



Collaborative Innovation for Reducing Water Loss

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i2O is a proven world leader in providing smart network solutions to water utilities

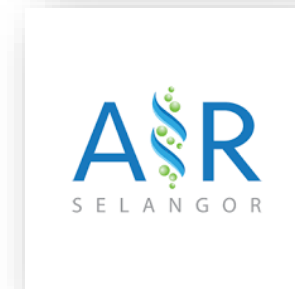


Innovation and Collaboration at i20

- Launched Early Adopter programme in 2018



- Continuous Improvement in everything we do



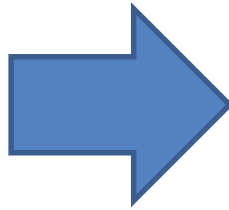
Leakage-related Challenges



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*

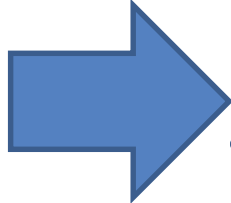


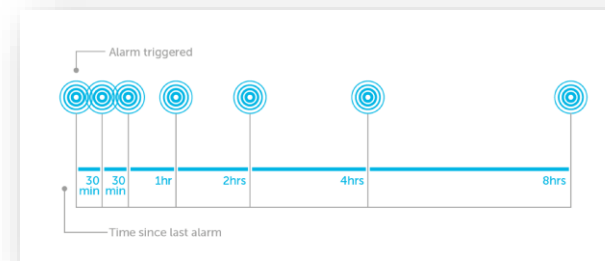
- Reduced cost and passed on savings to customer
- Redesigned the controller – 1/3 of original weight
- Installation simplified – reduced 30 minutes
- Cable connectivity

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*
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- 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’



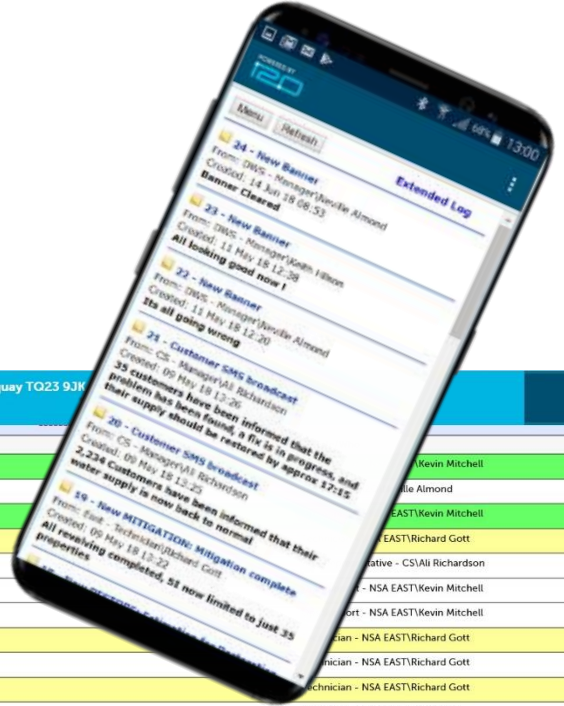
Poor Incident Management leads to greater Water Loss

South West Water and i2O worked together to find a solution

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*

- 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



Event: Torquay TQ23 9JK

Ops Support
Kevin Mitchell

Effective	Posted	Activity	
09:15	10:29	37 - Estimate for Restoration	
09:05	14:19	21 - Restoration is on Target (Redacted)	
09:00	10:28	16 - Estimate for Fix	
08:55	11:27	20 - Fix Complete	
07:40	10:33	19 - Customer SMS Broadcast	
07:30	10:30	18 - Mitigation Complete	
07:20	10:23	15 - Impact Assessment Revised	
07:11	10:20	14 - Fix Instructed	
07:10	10:18	13 - Mitigation Plan	
07:00	10:10	12 - Problem Located	
06:40	10:06	11 - Gang Onsite	
06:35	10:03	10 - Escalation Acknowledged	
06:30	09:47	9 - Escalated	
06:05	09:05	5 - Event Logger Deployed	
05:55	09:04	4 - Event Logger Deployed	
05:45	09:02	3 - Technician Onsite	
05:25	09:34	8 - Gang Dispatched	
05:20	09:32	7 - Customer SMS Broadcast	
05:15	09:26	6 - Impact Assessment Initial	
05:04	08:59	2 - Technician Dispatched	
05:02	08:57	1 - Event Raised by CS	

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

