



## SWAN European Utility Alliance

### Goal

To accelerate smart water and wastewater development in Europe through the collaboration of leading, regional SWAN utility members.

### Objective

To share best smart water/wastewater practices and utility challenges across Europe through regular communication (calls every two months) and an annual in-person meeting.

### Methodology

The Alliance will be chaired by Andy Smith, Regional Optimisation Manager at Anglian Water and only be open to SWAN European utility members. SWAN Staff will provide all admin support.

Each Alliance Member will select one or more individuals from their utility to participate in a group call or webinar every two months. Each discussion will cover one specific topic such as the sample topics listed below. These topics will be voted by the group beforehand with different utility volunteers selected to share their unique case studies.

### Sample Topics

- **Digital Transformation**
  - What are the best strategies to achieve a digital transformation?
  - How can utilities overcome cultural barriers?
- **Data Quality**
  - How can utilities ensure that our data is accurate?
  - What are the best ways to relay/display appropriate data to the customer?
- **Regulation and Innovation**
  - What is the industry's response to your utility's water challenges?
  - Does regulation drive innovation?
- **Supply Chain**
  - What is the role of collaboration along the supply chain?
  - Are there new reform models for utilities along the chain?



- **People, Processes, Policies**
  - How can we get the right skills within the workforce to manage SMART solutions?
  - What is the impact of the intergenerational skills gap in regard towards technology? How can this be overcome?
- **Resilience/Asset Management**
  - Do differing standards across the industry hamper collaboration?
  - How do SMART solutions contribute to improved resilience?
- **Other potential topics**
  - Cybersecurity
  - Machine learning/AI
  - Smart Wastewater
  - Smart Stormwater

Each year, the Alliance will hold an in-person meeting at a different utility's headquarters with a site visit.

## **Interested in joining the SWAN European Utility Alliance?**

Please contact Amir Cahn: [amirc@swan-forum.com](mailto:amirc@swan-forum.com)