

# Utility Week Live

COLLABORATIVE INNOVATION  
**BROUGHT TO LIFE**

17-18 MAY 2022, NEC BIRMINGHAM

## VISITOR BROCHURE

**GAIN UNMISSABLE INSPIRATION AND FRESH IDEAS FROM  
SECTOR LEADERS AND TRANSFORMATIONAL COMPANIES  
ACROSS TWO DAYS OF UNRIVALED CONTENT AND  
SOLUTION SHOWCASES**

**5**

Action-packed theatres  
packed with live content,  
aimed at solving utilities  
biggest challenges

**100+**

Incredible speakers  
from across the  
energy, water, and  
gas industries

**10**

'Challenge' themes,  
being addressed with  
practical, hands-on  
content

**150+**

Exhibitors showcasing  
innovative products  
and solutions

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# We're championing the transformation of the utilities industry



Come and talk  
to us to find out  
**how we can help  
your business**

We're working in partnership with the utilities sector to create a sustainable future through data-led insight and innovation. We help utilities companies transform new consumer demands into opportunities to grow.

## Our expertise



Customer experience transformation



Complaint handling and collection



Omni and multichannel contact management



Customer experience systems and software



Data and analytics



# CONTENTS

- / 03 Introducing UWL22
- / 04-08 Keynote programme
- / 09-36 Challenge programme
- / 37 New features
- / 39 Get your ticket







# INTRODUCING UWL22

COLLABORATIVE INNOVATION BROUGHT TO LIFE

**Do you need to know the latest trends in utilities? Do you aspire to solve key business challenges via cutting edge innovation? Are you fed up with staring into a computer screen and talking in two dimensions?**

***“At Utility Week Live, we believe that unlocking collaborative innovation is the key to solving the many pressing challenges facing utilities today – from the overarching need to lead the transition to net zero to the granular, on-the-ground challenges of tackling operational efficiency, creating flexible and smart infrastructure that is fit for the future, and delivering best-in-class customer service.”***

**Ellen Bennett**, portfolio director, Utility Week

Then the unmissable Utility Week Live 2022 is for you. With **five action-packed theatres, three workshop spaces, and a dedicated networking hub**, the content programme is bursting with actionable insights that will transform the way you do business. More than 100 of the industry’s most effective technical and operational leaders are ready to share their innovations and experiences with you, over **150 solution providers** will showcase their products and services, and **3,000** of your peers are waiting to see you in-person again.

Don’t miss it! FREE to attend for utilities and Tier 1 contractors. **Register today!** ➔

**Utility  
Week  
Live**

17 - 18 May 2022  
NEC Birmingham

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# A SHOW EXPERIENCE DESIGNED TO HELP YOU:



## MAKE CONNECTIONS

Network with utilities  
biggest players, share  
your experiences, and  
celebrate at the industry's  
biggest reunion



## DISCOVER INNOVATION

Access brand-new ideas and  
be inspired by sector leaders,  
and 150+ solution providers,  
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away practical advice and  
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# KEYNOTE PROGRAMME

🕒 10:45-12.00 📍 KEYNOTE STAGE – DAY 1

## CLIMATE CRISIS PANEL: ADAPTATION AND RESILIENCE

While the international focus has been squarely on reducing carbon emissions to meet net zero targets, the fact remains that climate change is already happening – and will continue. The UK has fallen behind on adapting to the changing climate – and this brings stark risks to the natural environment, health, homes, essential infrastructure and the economy. Greater resilience is required to mitigate the effects of climate change; improve biodiversity; and respond to extreme weather conditions and water scarcity.

To achieve true resilience, meaningful adaptation action is needed now. In this session we will explore utilities' approaches to adaptation planning and ask how they are building resilience to respond to the impacts of climate change already present, as well as preparing for future impacts.

CHAIR: **James Wallin**, Editor, **Utility Week**

PANEL:

**Ruth Waters**, Director of Evidence, **Natural England**

**Keith Haslett**, Water Director, **Northumbrian Water**

**James Heath**, Chief Executive, **National Infrastructure Commission**

**Duncan Burt**, Chief Sustainability Officer, **National Grid**

KEYNOTE  
STAGE

DAY

1

17 MAY

DELIVERING  
NET ZERO

# KEYNOTE PROGRAMME – DAY 1

🕒 12.30-13.45 📍 KEYNOTE STAGE – DAY 1

## KEYNOTE PLENARY: THE CHANGING CUSTOMER OF THE FUTURE

Net zero and carbon reduction are now mainstream concerns – almost all customers care about the environment and agree that action is needed. Customers are looking to organisations to demonstrate credible commitments to reducing carbon in their operations and business practices and to help them make better choices. Utilities cannot deliver on net zero ambitions in isolation – customers want to be part of the journey. This session will explore how we can change behaviours to reduce consumption of both water and energy and how companies and customers can work together to drive down carbon – engaging customers on their path to net zero and accelerating change.

CHAIR: **James Wallin**, Editor, **Utility Week**

### Introductory scene setting talk: What do customers want?

**Jo Causon**, Chief Executive, **Institute of Customer Service**

RESPONDING PANEL:

**Andrew Schein**, Behaviour Insights Team, **Cabinet Office**

**Jennifer Felton**, Head of customer and employee communications and digital services, **United Utilities**

🕒 14.15-14.55 📍 KEYNOTE STAGE – DAY 1

## THE ROLE OF THE CUSTOMER AND SUPPLIER IN THE ENERGY TRANSITION

Customers are vital to the success of the energy transition - for a just and successful transition customers need to move from being passive bill payers to active participants. In this fireside chat Katy and Ashleye will explore -

- Supporting customers on a just transition – levelling up in an energy crisis is it possible?
- Creating confident customers ready for the energy transition
- How to remove barriers to participation

PANEL:

**Katy King**, Deputy Director, **Nesta**

**Ashleye Gunn**, Independent Consultant and on the awarding panel for **Ofgem's** RIIO Stakeholder Engagement and Consumer Vulnerability Incentive

**Dhara Vyas**, Deputy Director, **Energy UK**

# KEYNOTE PROGRAMME – DAY 1

🕒 15.15-16.15 📍 KEYNOTE STAGE – DAY 1

## KEYNOTE PLENARY: DELIVERING ON NET ZERO

Individually and collectively, utilities need to take control of their own net zero journey. This session will bring insight and inspiration to those aiming to up the pace and ambition of their transition to a more sustainable future – looking at what immediate actions companies are taking to reduce emissions, decarbonise our electricity supply and remove or offset their residual emissions – to deliver on net zero targets.

CHAIR: **James Wallin**, Editor, **Utility Week**

PANEL:

**Rachel Fletcher**, Director of Economic and Regulation, **Octopus Energy**

**Matt Crabtree**, Director of Engineering, **South West Water**

**Andrea McCormick**, Head of Sustainability, **OVO**

**Matt Hindle**, Head of Net Zero and Sustainability, **Wales and West**

**Hannah Winter**, Head of Responsible Business, **Capita**





# KEYNOTE PROGRAMME

🕒 10.00-10.45 📍 KEYNOTE STAGE – DAY 2

## KEYNOTE PANEL: REGULATION FOR INNOVATION

The regulators in both energy and water are keen to support the innovation agenda – each run dedicated innovation funds, for example, and regulatory regimes for both markets demand evidence of innovation. But critics suggest that regulation, being risk averse by nature, is the enemy of innovation. Can the two sit happily together? And how can regulators create frameworks that genuinely support innovation?

This keynote session includes presentations from both regulators and a live interview exploring:

- How regulators can create a framework that encourages and accelerates innovation
- How regulators can allow room for failure while protecting the interests of customers and other stakeholders
- The creation of headroom for innovation and opportunities for a pan utility approach
- How to engage the industry to deliver collaborative innovation
- How regulators will collaborate with each other for a co-ordinated approach to optimisation of the innovation landscape
- Role of regulated innovation funding

CHAIR: **James Wallin**, Editor, **Utility Week**

KEYNOTE ADDRESS:

**John Russell**, Director of Strategy Planning, **Ofwat**

KEYNOTE ADDRESS:

**Jourdan Edwards**, Interim Deputy Director - Onshore Networks, **Ofgem**

KEYNOTE  
STAGE

DAY

2

18 MAY

CREATING  
THE  
CONDITIONS  
FOR  
INNOVATION

# KEYNOTE PROGRAMME – DAY 2

🕒 11.15-12.15 📍 KEYNOTE STAGE – DAY 2

## CREATING THE CONDITIONS FOR INNOVATION

Innovation takes more than a moment of inspiration. This session will explore the many factors that need to come together, including culture, diversity, capabilities, technologies and more to create the conditions for sustained and meaningful collaboration and innovation.

CHAIR: **James Wallin**, Editor, **Utility Week**

PANEL:

**Laura Sandys**, Chief Executive, **Challenging Ideas** and Founder, **POWERful Women**

**Sul Alli**, Director of Strategy & Regulation, **UKPN**

**Ed Reid**, Head of Strategy, **Centrica Business Solutions**

**Aimie Chapple**, Chief Executive Officer, **Capita**

🕒 12.45-14.00 📍 KEYNOTE STAGE – DAY 2

## LEADING THE DIGITAL TRANSFORMATION

CIOs and their teams are charged with delivering digital transformations that will revolutionise the utilities sector. But what challenges do they face in doing so? How close is their alignment with wider organisational goals? What issues are they facing in association with legacy technology estates and how are they moving to fill critical data gaps and improve overall digital governance? Join this session for:

- Lessons on how to tackle cultural and process-related barriers to digital transformation
- Insights into Agile transformation management
- Examples of best practice in building business cases for innovative digital investment

CHAIR: **James Wallin**, Editor, **Utility Week**

PANEL:

**Andi Karaboutis**, Group Chief Information & Digital Officer, **National Grid**

**Phil Steele**, Future Technologies Evangelist, **Octopus**

**Shuchi Nagar**, Head of Architecture and Data, **SGN**

**Hannah Harrison**, Head of Strategy and Planning – Digital Services, **United Utilities**

**John Abel**, Technical Director, Office of the CTO, **Google Cloud**

# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

UWL will feature three dedicated workshop areas and five action-packed theatres with more than 100 incredible speakers from across the energy, water, and gas industries. Position your business as a solution provider to one or more of the following challenges:

## GREEN TRANSPORT

📍 STAGE 1 📅 17 MAY ⌚ 09.45-10.45 ENERGY

### DECARBONISING TRANSPORT

A ban on sales for new petrol and diesel vehicles after 2030 has brought the challenges associated with decarbonisation of transport for utilities into sharp relief. Electrification will see power demand skyrocket, putting strain on networks but also offering opportunities for the creative use of electric vehicles as tools for energy flexibility. Join this session to hear:

- Frontline experience from utilities investing in infrastructure and developing key technology platforms to enable the UK's transport decarbonisation ambitions
- Innovative approaches to supporting the mass take-up of EV
- The role of EV's in delivering a smart, flexible energy system

CHAIR: **Adam John**, Utility Week

**The charging point perspective: Fast charging**

**Ed Sargent**, Business Development Manager, **Pivot Power**

**The network perspective: Flexibility and vehicle to grid**

**Cuan Rowlands**, Graduate Trainee Engineer, **WPD**

**The EV charging energy challenge: creating a greener world for future generations**

**Declan Byrne**, VP Sales, **Driivz**

**The customer's perspective – Fleet operators view**

**Matt Dale**, Head of Fleet Consulting, **Mitie**

# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

## HEAT

📍 STAGE 1 📅 17 MAY 🕒 11.00-12.00 ENERGY

### DECARBONISING HEAT

Decarbonisation of heating for buildings is now solidly acknowledged as a make-or-break issue in the UK's ambitious mission to reach net zero carbon emissions by 2050. The government's Heat and Buildings Strategy and Hydrogen Strategy have put in place a founding framework for how the challenge will be tackled, with roles for both electric and hydrogen-based technologies. Now it's time for action. Join this session to hear:

- Beyond the 'electrification versus hydrogen' rhetoric, what technologies are ready to take to market and how are they being deployed? What infrastructure is required to support them?
- The latest frontline insight from the 'hydrogen town' trials
- What does a whole-systems solution to the challenge of decarbonising heat look like?

CHAIR: **Adam John**, Utility Week

#### Heat pumps

**Dan Hopcroft**, Zero Carbon Heat Director, **EDF**

#### Heat networks

**Noah Nkonge**, Head of partnerships, **Vattenfall**

#### Delivering the first hydrogen neighbourhood

**Gus McIntosh**, Director of Future Energies, **SGN**

#### Decarbonising Heat - whole system trade-offs and customer choices

**Mark Livingstone**, Director, **Guidehouse**





# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

## ASSETS

📍 STAGE 1 📅 17 MAY ⌚ 12.15-13.20 **PAN**

### TRANSFORMING CAPITAL DELIVERY

Energy and water utilities are stepping into a new era of unprecedented need for capital investment as the rising demands of a climate stressed future prompt huge upticks in the scale and required pace of complex project delivery – all while containing costs. As companies move to replace and extend infrastructure to ensure it is future fit, capital delivery teams will need to be suitably equipped with the resources, skills and technologies to meet all of these challenges with confidence. Join this session for:

- Insights into capital delivery strategies for upcoming regulatory cycles
- The latest thinking on best practice in capital project management
- How companies are using new technologies and systems to unlock efficiencies in capital project management processes
- Thoughts on the resourcing and skills requirements of future capital delivery teams

CHAIR: **Nadine Buddoo**, Head of Content, **Utility Week**

#### Exploring RAPID and innovative approaches to multi sector projects

**Hannah Stanley-Jones**, Head of Future Resources Strategy, **Anglian Water**

#### Repex: A force for good?

**Howard Forster**, Chief Operations Officer, **Cadent**

#### Onshore transmission

**Katie Tattersall**, Head of East Coast Investment Programme, **National Grid**

#### Unlocking the Benefits of Digital Construction Management Technology: Improved Support for Utility GIS and ADMS Technology

**Danny Petrecca**, VP of Business Development, **Locus View**

# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

## ASSETS

📍 STAGE 1 📅 17 MAY ⌚ 13.45 -15.15 **PAN**

### PROACTIVE APPROACHES TO ASSET MANAGEMENT

To deliver essential operational efficiency gains and mitigate the growing risk of asset failure in an aging infrastructure base, utilities must fully embrace proactive and predictive approaches to asset management. This means using new and existing asset information better, to enhance understanding of asset health and how this can be impacted by a variety of factors – from changes in its environment to altered performance expectations. This session will explore:

- How utilities can get smarter about asset utilisation by accurately forecasting factors like demand and load growth
- The benefits and challenges of implementing new approaches to asset management
- Front line examples of the ways utilities are striving to master the new discipline of proactive asset management

CHAIR: **Lucinda Dann**, Features Editor, **Utility Week**

**Digital Twins – REPEX, management of ageing assets (and planning for a hydrogen future)**

**Shuchi Nagar**, Head of Architecture and Data, **SGN**

**Ofwat innovation fund – AI and Sewer Defect Analysis**

**Ed Dalton**, Principal Risk & Asset Health Specialist, **United Utilities**

**Predicting load growth**

**Mel Bryce**, Oxfordshire Programme Director, **SSEN**

**Are operational excellence and net zero achievable together?**

**Nick Bradford**, Energy, Utilities & Resources - Global Industry Director, **IFS**

SHOWCASE RESPONDERS:

**Towards improving asset management for strategies for high voltage cables**

**Raed Ayoob**, Senior Electrical Engineer, **Kinetrics**

**Metroscope: Software for Monitoring & Diagnostics**

**Maddalena Bozzetti**, Business Developer, **Metroscope**

**Digital Twins for Water Utilities Operations: a case study**

**Slavco Velickov**, Advancement Director: Water, **Bentley Systems**

# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

## CUSTOMER SERVICE

📍 STAGE 1 📅 17 MAY ⌚ 15.45-17.00 **PAN**

### DELIVERING BEST IN CLASS CUSTOMER SERVICE

Utilities are feeling the heat of competitive, regulatory and social pressures to transform customer service. They need to deliver more personalisation, more choice and more transparency for customers. They need to do it at scale and with a ruthless commitment to driving down cost to serve, even as issues like climate change are adding complexity to the services and product sets they have on offer. Join this session to learn:

- What utilities are doing to improve their understanding of customer behaviours and preferences and convert this insight into future-proofed service strategies
- How best in class service providers are exploiting tools like data analytics, AI and process mining to improve customer outcomes and release efficiencies
- The pivotal role the team and ‘people’ play alongside technology
- How other companies are tackling issues around agent education and upskilling to underpin future service strategies

CHAIR: **Adam John**, Utility Week

**Protecting service levels during the energy crisis**

**Barry Adley**, Customer Service Director, **EDF**

**Ensuring smooth service through the SoLR transition**

**Lillian Vessey**, Kraken Implementation Specialist, **Octopus Energy**

**Delivering consistent best in class customer service – how a great team can make a real difference**

**Matthew Hamilton**, Chief Customer Officer, **Portsmouth Water**

**The role of Customer & Agent Emotion – Delivering Digital Empathy at Scale**

**Alan Linter**, Innovation and Data Science Director, **CAPITA**

# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

## FIELD OPERATIONS

📍 STAGE 1 📅 18 MAY ⌚ 09.45-11.15 **PAN**

### OPTIMISING FIELD OPERATIONS

Regulators are driving down hard on operational costs across the energy and waters while also raising the bar on service delivery. To outperform, utilities need to get smarter about the way field operatives are deployed and how they are equipped to support improved customer outcomes. This session will highlight how companies are transforming operating models and deploying technology and training to make sure field operations are optimised for the future. Join us to learn:

- How the pandemic has been used as an opportunity to accelerate rollout of automation and remote monitoring technologies which support field force optimisation
- What's new in data strategies to support field force efficiency – from asset condition monitoring to location and environmental information
- About developments in collaborative models for optimising efficiency and minimising disruption in streetworks
- How companies are aligning efficiency drives with improved health, safety and wellbeing outcomes for field operatives

CHAIR: **Stuart Stone**, Innovate Editor, **Utility Week**

**Fatigue management: applying AI to multiple data sources to reduce the risk of fatigue related incidents**

**Shuchi Nagar**, Head of Architecture and Data, **SGN**

**Sewage pumping dynamic risk matrix: daily data driven visit prioritisation product for waste field technicians**

**Pavan Parshad**, Data Science Innovation Manager, **Severn Trent**

**Using data and digital tools to meet common outcomes and drive collaborative working for London's infrastructure**

**Helen Markides**, Infrastructure Data and Innovation, **GLA**

**How visual and Augmented Reality Technologies are Optimising Field Operations**

**Charlotte Thorpe-Costa**, Director of Marketing, **CallSight**

SHOWCASE RESPONDERS:

**Technician Enablement: from field administrator to remote expert**

**Mark Brewer**, VP Service Management Business Unit, **IFS**

**Leveraging connectivity in portable gas detection to improve efficiency and health and safety**

**Danny Stranks**, Product Champion for the MSA Grid Software, **MSA Safety**

**Mobility for Infrastructure technicians integrating GIS and Field Service Apps**

**Jaime Crawford**, SVP Strategic Accounts and Industries, **Locana**



# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

## ACHIEVING NET ZERO TARGETS

📍 STAGE 1 📅 18 MAY 🕒 11.45-13.00 **WATER**

### NET ZERO 2030: THE WATER SECTOR'S CHALLENGE

The water sector's landmark commitment to achieving net zero carbon emissions by 2030 has released a wave of focussed and determined activity across the sector as companies seek to leverage new technologies and processes to move them closer to their goal. Join this session to hear:

- Ofwat innovation fund case studies delivered by industry and sustainability experts highlighting the ways in which companies are making progress on emissions reduction through tackling factors from energy use to process emissions and embodied carbon
- How enhanced monitoring, alternative treatment processes, natural capital solutions and more are being employed for the net zero 2030 cause
- The cultural and behavioural challenges of meeting the goal

CHAIR: **Ruth Williams**, Water Correspondent, **Utility Week**

**Whole life carbon modelling: informing capital replacement cycles**

**Richard Buckingham**, Climate Change and Carbon Manager, **Anglian Water**

**Pioneering cold anaerobic digestion: decarbonising wastewater by reducing nitrogen oxide emissions**

**Dr Ben Martin**, Lead Research Scientist, **Thames Water**

**Triple carbon reduction for water treatment: using less energy and the role green hydrogen plays**

**Adam Brookes**, **Anglian Water**

SHOWCASE RESPONDERS:

**Site Improvements and Implementation of Advanced Mass Ammonia Control at Whittlesea WRC**

**Oliver Hallett**, Sales and Marketing Manager, **Air Technology**

**Fault Level Measurement and Harmonics Management**

**Kate Edwards**, **Outram Research**

**How OxyMem MABR can help achieve net zero**

**John Mc McConomy** - **OxyMem Commercial Director, Oxymem**

# CHALLENGE PROGRAMME – STAGE 1

PAN ENERGY WATER

## SMART WATER NETWORKS

📍 STAGE 1 📅 18 MAY 🕒 13.45-15.00 **WATER**

### DELIVERING SMART WATER NETWORKS

To meet and conquer the challenges facing the water sector – from climate change, biodiversity loss and water scarcity through population growth and regulatory performance expectations – companies know they need to create smarter infrastructure. They know they need new capability to manage capacity, constraints and risks at a whole network – or even multinetwork level. But what does this mean in practice? Join this session to hear:

- How companies are trialling and deploying digital twins
- Examples of other new tools extracting value from data
- Frontline experiences from water companies utilizing intelligent decision making to deliver a smart water network vision

CHAIR: **Jeremy Heath**, Innovation Manager, **SES**

#### Digital Twin

**Jethro Yates**, Lead Data Scientist, **Thames Water**

**Ofwat Innovation Fund case study: Safe Smart Systems – AI to improve long-term operational resilience**

**Fionn Boyle**, Shop Window Manager, **Anglian Water**

**Moving to a smarter understanding of storm overflows and sewer networks**

**Jody Knight**, Asset Technology Manager, **Wessex Water**

**Digital Twins and the customer**

**Paul Campbell**, Solution Engineer, **Innovyse**



# CHALLENGE PROGRAMME – STAGE 2

PAN ENERGY WATER

## WASTEWATER TREATMENT

📍 STAGE 2 📅 17 MAY 🕒 10.00 -11.30 **WATER**

### THE FUTURE OF WASTEWATER AND BIORESOURCES

Innovation is urgently needed in wastewater management and treatment to meet regulatory expectations, reduce environmental impact and exploit the circular economy opportunities associated with treatment by-products. Join this session for frontline insight into key projects and technology advances aimed at:

- Eliminating use of combined sewer overflows
- Implementing novel and sustainable new treatment techniques
- Reducing energy usage through options like heat recovery and optimising bioresource recovery

CHAIR: **Ruth Williams**, Water Correspondent, **Utility Week**

#### Resource recovery

**Ana Soares**, Professor of Biotechnology Engineering, **Cranfield University**

**Using carbon capture technology in sewage treatment processes to create a sustainable fertiliser from waste**

**Pete Vale**, Carbon & Circular Economy Architect, **Severn Trent**

**Piloting the use of AI to monitor a waste catchment areas in real time to minimise the risk of flooding and sewage pollution**

**James Torres Ballard**, Control and Automation Architect, **Severn Trent**



# CHALLENGE PROGRAMME – STAGE 2

PAN ENERGY WATER

## WASTEWATER TREATMENT

📍 STAGE 2 📅 17 MAY 🕒 12.15-13.30 **WATER**

### PHOSPHORUS REMOVAL IN WASTEWATER

Water industry focus on phosphorus removal is ramping up in line with stretching new targets in AMP7 and increasing sensitivity around the adverse impacts of phosphorus on the natural environment. Join this session to hear:

- How water companies are trialling and deploying innovative new phosphorus management and removal techniques, chemical treatment and biological approaches
- The role of nature-based solutions
- Expert views on the short and long term benefits different solutions have to offer

CHAIR: **Stuart Stone**, Innovate Editor, **Utility Week**

**Ofwat Innovation Fund - Alternative approaches to phosphorus removal on rural wastewater treatment**

**Callum Grundy**, Senior Process Engineer, **United Utilities**

**Exploring the opportunities and challenges for nature based solutions for phosphorus removal**

**Mathew Palmer**, Process Engineer, **Severn Trent**

**The importance of a partnership approach to P removal**

**John Brewington**, Regional Development Manager, **Rivers Trust**





# CHALLENGE PROGRAMME – STAGE 2

PAN ENERGY WATER

## CUSTOMER SERVICE

📍 STAGE 2 📅 17 MAY 🕒 14.00-15.15 **PAN**

### SUPPORTING VULNERABLE CUSTOMERS

Responsibility for delivering essential services means utilities must protect the most vulnerable in our society, ensuring they are not deprived of heat, power or water, nor disadvantaged by any inability to engage in rapidly changing utilities markets. Upholding this responsibility will only become more challenging as the long tail of the pandemic continues to reveal its impacts on the financial, physical and mental health of many consumers and the drive for net zero fires debate about how to achieve a “just” transition. This session will explore:

- New breakthroughs in collaboration models and data sharing to support joined up support for vulnerable customers
- How to use technology to get smarter at identifying early signs of vulnerability – and ensure warning signs feed through into appropriate service design and resourcing for vulnerable customer pathways
- How companies are responding to new regulatory and policy expectations around protecting and serving vulnerable customers

CHAIR: **Stuart Stone**, Innovate Editor, **Utility Week**

**Supporting vulnerable energy consumers during the cost of living crisis**

**Thomas Brooke Bullard**, Senior Policy Researcher, **Citizens Advice**

**Ofwat Innovation Fund: Using behavioural science to improve engagement with hard-to-reach customers**

**Rich Powell**, Innovation Relationship & Commercial Lead, **Severn Trent**

**Using open banking approaches to deliver affordable solutions**  
**Louise Beardmore**, Customer Service and People Director, **United Utilities**

**Implementing A Holistic Strategy for Identifying and Supporting Vulnerable Customers**

**Frank Sherlock**, VP International, **CallMiner**

# CHALLENGE PROGRAMME – STAGE 2

PAN ENERGY WATER

## ENERGY FLEXIBILITY AND SMART NETWORKS

📍 STAGE 2 📅 17 MAY 🕒 15.45-17.00 **ENERGY**

### DELIVERING SMART ENERGY NETWORKS: THE DSO TRANSITION AND LOCAL FLEXIBILITY

The long-talked about transition of distribution network operators into a world of distribution system operations is now well underway, albeit in a shifting policy landscape where the boundaries of responsibility and competition for DSO services is still to be clearly defined. Likewise, innovation schemes and technology development have transformed the idea of local flexibility services from theory to reality, with DNOs now actively tendering for flexibility from local distributed energy resources. Join this session to hear:

- Frontline experiences from network operators and other service providers and stakeholders embracing the DSO opportunities
- The challenges of technology deployment and stakeholder engagement
- The latest in business model innovation

CHAIR: **Stuart Stone**, Innovate Editor, **Utility Week**

**Smart gas networks and the role of the gas grid in a flexible energy system**

**Helen Fitzgerald**, Physical Strategy Manager, **Wales and West Utilities**  
**James Whitmore**, Future of Gas Manager, **Cadent**

**Local system restoration project**

**Maciej Fila**, Future Networks, **SSEN**

**Smart networks and the role of flexibility in the energy system**

**Dr Avinash Aithal**, Technical Lead, Open Networks,  
**Energy Networks Association (ENA)**

# CHALLENGE PROGRAMME – STAGE 2

PAN ENERGY WATER

## SMART WATER NETWORKS

📍 STAGE 2 📅 18 MAY 🕒 10.00-11.15 **WATER**

### ACCELERATING INNOVATION IN LEAKAGE REDUCTION

Water companies have been tasked by Ofwat with achieving a 50% reduction in leakage by 2050. With the looming challenges of population growth and water scarcity to contend with, it's essential this goal is met or exceeded if water supplies in the UK are to remain resilient and reliable. Join this session to hear about:

- The rapid innovation required to meet the target, including the rollout of pioneering new materials and repair techniques
- Examples of tech-enabled network monitoring to underpin proactive and predictive leakage reduction strategies
- Frontline experiences from water companies ramping up their ambition and pace of transformation on leakage

CHAIR: **Ruth Williams**, Water Correspondant, **Utility Week**

**Smart networks for leakage detection**

**Jeremy Heath**, Innovation Manager, **SES Water**

**Digital Twin: reducing leakage and predictive analysis**

**Sam Bright**, Innovation Programme Manager, **Yorkshire Water**

**Ofwat innovation funded – leak detection using Dark Fibre optical fibre strands to prevent leaks**

**Jamie Perry**, Innovation Trials Lead, **Severn Trent**

**Using advances and innovations in technology to address geographical factors impacting leakage**

**Vickie White**, **1 Spatial**



# CHALLENGE PROGRAMME – STAGE 2

PAN ENERGY WATER

## ASSETS

📍 STAGE 2 📅 18 MAY 🕒 11.45-13.00 **PAN**

### INNOVATION IN MEND AND REPAIR TECHNOLOGIES

Ambitious innovation in mend and repair approaches for energy and water infrastructure is needed if the sector wants to meet tough regulatory targets around leakage and losses as well as supply interruptions and efficiency gains with confidence. In this session we will explore:

- Breakthroughs in smart materials and their potential to transform mend and repair assumptions
- Developments on no-dig asset interventions and how these are being rolled out
- How to support predictive approaches to mend and repair regimes with advanced monitoring and modelling tools – and the developing cost/benefit case for investment in these tools
- The importance of cross-sector collaboration and coordination to optimise mend and repair work in the round

CHAIR: **Adam John**, Utility Week

#### **Lining utopia: the water perspective**

**Katrina Flavell**, Technical Specialist – Clean Water Networks, **Yorkshire Water**

#### **Excavation innovation and robotics**

**Ollie Machan**, Innovation Delivery Manager, **SGN**

#### **Innovation in pipe materials/pipe rehabilitation**

**Dr Andy Russell**, **WRC**

#### **Utility Reinstatements: do it once, do it right**

**Liz Rogers**, Technical Sales Engineer/Operational Manager, **Jobling Purser**



# CHALLENGE PROGRAMME – STAGE 2

PAN ENERGY WATER

## WATER QUALITY

📍 STAGE 2 📅 18 MAY 🕒 13.45-15.00 **WATER**

### NEW APPROACHES TO DRINKING WATER TREATMENT

This session will explore the latest thinking in tackling chemicals and emerging contaminants through advanced monitoring and technology applications. We'll also showcase how new catchment management and natural capital approaches, delivered via innovative partnership models can support sustainable drinking water quality in the UK. Join this session to hear:

- How companies are mobilising to meet new water quality expectations in PR24 and beyond
- Which innovations are proving effective in tackling chemicals and emerging contaminants
- The latest proof points for natural capital and catchment management approaches to protecting water quality

CHAIR: **Ruth Williams**, Water Correspondent, **Utility Week**

**Ofwat Innovation Funded – Smarter Tanks to build a resilient network**

**John Rumble**, Senior Asset Manager, **Affinity Water**

**Real time monitoring and water quality sensors**

**Leo Carswell**, Principal Consultant – Technology and Innovation, **WRC**

**Artificial intelligence and the control and optimisation of water production facilities**

**Darren Coleman**, System Performance Manager, **Anglian Water**



# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## ASSETS

📍 STAGE 3 📅 17 MAY ⌚ 10.00-11.30 **PAN**

### DIGITAL ASSET MANAGEMENT: COMPLETE, ACCURATE AND ACCESSIBLE INFORMATION

Utilities need to transform legacy approaches to asset planning and management to meet the challenges posed by decarbonisation, water scarcity and regulatory operational efficiency expectations in a timely and cost effective way. To do this, they will need to make great leaps in the way asset information is leveraged. Join this session to hear:

- How to ensure asset data is complete, accurate and usable for multiple stakeholders
- How major asset information initiatives in the UK are putting the foundations for future asset management in place
- What utilities need to do next to capitalise on their work

CHAIR AND INTRODUCTORY REMARKS:

**Matt Webb**, Head of Enterprise Data, **UKPN**

#### **The National Energy System Map**

**Dan Clarke**, Head of Innovation, **ENA**

#### **National Underground Asset Register – sharing infrastructure data to deliver value**

**Holger Kesler**, NUAR Stakeholder and Communications Lead, **Geospatial Commission**

#### **CReDO – climate change adaptation digital twin demonstrator project and the Information Management Framework: improving resilience across energy, water and telecoms infrastructure networks**

**Sarah Hayes**, CReDo Project Lead, **National Digital Twin Programme**  
**Tom Burgoyne**, Enterprise Data Architect, **Anglian Water**

SHOWCASE RESPONDERS:

#### **Facilitating data interoperability**

**Carsten Roensdorf**, Strategic Propositions Manager, **Ordnance Survey**

# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## ASSETS

📍 STAGE 3 📅 17 MAY ⌚ 11.45-13.15 **PAN**

### DIGITAL ASSET MANAGEMENT: BREAKING DOWN BARRIERS TO DATA TRANSPARENCY AND SHARING

To operate efficient, net zero infrastructure in the future utilities need to conquer growing complexity and optimise assets in a “whole system” context. They also need to facilitate innovation in their industry ecosystems so that third parties can bring forward exciting new products and services to help customers reduce their energy and water usage and play a more active demand-side role. This session will explore:

- How to break down barriers to the accessibility and movement of data between organisations and across industry boundaries
- How to put in place clear frameworks to maintain security and agreed processes for ongoing data reconciliation between many stakeholders
- How utilities and other key players are tackling these challenges

CHAIR AND INTRODUCTORY REMARKS:

**Richard Dobson**, Energy Digitalisation Task Force

#### How can we best share data?

**Stuart Coleman**, Business Development Director, **The Open Data Institute**

#### Icebreaker One – open energy using the open banking model

**Kathryn Corrick**, Development and Strategy Director, **Ice Breaker One**

#### Assessing open data maturity

**Matt Webb**, Head of Enterprise Data, **UKPN**

#### Talk title to be advised

**Paddy Gogin**, Enterprise Account Executive, **Particle**

SHOWCASE RESPONDERS:

#### Breaking down open data barriers

**Paul Linnane**, Chief Data Officer, **Electralink**

#### Data from the edge

**Simon Hoy**, **Vysiion**



# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## ENERGY FLEXIBILITY AND SMART NETWORKS

📍 STAGE 3 📅 17 MAY 🕒 13.30-14.30 **ENERGY**

### SMART HOMES, SMART CARS, SMART ENERGY

It's coming: the way the UK public interacts with their energy provider is set to change, drastically and permanently. The rollout of EVs and new smart home technologies, such as domestic energy storage and low carbon heating solutions, will turn many more customers into 'prosumers'. This session will explore:

- The latest technology and innovation shaping how consumers will interact with their energy use and energy provider
- The data and communications enablers for smart energy services – from smart meters to 5G and more
- The adoption challenge – changing minds and changing behaviours
- The latest thinking on the business models which will unlock energy service innovation for the mass market

CHAIR: **Richard Halsey**, Capabilities Director, **Energy Systems Catapult**

#### Digital Twin

**Carolina Tortina**, Head of Digital Transformation and Innovation Strategy, **National Grid**

#### Vehicle to grid and the customer proposition

**Claire Miller**, Director of Technology and Innovation, **Octopus Electric Vehicles**

#### Smarter living propositions

**Rebecca Rosling**, Head of Smart Customers, **EDF**

#### Educating, Engaging and Empowering smart citizens

**Milan Rao**, President, **Smart Energy Water**



# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## ENERGY FLEXIBILITY AND SMART NETWORKS

📍 STAGE 3 📅 17 MAY ⌚ 14.45-15.45 ENERGY

### DELIVERING SMART ENERGY NETWORKS – HANDLING SYSTEM CONSTRAINTS AND MANAGING CONNECTIONS DEMANDS

Deep decarbonisation and decentralisation continue to focus mounting dependency and pressure on energy network operators. An accelerated shift to low carbon heating and transport options in this decade will intensify this trend, meaning networks must likewise ramp up their ability to cleverly manage network constraints. Join this session to hear:

- How networks are innovating to find new capacity for connection of heat pumps, electric vehicles, green gas sources, gas-powered HGV fuelling stations and more
- The frontline challenges of making the connections application and delivery process a more customer-friendly and transparent affair
- The technology requirements and operational transformations required

CHAIR: **Paul Jewell**, System Development Manager, **Western Power Distribution**

#### Understanding the size of the challenge

**Russel Fowler**, Senior Project Manager - Decarbonisation of Transport, **National Grid**

#### The practicalities of handling volume applications for LCT connections to the network

**Paul Jewell**, Policy Manager, **Western Power Distribution**

#### Distributed Energy Resource Management System (DERMS)-automated control system allowing Distributed Energy Resources to connect to the network cheaper and faster

**Matt White**, Network Operability Manager, **UKPN**

#### Future-proof technology solutions for advanced telemetry and increasing network connectivity demands

**Nigel Allen**, Business Development, OT & Cyber, **Belcan Advanced Solutions**

# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## WASTEWATER TREATMENT

📍 STAGE 3 📅 17 MAY 🕒 16.00-17.00 **WATER**

### NATURAL CAPITAL AND NATURE-BASED SOLUTIONS

How can we get away from pouring concrete and move towards more sustainable approaches to maintaining resilient infrastructure? This session will explore the latest thinking about how to drive down capital carbon and investment emissions and ensure biodiversity net gain in line with asset renewal and replacement programmes. We'll also delve into emerging evidence on the costs and benefits of natural capital and nature-based solutions versus conventional infrastructure approaches. Join us for:

- Inspiration on the potential for “whole life” carbon modelling for assets and how this can help justify alternative infrastructure solutions
- Insights into ambitious natural capital innovation projects
- Examples of best practice in measuring and monitoring biodiversity outcomes
- Discussion of the regulatory drivers for and barriers to greater use of nature-based and natural capital solutions in the utilities industry

CHAIR: **Ruth Williams**, Water Correspondant, **Utility Week**

**How to avoid pouring concrete: natural treatment of wastewater at Clifton Works**

**Michael Housby**, Lead Project Manager, **Yorkshire Water**

**Talk title to be confirmed**

**Dan Green**, **Wessex Water**

**Multi-capitals approach to investment planning**

**Paul Payne**, Director of Asset Planning, **Welsh Water**

**UWL22 DAY 1: CLOSE**



# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## ENERGY FLEXIBILITY AND SMART NETWORKS

📍 STAGE 3 📅 18 MAY 🕒 10.00-11.15 **ENERGY**

### STRATEGIC INNOVATION IN GAS

As the UK steps up its efforts to meet zero carbon emissions, the gas network has a pivotal role to play. This session will look at how gas networks are innovating to find a whole-system solution to the UK's low carbon future. Join this session to:

- Hear the latest developments in innovation schemes which will pave a way for a hydrogen grid
- Learn how demonstration schemes are tackling the safety and asset transition questions involved in moving to a hydrogen future
- Understand advances in network modelling and their importance to a sustainable future for gas infrastructure

CHAIR: **Adam John, Utility Week**

**Nuclear net zero opportunities - N-NZO, Green hydrogen injection into the NTS, HyNTS compression and HyNTS deblanding**

**Tony Nixon, National Grid**

**Customer Energy Village, Power generation from gas flow and Rail decarbonisation for whole systems planning**

**Keith Owen, Head of Systems Development and Energy strategy, Northern Gas Networks**

**HyPark - EV charging using the gas and electricity grids together and hydrogen refuelling**

**Will Heinzelmann, Product Director, PassivUK**



# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## FIELD OPERATIONS

📍 STAGE 3 📅 18 MAY 🕒 11.30-12.30 **PAN**

### SUPPORTING A PRODUCTIVE AND PROGRESSIVE WORKFORCE

The pandemic has forced employers across all sectors, utilities included, to think again about the conditions needed to ensure productivity and how to sustain engaged and happy workforces. This session will explore:

- Long term changes to working practices and policies driven by the pandemic
- How technology can help optimise efficiency and productivity across workforces working in newly flexible ways and from remote locations
- New thinking about how to support great health and wellbeing outcomes for all

CHAIR: **Stuart Stone**, Innovate Editor, **Utility Week**

**Using social value to attract and retain employees**

**Noela Fitton**, Head of Strategic Projects, **Network Plus**

**Transforming a team to deliver operational improvements**

**James Harrison**, Head of Waste Water Asset Management, **Yorkshire Water**

**Putting people first – creating a high performance, reward and engagement culture**

**Judy Keir**, HR Director, **SMS**

**Opportunities to support a productive and effective workforce with technology**

**Paul Fermor**, UK Solutions Director, **Software AG**

# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## NET ZERO

📍 STAGE 3 📅 18 MAY ⌚ 12.45-13.45 **PAN**

### SUPPORTING CUSTOMERS ON NET ZERO JOURNEY

The UK's ambitions for carbon neutrality by 2050 will require a monumental behavioural and lifestyle shift on a society wide level. Over the coming decades customers will have to switch to low carbon transport and heating as well as changing their relationship with energy (and water) – customers will be on a steep learning curve and will adopt at different rates. This session will explore how retailers can help customers navigate their net zero journey – covering:

- How can we educate our customers and provide the information they need to make real changes
- How do we ensure no one is left behind on this journey
- What incentives, innovation and commercial propositions are required

CHAIR: **Lucinda Dann**, Utility Week

**Innovation and introducing new products and services**

**Naomi baker**, Senior Policy Manager, **Energy UK**

**Helping customers to use less energy**

**Archie Lasseter**, Sustainability Lead, **Utilitia**

**Buying heat as a service**

**Edmund Hunt**, Design Team Lead, **Energy Systems Catapult**



# CHALLENGE PROGRAMME – STAGE 3

PAN ENERGY WATER

## SMART METERS

📍 STAGE 3 📅 18 MAY 🕒 14.00-15.15 **PAN**

### SMART METERS - GETTING THEM OUT THERE AND MAKING THE MOST OF THEM

The rollout of smart meters to energy and water consumers is creating a foundation of data for service innovation and promotion of more sustainable consumption habits. The industry still needs to contend with significant gaps in smart meter coverage as well as patchy consumer buy-in to data sharing, but as these issues are tackled, what are companies doing to ensure the full potential of smart meter insights are leveraged? Join this session to explore:

- The latest on the smart meter rollout for the energy sector – how are companies addressing the remaining properties and when do they expect to complete the rollout?
- Frontline experiences of introducing smart meters in the water sector – the challenges and benefits
- How energy and water companies are using new technologies, data tools and communications strategies to maximise the value of smart meters to company and customers

CHAIR: **Adam John**, Utility Week

**Rolling out a smart meter programme from pilot to 1 million meters in 5 years**

**Lindsay Congreve**, our Head of Metering Operations, **Anglian Water**

**Innovation and accelerating the value of smart to serve customers better**

**Joe Mills**, Head of Smart Metering, **OVO**

**Lessons from scale and volume delivery**

**John Miller**, Head of Smart Roll Out, **British Gas**



**GET IN TOUCH TO DISCUSS PLACING  
YOUR BUSINESS ON THE BIGGEST  
STAGE IN UK UTILITIES.**

# INNOVATION STAGE – 17 MAY 2022

HEADLINE SPONSOR 

*Forget blue skies.  
This is frontline,  
actionable  
insight that  
will change your  
business for  
the better.*

🕒 10.30 (60 minutes)

## LEAPING THE INNOVATION HURDLES

Using the often opposing views from innovators and innovation users we will engage the audience to share first hand experiences and navigate a path through the innovation process that suits those on both sides of the table.

**Jo Burgess**, Head of trial reservoir, **Isle Utilities**

**Tom Hall**, Head of Bioresources **Yorkshire Water**

**Matthew Gibson**, Business development director, **Orege UK Ltd**

**Simon Humphreys**, CEO, **iVAPPS Ltd**

🕒 12.00 (60 minutes)

## EXPLORING THE BRITAIN'S HYDROGEN BLENDING DELIVERY PLAN

This session will explore how hydrogen blending with natural gas in the existing gas infrastructure can support the transition to net zero – with UK Government aiming for hydrogen blending to commence in 2023 – focussing on the ENA's Britain's Hydrogen Blending Delivery Plan, roll-out models, delivery and timelines, as well as demonstrator trials and customer perceptions.

**Chris Train**, UK Green gas champion

**Nolan Robertson**, Future SO strategy manager, **Cadent**

**Sikander Mahmood**, Future networks project manager, **Cadent Gas**

**Zoe Robinson**, Professor of sustainability in higher education, **Keele University**

# INNOVATION STAGE – 17 MAY 2022

HEADLINE SPONSOR



🕒 13.15 (60 minutes)

## **SPRING'S ORIGIN STORY – BREAKING DOWN BARRIERS CREATING AN INNOVATION ECOSYSTEM**

- Innovation barriers facing the UK Water and Utilities sectors
- How Spring came to be in response to those challenges
- Spring's service offerings and ecosystem

**Carly Perry**, Managing director, **Spring**

**Angela MacOscar**, Head of Innovation, **Northumbrian Water**

**Tom Arnot**, Co-director, **Water Innovation Research Centre, University of Bath**

**Lila Thompson**, Chief executive, **British Water**

🕒 14.30 (30 minutes)

## **OFWAT FUND: CREATING A WATER SECTOR BLUEPRINT FOR INDUSTRIAL SYMBIOSIS**

This is a collaborative project for the UK water sector – with specialist support from International Synergies and Jacobs, alongside leveraged support from the first Ofwat Fund Competition.

**Suzy Hill**, Future leader graduate, **United Utilities**

**James Woodcock**, International manager, **International Synergies**

🕒 15.30 (60 minutes)

## **CHALLENGE ACCEPTED: HOW SPRING IS USING INNOVATION CHALLENGES TO CATALYSE BREAKTHROUGH INNOVATION**

CHAIR: **Carly Perry**, Managing Director, **Spring**

- The need for structured innovation challenge processes in the sector
- How Spring's Innovation Challenge service will address sectoral needs
- Sharing of case studies and lessons learnt

**Kieran Brocklebank**, Head of innovation, **United Utilities**

**Laura Underhill**, Innovation supplier engagement manager, **Anglian Water**  
**Ben Tam**, CEO, **Isle Utilities & Institute of Water**



# INNOVATION STAGE – 18 MAY 2022

HEADLINE SPONSOR 

🕒 10.15 (45 minutes)

## THE HOLE TRUTH - WHY ACCELERATING COLLABORATIVE INNOVATION IS MISSION CRITICAL FOR THE SECTOR

To achieve successful outcomes and minimise the impact on communities and road users, a step-change in collaboration and the broader adoption of innovative technologies/solutions is required. This panel will bring together leading industry voices to share their experiences and provide valuable insight to inspire the acceleration in collaborative innovation we need.

PANEL:

**Joel Abbey**, Commercial director, **One Network**  
**Shashi Seshadri**, Co-Founder & CEO, **Skewb Ltd**

**Graeme Cleeton**, Operations Director,  
**Sapphire Utility Solutions**

**James Harrison**, Director of London Networks,  
**Cadent**

**Dan Adcock**, Director of Customer Experience,  
**Cadent**

🕒 11:30 (75 minutes)

## UNDERSTANDING THE CHALLENGES OF VULNERABILITY THROUGH THE TRANSITION TO NET ZERO

CHAIR: **Keith Owen**, Head of systems development and energy strategy, **Northern gas networks**

The need to accelerate pathways to net zero is increasingly apparent. A move away from long standing, embedded fossil based technologies to those which offer low to zero carbon emissions will bring challenges in terms of suitability across a broad range of application, their useability, impact and cost to the consumer and the complexity involved in making all of this happen from an energy network perspective. Adding further to this complex picture, the UK housing stock could prove particularly difficult to decarbonise with a sizable proportion of older building stock and levels of energy efficiency below that seen across Europe. Rising energy costs further exacerbate the challenge, with an increasing number of consumers finding themselves in fuel and digital poverty.

### Exploring energy and water efficiency research

**Jess Cook**, NEA

### An over view of Streetscore2

**Steve Dacre**, Northern Gas Grid

### How will changing electricity use may impact vulnerability

**Iain Miller**, Northern Power Grid

### Customer Energy Village project: Developing a research facility to support the Net Zero challenge

**Keith Owen**, Head of systems development and energy strategy, **Northern gas networks**

# INNOVATION STAGE – 18 MAY 2022

HEADLINE SPONSOR 

🕒 13.00 (60 minutes)

## POSTCARDS FROM THE EDGE: LESSONS LEARNED DURING TRIAL-TO-PURCHASE PILOTS

This session will consist of joint presentations in which the pairs of technology vendors and technology users who have successfully found a way to engage in a trial-to-purchase process will tag-team short first-hand accounts of how they managed to reach their agreements and more.

**Jo Burgess**, Head of trial reservoir, **Isle Utilities**

**Victoria Edwards**, CEO & founder, **FIDO**

**Matthew Gibson**, Business development director, **Orege UK Ltd**

**Hannah Wardle**, Network Optimisation Manager, **United Utilities**

🕒 14.15 (75 minutes)

## DEVELOPING HYDROGEN SUPERPLACES (WITH IGEN)

How industrial clusters will drive the growth of low carbon hydrogen and develop resilient supply chains, support jobs and position UK companies at the forefront of a growing international market.

CHAIR: **Ollie Lancaster**, Chief Executive, **IGEM**

**Keith Owen**, Head of systems development and energy strategy, **Northern gas networks**

**Alastair Scott**, **SGN**

**Jinmi Macaulay**, Public affairs and policy manager, **National Grid**

**Darren Elson**, Hydrogen Development & Operations, **Cadent**



# DISCOVER A HOST OF NEW FEATURES DESIGNED TO DRIVE COLLABORATIVE INNOVATION

## COLLABORATION EXCHANGE

Feeling the Zoom fatigue? We all know that digital interactions are great for keeping the business going, but there's no replacement for getting in a room with your peers. Utility Week Live's new collaboration exchanges provide a dedicated space for you to get together with like-minded industry professionals and share your successes and challenges.



## MEETING HUB

Longing for some face-to-face interaction? Looking to meet up with old contacts and make new ones? Keen to get some one-on-one time with our unbeatable lineup of industry speakers? The all-new Utility Week Live meeting hub offers visitors from utilities the opportunity to book a dedicated time and space with speakers, exhibitors, or other visitors, who they can browse and connect with ahead of time through our digital show app.

The meeting hub also includes an informal lounge area – no need to book, just turn up, take a seat and have a chat. And if you need to stay in touch with the office – no problem. Our dedicated 'work from UWL' desks have everything you need to dial in and crack on.

## SPRING WATER INNOVATION HUB

With water companies including Severn Trent, United Utilities, Anglian Water, Northumbrian Water, and Welsh Water sharing their innovations.

## ISLE WATER INNOVATION ZONE

Bringing together world-standard innovators in the water space with a dedicated content area.



## ENERGY INNOVATION CENTRE'S INNOVATION ZONE

With the distribution network operators including UK Power Networks, Northern Powergrid, SSE and Scottish Power sharing their innovations.

## THE INSTITUTE OF WATER SKILLS CHALLENGE

With teams of apprentices from across the industry competing for the crown of 'Skills Champion 2022'.

# UWL ATTENDEES



# GET YOUR TICKET

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\* T&C's apply



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