

Innovation needs in the

water service sector

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About us

Delivering life's essential service to 15 million customers across London and the South East of England

We supply 2.6 billion litres of drinking water a day produced through 97 water treatment works and distributed through 31,500km of trunk and distribution mains

We collect 4.7 billion litres of sewage a day through 100,000km of sewers and treat it at 354 sewage works We self-generate nearly 20% of the electricity we consume – 311 GWh in the last year Our annual turnover is around £2.1 billion and our bills are amongst the lowest in the country (average water and sewerage bill is £419 per year)



Our innovation priorities

Our portfolio is tackling some of our biggest challenges

Reduce leakage by 20% by 2025, 50% in longer term	Where are the leaks and what is causing network breakage?What is the future of leak detection and repair?
Reduce pollutions to zero	 What are technologies which will enable us to proactively identify blockages that lead to pollutions and flooding? Why does the system block in the way that it does, and where?
Keep customers in continuous supply	How do we find the weak points in our critical assets to enable short to medium term risk mitigation and extension of asset life?
Frontier efficient outcomes	How do we meet consents with cost effective, low carbon solutions?
Energy sufficiency and push for carbon neutrality	 What are the low energy and carbon solutions for water and wastewater systems? How do we maximise the value we extract from sludge?

The (UK) water innovation ecosystem

Innovation is driven by a wide range of organisations in a complex ecosystem



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Our approach to innovation is evolving

This is driving the requirement for new organisational capabilities and partnerships



- Focused on company challenges
- Innovating specific technologies or treatment processes
- Engineering and science driven
- Innovation in isolation from wider business strategy and priorities

- Clearly defined, company-wide innovation strategy and priorities
- Established processes and governance
- Adopting new ways of working (rapid delivery culture)
- Engaging our people



- Open innovation
- Driving system-level innovation
- Strategic partnerships at the heart of our programmes
- Scaling our ambition (and investment)
- Empowering our people to innovate

Collaboration and engagement

What are we doing to drive change?





Supplier Collaboration and Innovation Form

introducing a ground-breaking product or sharing best practice could help us deliver more effectively for our

This form takes you through a series of questions which will help us to understand your proposal and allow our review panel to assess it, track it through our organisation and feedback to you. The review panel includes es from our Commercial, Engineering and Research Development & Innovation teams and will also draw support from subject matter experts across the business. At this stage you won't be able to attach supporting materials, however we will let you know if we require further information. Many thanks for taking the time to share your suggestions with us, it is much appreciate

N.B For more information about how we process your data please visit our Privacy Notice https://www.thameswater.co.uk/media-library/home/legal/privacy-policy/our-contractors-and-suppliers.pdf

In this section we're looking to find out a little more about you

1. Please provide your first name (this is requested in order that we personalise the automated acknowledgement to you)

Enter your answer







Innovation in Water Challenge



Thank you, any questions?

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