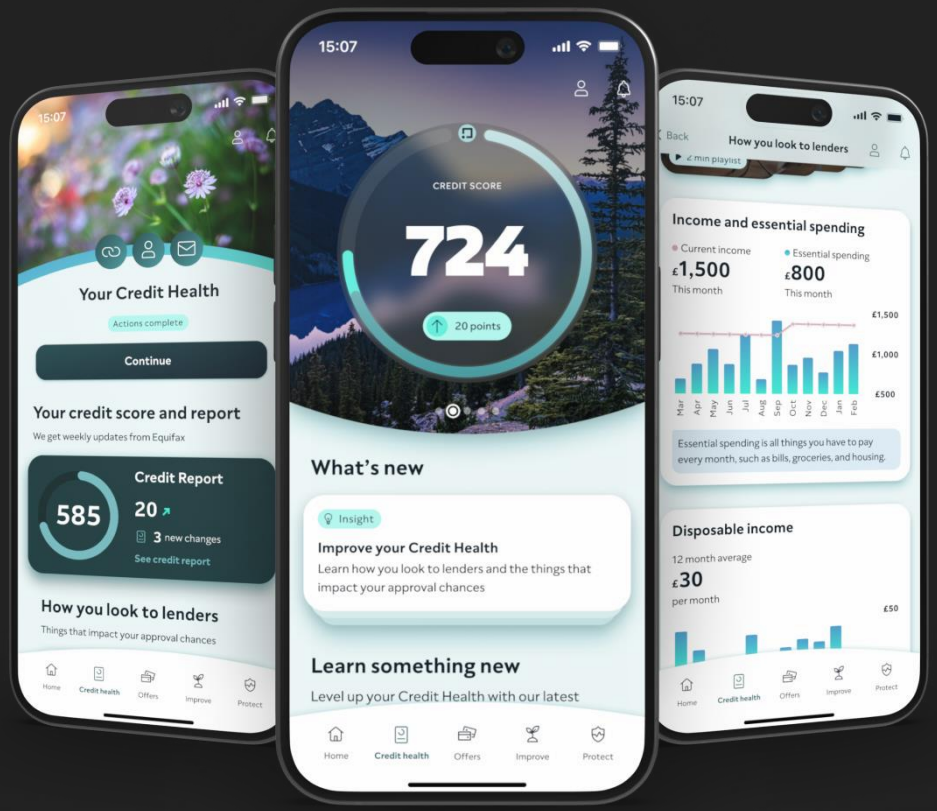
When spending gets visible, behaviour changes.

- Instant notifications and spending breakdowns by category (“You’ve spent £112 on dining this week”) and monthly budgets with visual trackers.
- Users self-reported **20–30% better financial control** and reduced overspending in key categories.
- **Why it worked: Immediate feedback** after each transaction - the digital equivalent of seeing money leave your wallet. It turned abstract bank statements into tangible, emotional data.



ClearScore users manage credit more carefully once they know their score is being tracked.

- ClearScore gives free access to credit score & report → users can **see what lenders see**, spot errors, understand influences.
- This visibility + insight = empowerment → better decisions.
- Over 70% of users who have linked their bank account to Credit Health feel more confident in applying for credit versus those that haven't.



Tesla / EV Dashboards – real-time efficiency feedback

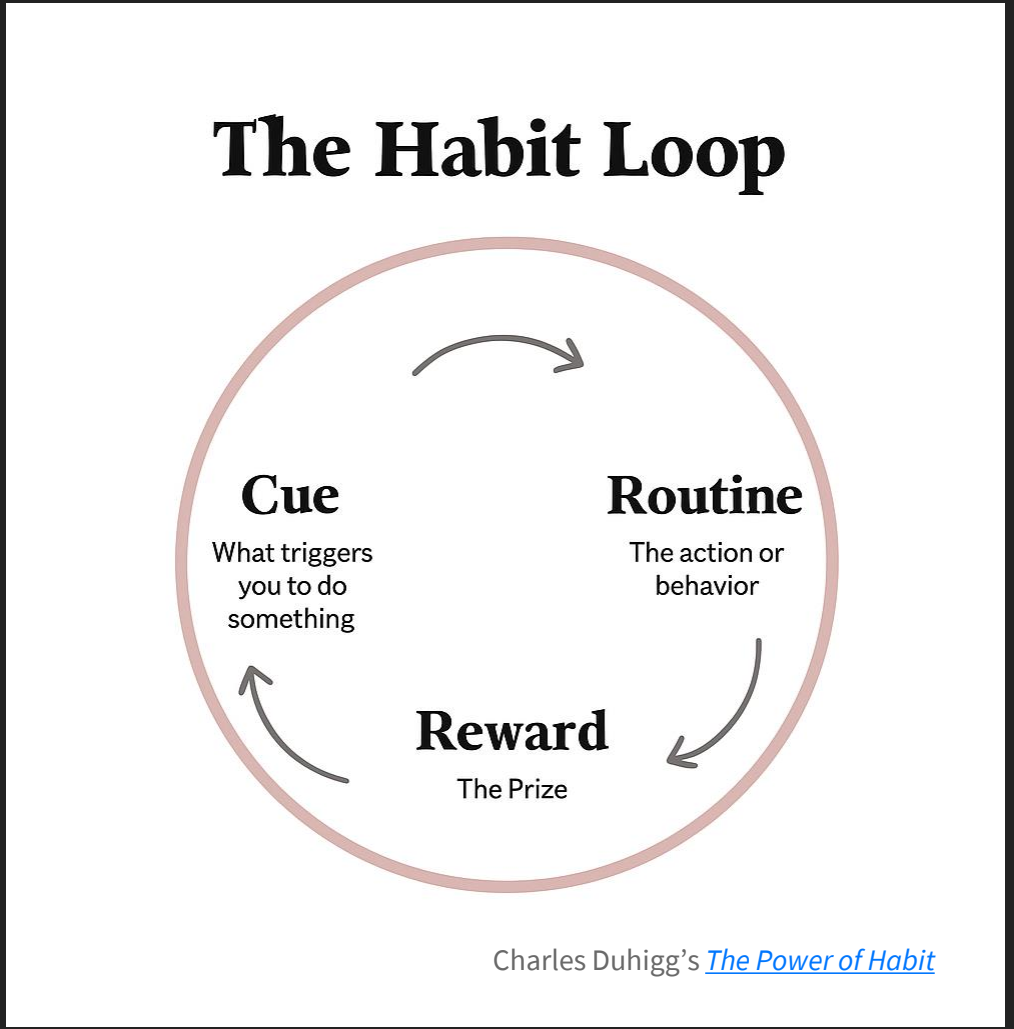
- Tesla shows drivers exactly where their battery is being used - so they can adjust behaviour (slower speed, less climate load, driving style) and extend range



Feedback loops matter

- See-your-data → reflect → act.
- Social / peer comparison is powerful.
- Personalised, real-time data drives awareness.
- Even modest percentage changes (~15 % in steps) scale into meaningful impact.

"Feedback is fuel. Without it, habits don't form - in water or anywhere else."

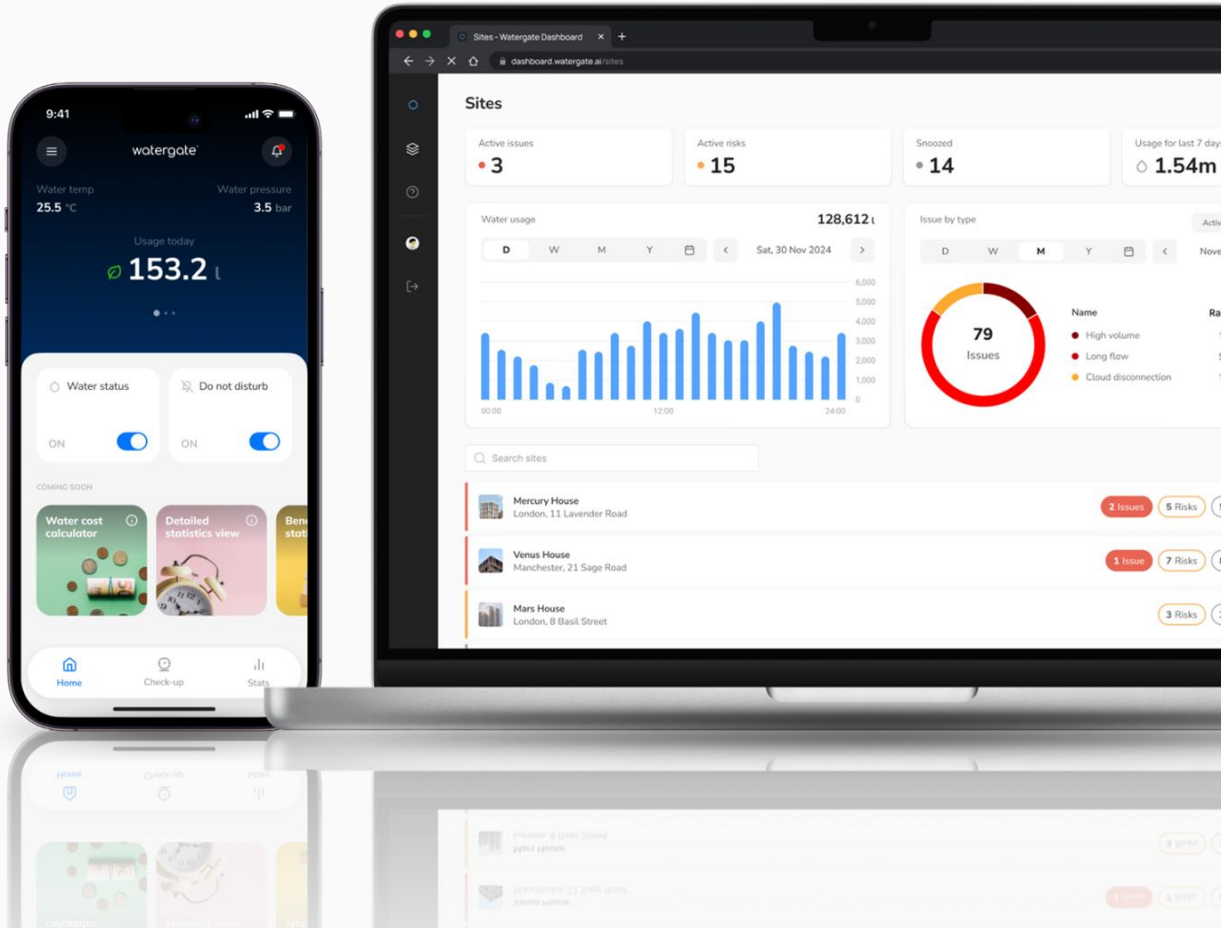


Now, imagine applying this same Habit Loop to water….

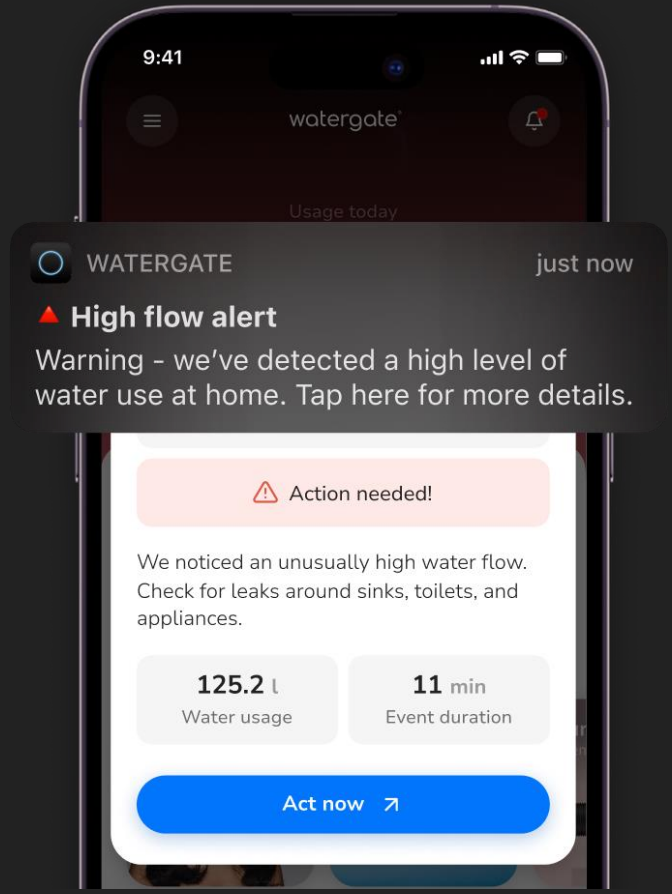
We already are…



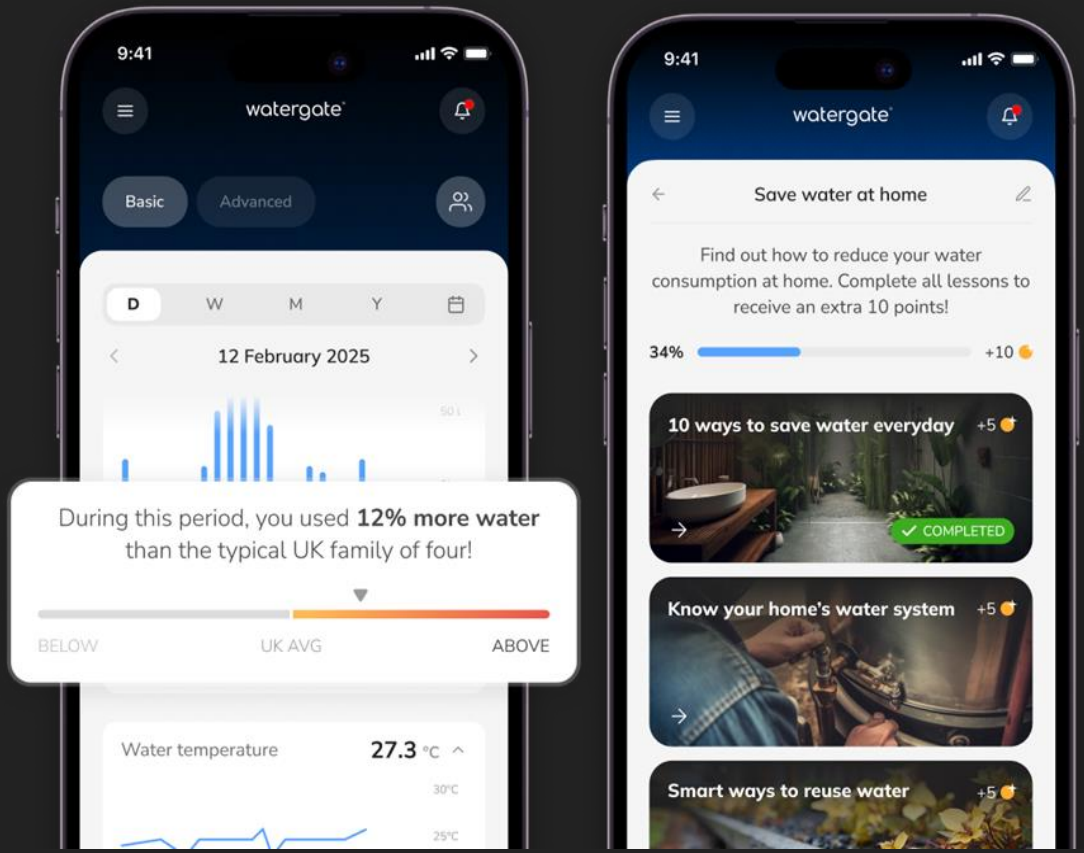
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Proactive leak prevention



Personalised insights + gamification



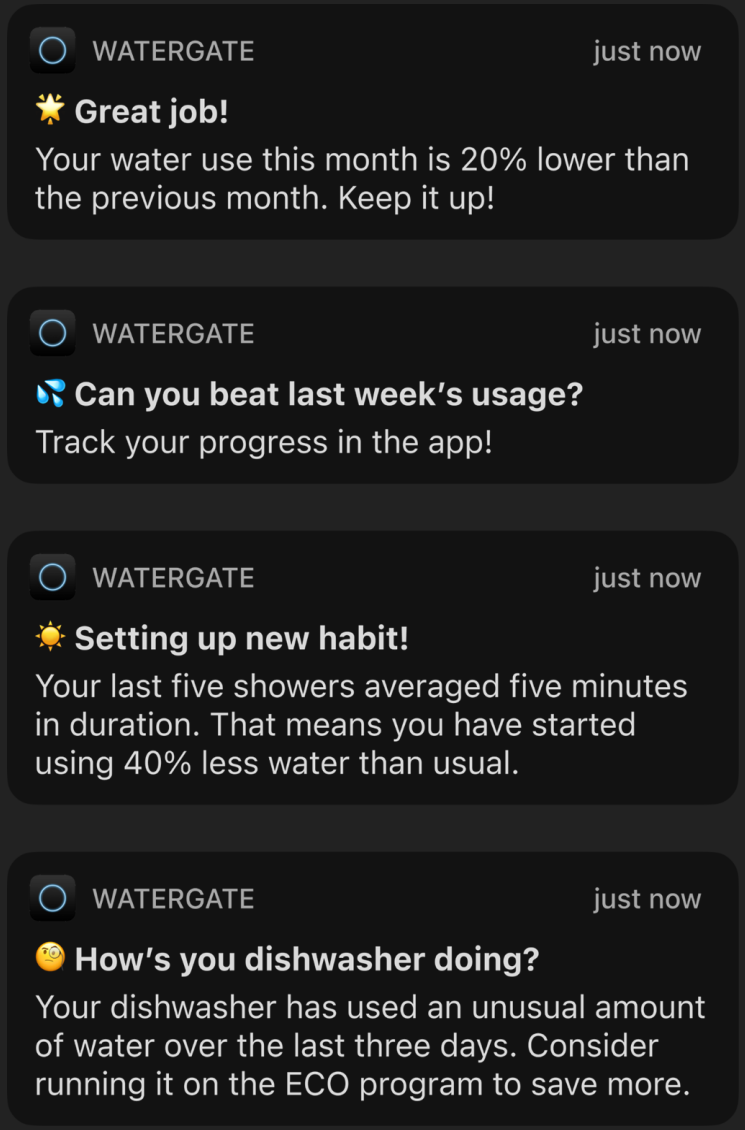
Once residents can see their daily use - and got notified of anomalies - savings became sustained behaviour, not a one-off fix

26.8% ↓

We're now moving on to gamification to drive even larger savings.

Granular insights and nudges

AI appliance recognition helps us tailor the nudges...



NHH

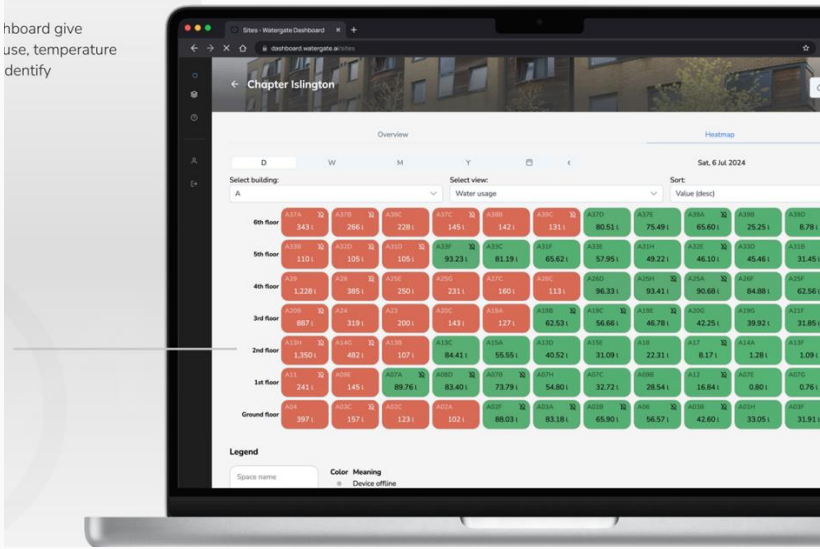
GREYSTAR™

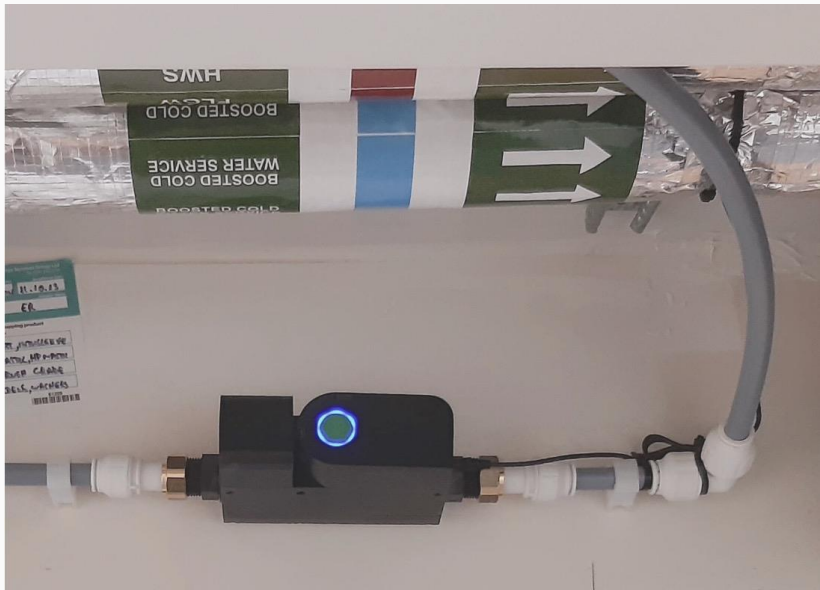
684 Student Rooms & Spaces





hboard give
use, temperature
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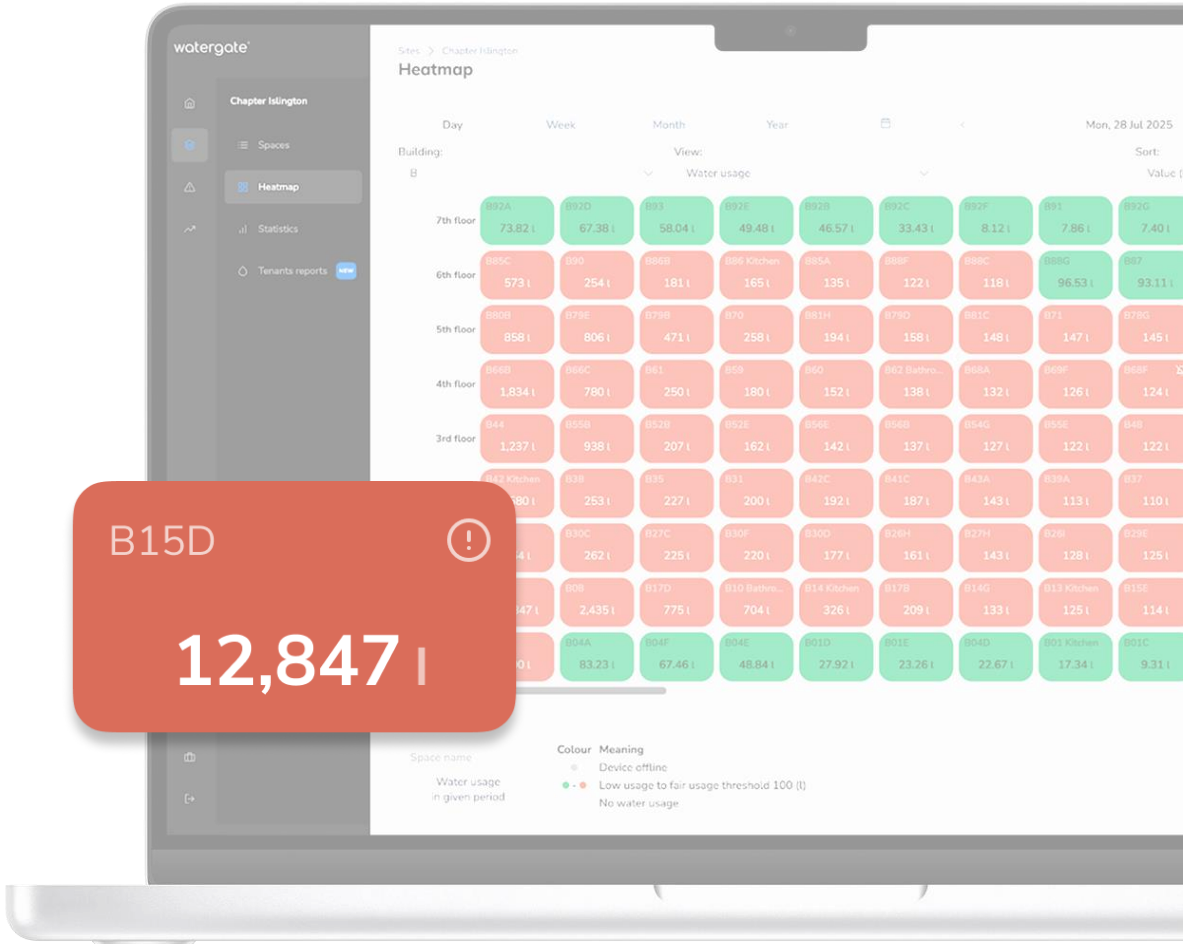
Detecting Issues

EXAMPLE OUTLIERS

On 28 July 2025, the Watergate system flagged an abnormal water usage event in room B15D, Ground Floor, at Chapter Islington. The system recorded **12,847** l of water consumed within a single day - far above normal levels.

An inspection confirmed that the excessive usage was caused by a faulty toilet flush valve, which had remained continuously running throughout the day.

After the flush mechanism was repaired, the water consumption returned to normal.



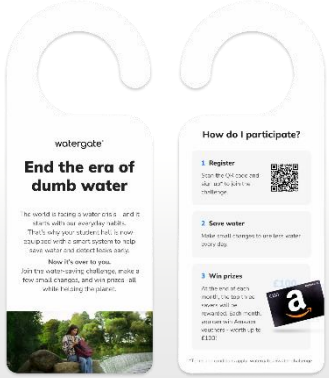
Is your toilet making alien sounds?

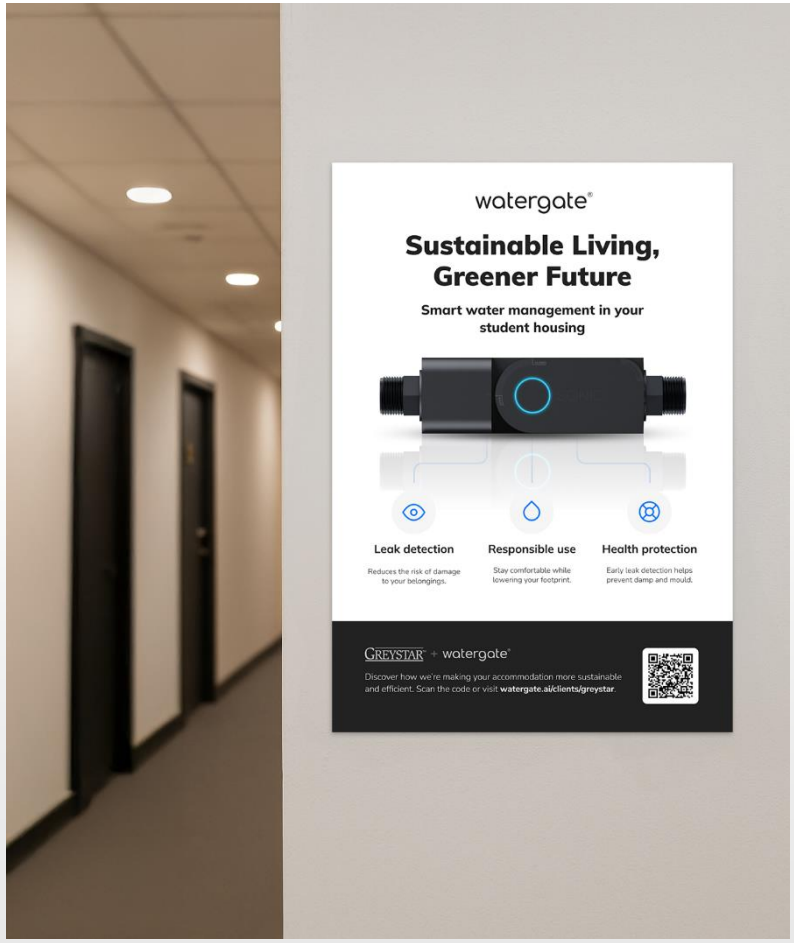


One leaking loo can waste 400 litres a day.

Scan the QR code to report it in 30 seconds.







GREYSTAR™

£111,000
in annual savings

68%
reduction in water usage - 2m litres/month

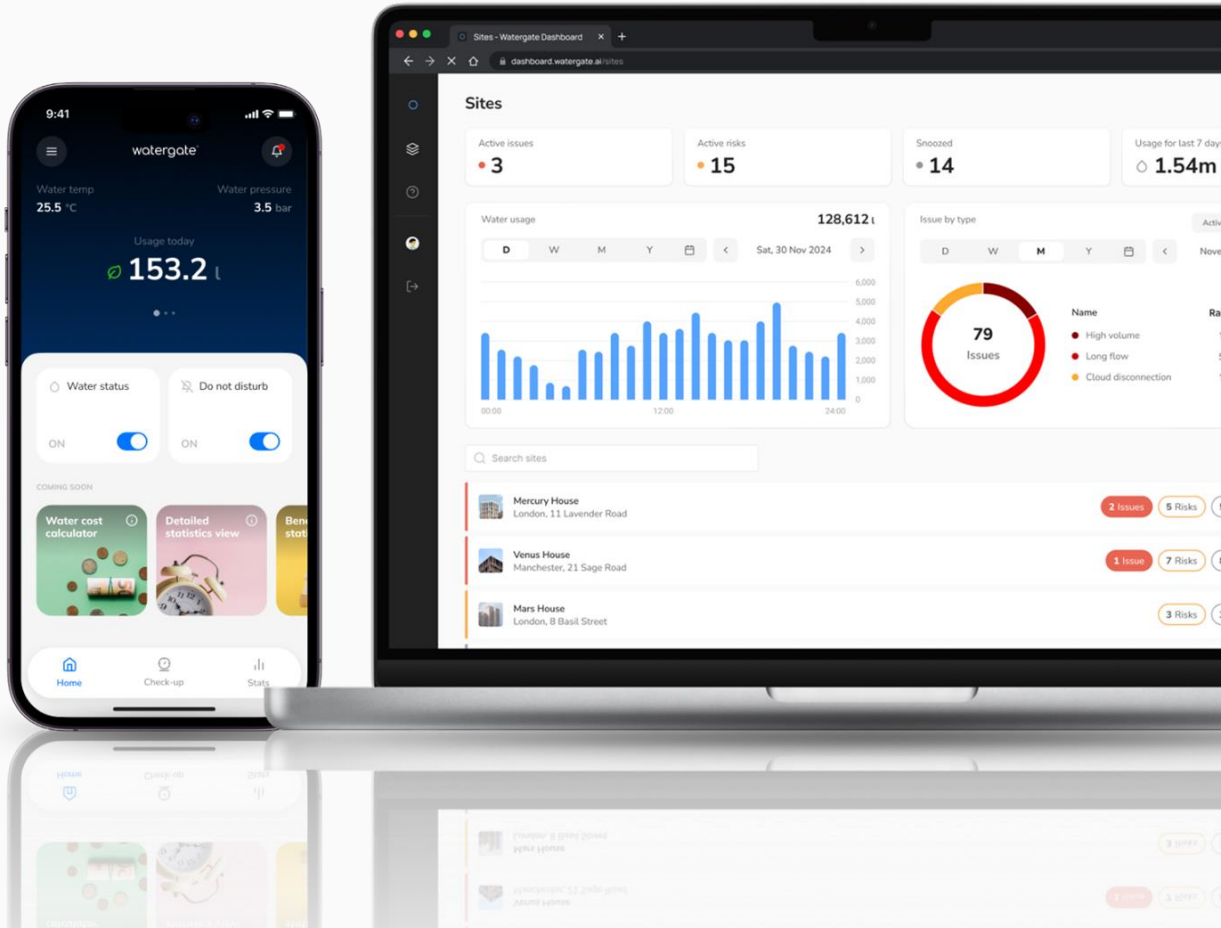
26 tonnes
of annual CO2 reductions

£2,500,000
asset appreciation due to the
increased Net Operating Income

Using our hardware



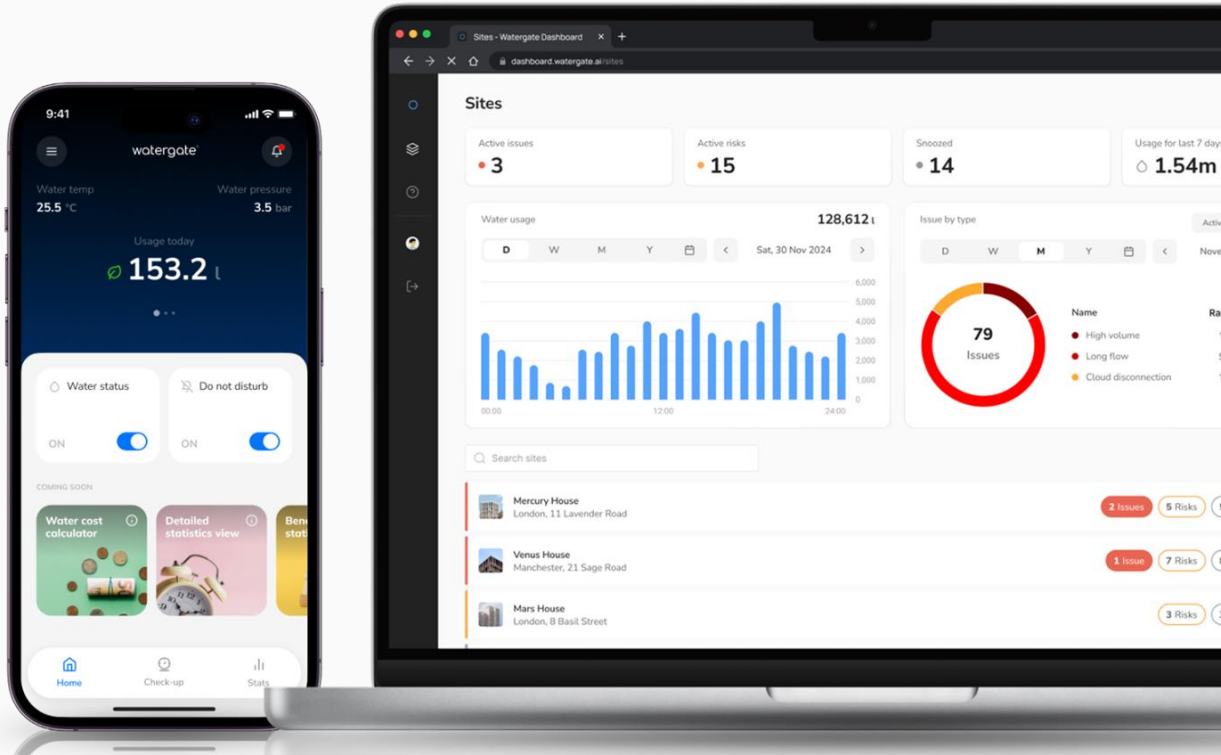
watergate®



…or whatever already exists







1 million micro-actions = national-scale savings.

Behavioural design can achieve what regulation can’t - make saving water habitual, rewarding, even social.

Thank you!

Gareth Thomas



gareth.t@watergate.ai
watergate.ai

watergate®



Q & A

So, you think you know leak sealing? Beyond conventional approaches



Kat Lennox

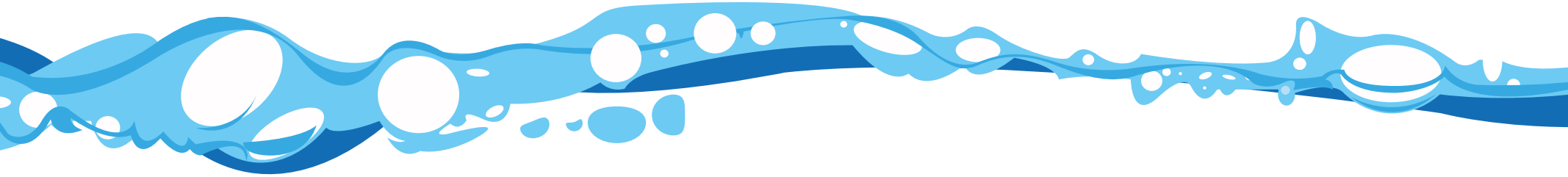
Managing Director

RW

So, You Think You Know Leak Sealing?

Beyond Conventional Approaches

Kat Lennox
Managing Director



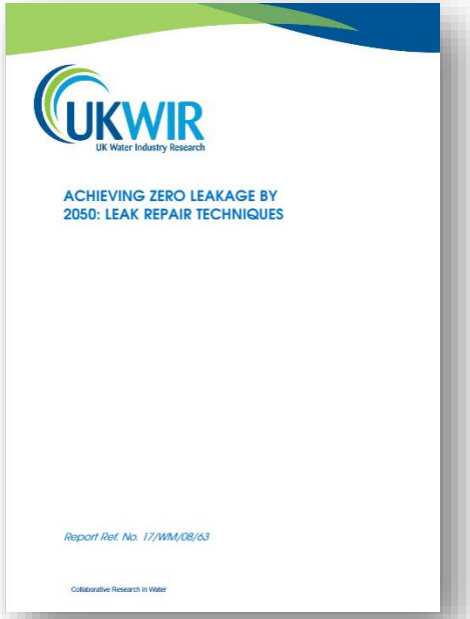
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2050 Water Industry Ambition: *We have maximised the recovery and reuse of resources to support sufficient resource availability for nature and society and achieved zero waste.* ***We have sustainably achieved zero leakage***

- **UKWIR Big Question 2:** How will we achieve zero leakage in a sustainable way by 2050?

- The report from **2016** considers 4 repair technologies which could add to the toolbox of existing methods of clamps:
  - Gels
  - Platelets
  - CIPP liners
  - Spray liners

- What if there was something else from **another industry** invented since then?!



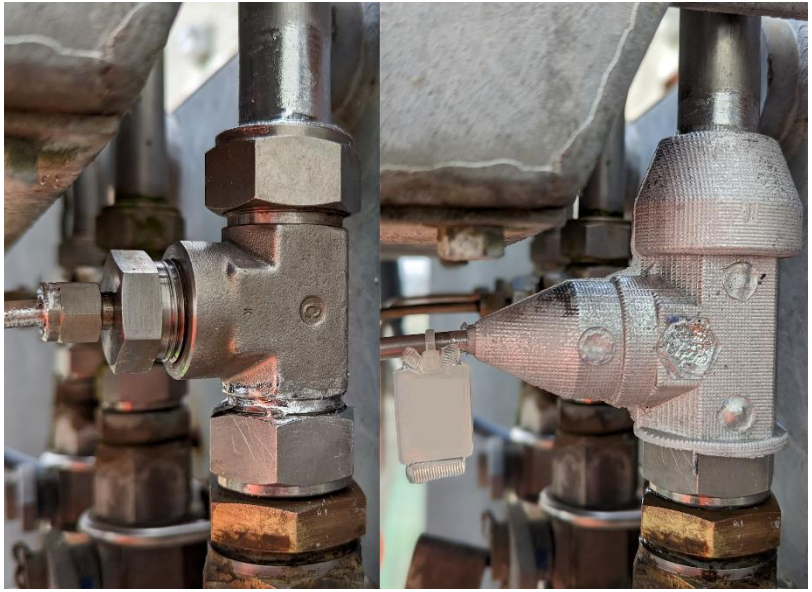
www.ukwir.com

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Bismuth Alloy Leak Sealing

- We are a SME in the northwest of England and we seal leaks using bismuth alloys
- Bismuth is a heavy metal with low toxicity and has replaced lead in many applications
- Why do we use it for sealing? Like water, it expands upon solidification
- Our technology has been adopted by UK Electricity Transmission sector, stopping greenhouse gas leaks, while the leak is flowing
- **>10,000tCO_2e** prevented from reaching the environment - **keeping the lights on while reducing emissions!**
- We've also been working with the nuclear industry to develop and test for their applications

Before **After**



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Introducing our leak sealing technology – M3Spray



M3Spray

Molten bismuth alloy spray for sealing flowing leaks, holes and cracks

- Seal can be reversed if required – low risk to trial, repair can be temporary or longer term
- Rapid application and no curing time, deployed at <150°C
- Compatible with a range of materials including ferrous and nonferrous metals, dissimilar metals, plastics
- Minimal to no surface preparation
- Can be deployed manually or remotely: **potentially ideal for low dig leak sealing**
- Low dig is similar to a remote deployment



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Introducing our leak sealing technology – M3CollarCast



Same alloys, equipment, material compatibility and reversibility as M3Spray

- Provided as a service as repairs are planned:
  - Site trained team including to supervisor status
  - Surveying
  - Leak Sealing

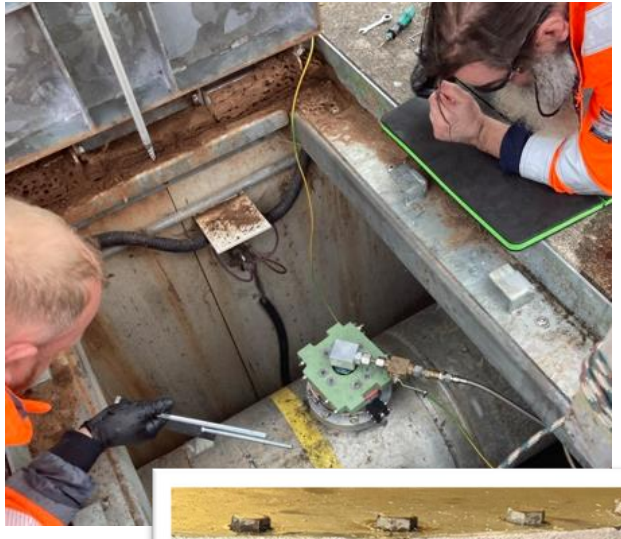
- ¼” to 3” pipes sealed on substations
- 8” pipe sealed in workshop/test scenario

- M3CollarCast: Flowing gaseous leaks of pressures up to **10 bar** sealed with no outage and no de-gassing
- M3Spray: To date, 1bar flowing water leaks sealed with repressurisation up to **15bar**
- Testing has been to customer requirement, not yet reached operational limits….

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How could this apply to the water industry?

- Think about those nightmare repair jobs where the current toolkit is stretched or less than ideal. Cases identified so far
  - Pipe transitions
  - Electrofusion joints
  - Ferrules
  - Full deep excavation e.g. to trunk mains



Adaption to the water industry

- How do we work together to get M3 from **planned repair** as provided to the electricity transmission sector to **reactive emergency response** as one of the requirements of the water industry?

- We've been thinking about this ourselves…



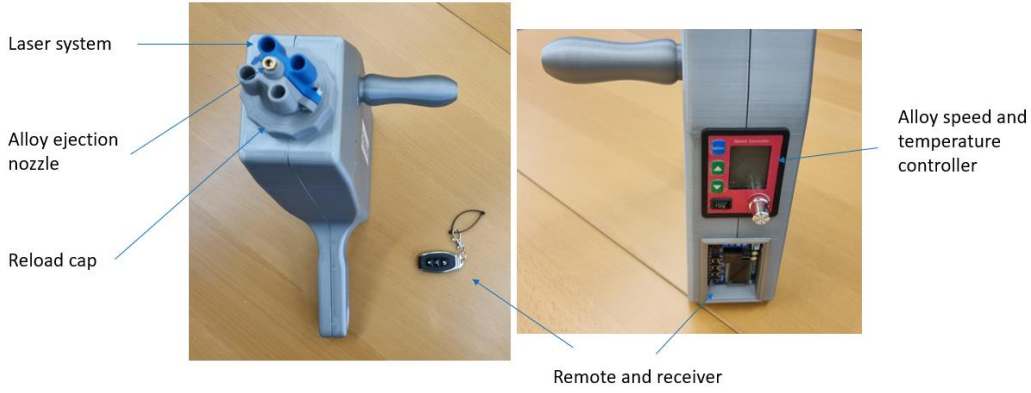
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New product prototype – TRL 5



Same alloys, material compatibility and reversibility

- Handheld design, simple controls, easy to train
- Ability to be **ready in 10 minutes**, re-load with solid alloy and be ready to seal again in 7 minutes
- Battery operated, button operated
- Multiple applications and multiple development directions: looking for partners to drive the development direction through to adoption

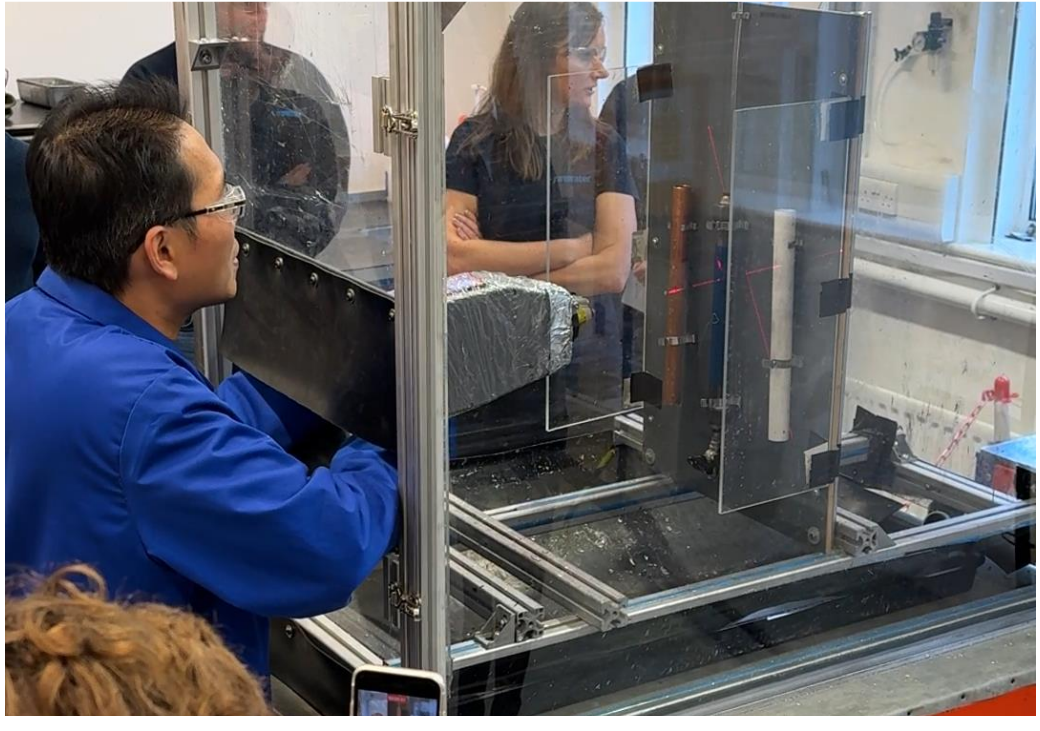


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Patent Pending GB2518617.2

New product prototype – TRL 5

Launched 10th November – videos from the event







Prevent Aware Locate Mend

>50% of the cost of a leak in the repair

<11% innovation spend on Mend, and almost exclusively on no dig

Can we afford not to consider new approaches?!

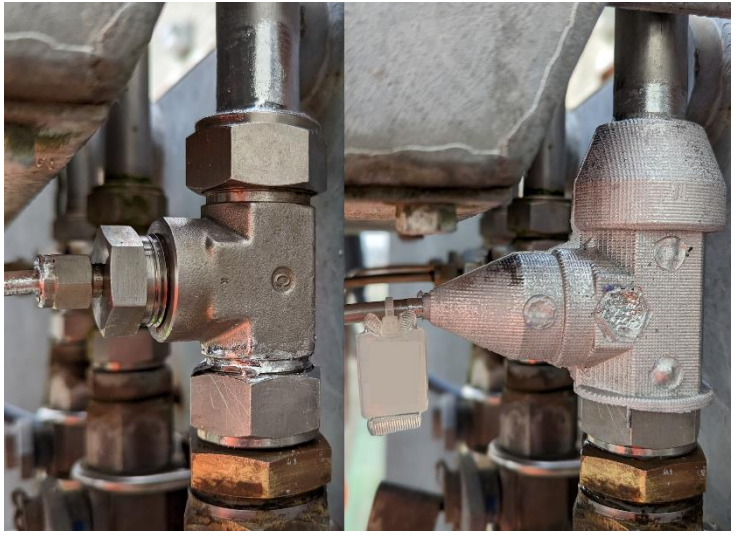
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Our Ask of the Water Industry: Broaden your Mend Toolkit

Create a water company consortium looking at alternative mend solutions, including low dig

Work with us to…

- Confirm the use cases and requirements
- Confirm the value proposition
- Agree Reg-31 4b test requirements
- Confirm the development plan to broaden the mend toolkit
- Work together to apply for funding (OFWAT or other) to make it happen



Come find me to talk further and get your hands on our new prototype!

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Q & A

Day 1 – Conference close



Geoff Darch

Head of Strategic Asset Planning

Anglian Water

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Evening programme

Now	**Networking in the Leakage Lounge**
7.00pm	**Pre-Conference Dinner Drinks** **Sponsored by Tetra Tech RPS**
7.45pm	**Conference Dinner** **followed by networking**
12.00am	**Close**

Organised by lodestar

Media partner THE UK WATER REPORT POLICY | REGULATION | FINANCE

Thank you to this evening's Pre-Conference drinks sponsor

TETRA TECH | rps A TETRA TECH COMPANY

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Results from our first polls

- **Do you think the industry will hit the 50% leakage reduction target for 2050?**

- **What do you see as the number 1 priority to drive leakage improvements in AMP8?**



Will the industry reduce leakage by 50% by 2050

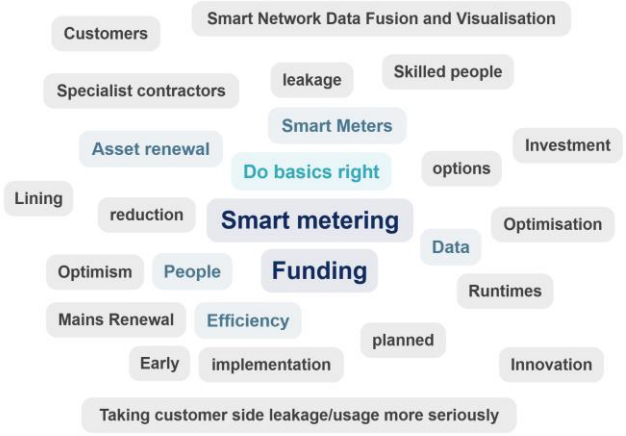
2024	29% Yes	71% No
2025	20% Yes	80% No

What do you see as the #1 priority to drive leakage improvements in AMP8

2024

What do you see you as the #1 priority to drive leakage improvements in AMP8?

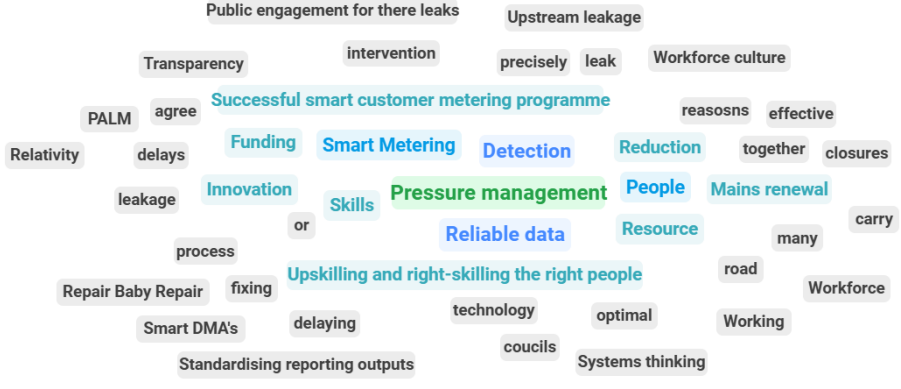
Wordcloud Poll | 52 responses | 42 participants



2025

What do you see you as the #1 priority to drive leakage improvements in AMP8?

Review answers 75



slido

Day 1 – Conference close



Geoff Darch

Head of Strategic Asset Planning

Anglian Water



Have a good evening

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