



# UKWIR 5th Annual Conference

## The Water Nexus: Connecting Expertise to Inspire Action

3rd October 2024, Hilton London Tower Bridge

In partnership with 

The water sector is at a critical juncture. Increased public scrutiny, media attention, and extreme weather events have placed water and wastewater services under a national spotlight. While challenges undeniably exist, the narrative often overlooks the significant progress being made.

That's why UKWIR's 5th Annual Conference in October will explore both sides of the story. We'll delve into the pressing issues facing the water sector, but also showcase the ongoing advancements driving positive change.

**UKWIR's Annual Conference: The Water Nexus** is coming to London on the 3rd of October 2024, in partnership with Spring. The event will explore how UKWIR's research empowers the sector to address critical issues, now and in the future, and focus on connecting cross-sector expertise to inspire action and address the most pressing water challenges of the 21st century. It will bring together key voices from the water industry and beyond, including sectors such as agriculture, energy, media and communications, government regulation and academia.

Key themes throughout the day include:

- **Looking after our rivers and seas**
- **Improving customer experience**
- **Interactive session: connecting expertise to inspire action**
- **Embracing nature as a stakeholder**

The event is an unparalleled opportunity for networking and collaboration. By sharing stories, resources, and expertise, we can collectively propel research and innovation in the water sector.

### **Interactive session**

For the first time, UKWIR is introducing an interactive session designed to encourage brainstorming and collaboration.

By fostering engagement, diverse perspectives, and shared problem-solving, these sessions can lead to the development of groundbreaking ideas and solutions.

### **Join the conversation, shape the future**

UKWIR is steadfast in its commitment to fostering a collaborative environment for research and development. Renowned speakers and panellists will be present to guide these crucial discussions forward.

We invite our members and wider stakeholders from across sectors and industries to join us. Together, we can navigate towards a sustainable water future.



Thank you for your continued support. We can't wait to see you there.

**Steve Kaye**, CEO, UKWIR

# AGENDA

## Setting the scene

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- 09:00 **Conference Chairs' Welcome**  
Ben Roche, Director of Wastewater, Yorkshire Water & UKWIR Board Member  
Brandon Mayuga, Catchment Advisor, Affinity Water

## Introduction

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- 09:10 **Keynote – Research & innovation: shaping the industry's role in a changing world**  
Heidi Mottram, CEO, Northumbrian Water
- 09:20 **How research and innovation can drive the water sector forward: a regulator's perspective**  
Marcus Rink, Chief Inspector, DWI
- 09:30 **Q&A – How our industry is evolving for a changing world**  
Chair: Brandon Mayuga, Catchment Advisor, Affinity Water
- Stuart Colville, Deputy CEO, Water UK  
Marcus Rink, Chief Inspector, DWI  
Heidi Mottram, CEO, Northumbrian Water

## UKWIR & Spring: future direction

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- 09:50 **Aligning the research agenda with our water challenges**  
Steve Kaye, CEO, UKWIR
- 10:00 **From silos to synergy: a strategic approach to collaborative innovation**  
Carly Perry, Managing Director, Spring
- 10:10 **Q&A – UKWIR & Spring: working together to drive research and innovation in the sector**  
Brandon Mayuga, Catchment Advisor, Affinity Water
- Steve Kaye, CEO, UKWIR  
Carly Perry, Managing Director, Spring
- 10:30 Break

## Looking after our rivers and seas

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- 11:00 **Keynote – A river runs through us: the importance of looking after rivers and seas**  
Nick Mills, Director of Environment & Innovation, Southern Water
- 11:10 **Rejuvenating rivers: campaigning for a sustainable future**  
Amina Aboobakar, Strategy & Stewardship Director, The Rivers Trust
- 11:20 **Sustainable solutions for managing the impacts of agriculture**  
Julia Dimpleby, Operations Director, Agriculture and Land Management, ADAS
- 11:30 **Panel Discussion – How can we collectively shape a sustainable future for rivers and seas?**  
Chair: Karma Loveday, Editor, The Water Report
- Nick Mills, Director of Environment & Innovation, Southern Water  
Prof. David Butler, Professor of Water Engineering, University of Exeter  
Amina Aboobakar, Strategy & Stewardship Director, The Rivers Trust  
Judy Proctor, Deputy Director of Water Regulation, Environment Agency  
Julia Dimpleby, Operations Director, Agriculture and Land Management, ADAS

## Improving customer experience

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- 12:00 **Keynote – Bridging the gap: building trust and transparency with our customers**  
Sue Lindsay, Customer Director, Wessex Water
- 12:10 **Learning across sectors: delivering an innovative customer experience**  
Bob Taylor, CEO, Portsmouth Water  
Deepak Ravindran, CEO, Kraken Utilities
- 12:20 **New approaches to transforming customer experience**  
Hannah Bradley, Head of Policy Delivery, CC Water
- 12:30 **Panel Discussion – Creating positive change through improving customer experience**  
Chair: Jo Osborn, Deputy Head of Policy & Public Affairs, Waterwise
- Sue Lindsay, Director of Customer Policy & Engagement, Wessex Water  
Bob Taylor, CEO, Portsmouth Water  
Hannah Bradley, Head of Policy Delivery, CC Water  
Deepak Ravindran, CEO, Kraken Utilities
- 13:00 Lunch

## Interactive Session: connecting expertise to inspire action

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- 13:50 **Introduction**  
Karma Loveday, Editor, The Water Report
- 13:55 **Audience discussion**
- 14:15 **Feedback**
- 14:50 Break

## Embracing nature

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- 15:15 **Keynote – Embracing nature as a stakeholder for a sustainable water future**  
David Elliott, Associate, Sustainability First
- 15:25 **Closing the loop: building a circular economy that values nature**  
Rob Naylor, Research Scientist, Thames Water & UKWIR Co-Programme Lead
- 15:35 **Spring Accelerator 3: protecting and enhancing natural systems**  
Thomas Walker, Senior Innovation Manager, Spring
- 15:45 **Panel Discussion – Shifting perspectives: recognising nature as a stakeholder**  
Chair: Alastair Chisholm, Director of Policy, CIWEM
- Rob Naylor, Research Scientist, Thames Water & UKWIR Co-Programme Lead  
Steven Lee, Mechanical Engineer (Water & Environment), Jacobs  
Thomas Walker, Senior Innovation Manager, Spring  
Prof. Isabelle Durance, Professor and Director of the Water Research Institute School of Biosciences, Cardiff University  
David Elliott, Associate, Sustainability First

## Close

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- 16:15 **Event wrap-up**  
Ben Roche, Director of Wastewater, Yorkshire Water & UKWIR Board Member  
Brandon Mayuga, Catchment Advisor, Affinity Water
- 16:25 **Closing speech**  
Richard Warnford, Director of Wastewater, Northumbrian Water, and UKWIR Board Chair