Collaborative Innovation for Reducing Water Loss

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i2O is a proven world leader in providing smart network solutions to water utilities
Innovation and Collaboration at i2O

- Launched Early Adopter programme in 2018

- Continuous Improvement in everything we do
Leakage-related Challenges

- ALC Efficiency
- Pressure Transients
- Advanced Pressure Management
- Managing Events
- Supply Interruption
- Data Availability

Customer Satisfaction
Advanced Pressure Management

We asked our clients how we could improve and they said:

- “Too expensive” *Severn Trent Water*
- “Too heavy” *South West Water*
- “Too slow to install” *Thames Water*
- “Bluetooth connectivity unreliable” *Anglian Water*

• Reduced cost and passed on savings to customer
• Redesigned the controller – 1/3 of original weight
• Installation simplified – reduced 30 minutes
• Cable connectivity

Field-tested with our clients in Anglian Water, Portsmouth Water, Malaysia and Chile
Supply Interruptions

We asked our clients what would help and they said:

- “Tell us where we have pressure transient activity”  
  *Anglian Water*

- “Set my alarm thresholds for me”  
  *South West Water*

- “Update me regularly on alarm status”  
  *South West Water*

- Every i2O logger detects low frequency pressure transients.  
  Working with Anglian Water to prioritise pressure transient activity

- Developed an algorithm that can create and automatically update

- Developed ‘Decaying alarms’
Poor Incident Management leads to greater Water Loss

Managing incidents well is challenging:

- Relevant and accurate information is difficult to obtain as it is dispersed in people’s heads and systems
- Keeping everyone up-to-date in every location with every decision, action and its rationale is impossible
- Time is lost in diagnosing and resolving events
- Activities can be missed or duplicated
- Decision-making is impeded
- Therefore: greater water loss, more customers affected, risk of penalties

South West Water and i2O worked together to find a solution
eNet

- With support from South West Water eNet scope was defined
- eNet is based on software used by every police force in the UK (CLIO)
- Available on PC, smartphone and tablet
- Keeping everyone in the company up to date with all activities to resolve incidents
Where is my logger?

- Our clients want to know where they have installed their loggers
- They also want to know what pressures and flows the loggers are reading instantaneously
- Configurator app is available now on the Google Play Store