



Future Water Association
and Institute of Water Conference

Water Retail Competition – 6 Months On

19th October 2017

WRc Offices, Frankland Road
Blagrove, Swindon, Wiltshire SN5 8YF

This event is supported by:

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I am pleased to welcome you to WRC and to this collaborative event organised jointly by the South West Area Institute of Water and the Future Water Association. Following on from last year's hugely successful Water Retail Competition event we will be able to reflect on the first 6 months of market activity.

Today you will hear from regulators, wholesalers, retailers, new entrants and suppliers on the forecasts and predictions presented prior to market opening and the reality of the market place 6 months in. Expert speakers will provide their views on what has gone well, what needs to be done and where they think the market is going. Please also take the chance to question, discuss and debate with speakers and colleagues through-out the day. I hope you find the day informative and enjoy our facilities and company.

Mark Smith, CEO, WRC



Future Water Association is focused on business, offering companies across the water supply chain the opportunity to be part of an organisation that is a catalyst for change and business growth:

Informing - Providing opportunities to connect to members, senior representatives from water companies, regulators, government and innovators.

Innovating - Encouraging technical and commercial collaborations between members and facilitating the practice of the open-innovation model by utilities.

Influencing - Working with utilities, regulators and Government to influence thinking, standards-setting, regulations and business practices.

If you want to:

- promote your products and services
- unlock potential; open up new markets
- educate and inspire new generations
- enjoy success

Join: www.futurewaterassociation.com

Institute of Water

The Institute of Water is the only professional body that exclusively supports the careers of anyone working in the UK water sector.

Our Members are committed to the water industry and its customers, to our vision and values and to developing their careers.

We offer opportunities for all people in the UK water sector to enhance their careers through learning, recognition, networking and professional development.



WRC plc is an independent centre for innovation and growth. We operate across different sectors, including water, environment, energy and resource management. We are trusted by regulators, water and gas utility companies, government organisations, NGOs, trade organisations, industrial manufacturers and waste management companies, to solve their most significant and urgent challenges.

At WRC we understand that innovation has to be underpinned by technical expertise. By building on our history in the international water and environment sector stretching back over 90 years, combined with the knowledge of approximately 150 staff based in Swindon, we bring a shared purpose of discovering and delivering new and exciting solutions that enable our clients to meet the challenges of the future.

For more information about the services we offer, contact solutions@wrcplc.co.uk.

Programme

“Water Retail Competition – 6 Months On”

10.00 – 10.30

Registration & Networking – Tea/Coffee

10.30 – 10.40

Welcome from Conference Chair – Mark Smith – CEO WRc

10.40 – 11.00

An Update from the Market Operator – Mike Robertson – MOSL

11.00 – 11.20

The Regulator’s Viewpoint – Emma Kelso – Ofwat

11.20 – 11.40

A Wholesaler’s Viewpoint – Simon Bennett – Bristol Water

11.40 – 12.00

A Retailer’s Viewpoint – Siobhan Kennedy-Hall – Water2 Business

12.00 – 13.30

Networking Lunch

13.30 – 13.50

The Customer Perspective – Dr. Mike Keil – The Consumer Council for Water

13.50 – 14.10

A Market Overview – Neil Pendle – Waterscan

14.10 – 14.25

Self-Supply – Claire Yeates – Waterscan

14.25 – 14.45

A Supplier’s Perspective – Jon Wadley – Immerse Asset Management

14.45 – 15.10

Panel Discussion & Q&A – (All Presenters)

15.10 – 15.20

Chairman’s Closing Remarks

15.20

Networking – Tea/Coffee & Event Closes

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Speakers

Mark Smith, CEO, WRc

Mark is a chartered chemical Engineer who has spent his entire career working with Utility companies to help them design, develop and implement interesting and innovative solutions to often seemingly insurmountable problems. He has spent the last 15 years of his career working on the commercial side of things both in the UK and overseas and was appointed CEO of WRc plc in April 2015.

He feels that the changing face of innovation in the utility sector is driven not so much by the increasing regulatory requirement to find innovative (cheaper) solutions to problems and more by the ever increasing emphasis being placed on customer service across all sectors. In any case, it is an exciting time to be working in the utility sector as they search for more and more innovative solutions to their problems.



Mike Robertson, Market Performance Lead, MOSL

Mike Robertson has over six years' experience in the utilities industry, having worked on the Open Water Programme in various contexts, including the Open Water Markets Limited (OWML) which transitioned into MOSL, and from a water company perspective.

He was an integral member of MOSL, the market operator, during their preparations for the opening of the NHH water retail market and is currently the Market Performance Lead, having previously led their market operations team.



Emma Kelso, Senior Director for Customers and Casework, Ofwat

Emma joined Ofwat as Senior Director for Customers and Casework in September 2017. She is responsible for Ofwat's Market Outcomes and Enforcement programme (MOE), which includes oversight of the new non-domestic retail market. Prior to joining Ofwat, Emma worked at the energy regulator Ofgem in roles across both retail and wholesale markets. Earlier in her career Emma worked across a range of regulated utilities in the UK and overseas, for regulatory bodies and in consultancy.



Simon Bennett, Wholesale Services Manager, Bristol Water

Simon has over 34 years' experience in the water industry. In a previous role, he was one of the team involved in creating the award-winning Bristol Code of Conduct. In 2014 he was awarded NJUG's "Outstanding contribution to the street works industry" award. He has also held the post of National Chair for the Institute of Water. Simon is now involved on MOSL's Market Performance Committee, the Wholesale Common Interface Group and jointly chairs the MOSL Ops Terms Group. He has also been one of the driving forces behind creating the WIRSAC accredited entity scheme with Lloyd's Register.



Siobhan Kennedy-Hall, Water2Business

Siobhan read chemistry at Manchester University which allowed her to enter the waste industry as a hazardous waste sales person. She has 23 years' experience in the waste management and environmental services sector where she has worked to identify customer needs and develop solutions and services to deliver cost savings, green credentials, improve corporate social responsibility and overall business performance and compliance. Having seen the opportunity within the water industry due to the opening of the water retail market in April 2017, she decided to join water2business to be able to create and develop the most sustainable water management solutions for commercial and industrial customers.



Dr Mike Keil - Consumer Council for Water (CCWater)

Mike is the Consumer Council for Water's head of policy and research. He sits on the executive team and directs CCWater's policy development. This includes their work on the 2019 price review and customer research which underpins CCWater's policy positions.

Mike spent the first decade of his career at the Met Office, during which time he completed his PhD in modelling the stratosphere. In 2007 he joined water industry regulator Ofwat as its first head of climate change policy and wrote its policy statement on the topic. He was also responsible for assessing the climate change elements of the 2009 Price Review.



Neil Pendle, Managing Director, Waterscan

Neil founded Waterscan in 1994 and has developed the business into the UK's leading water management company. He has endeavoured to keep Waterscan at the forefront of the water industry including the development of Self - Supply, Water Strategy, Water Recycling and Water Footprinting services.

As Managing Director, Neil drives the company forward and ensures Waterscan's clients are ready for future water related impacts such as deregulation. Neil has guided the business through its attaining of a WSSL (Water Supply and Sewerage Licence), is a member of MOSL, the Water Efficiency in Buildings Network and is a Senior Member of the Water Management Society.



Claire Yeates - Director, Waterscan

With over nineteen years' experience in all aspects of water and wastewater management, Claire Yeates is widely recognised as a leading expert in water conservation and cost control. Having trained in all aspects of water management, working in the field before undertaking a managerial role; Claire applies a practical knowledge to all strategic challenges.

She is now directly responsible for the development of Waterscan within all commercial arenas; promoting Waterscan's unique ability to provide comprehensive and innovative water management solutions and developing strategies to help customers meet their CSR targets.



Jon Wadley, Business Manager, Immerse Asset Management

Jon Wadley has been involved with water management for over 25 years and is a member of the Water Management Society. Jon has delivered a wide range of projects for the use of alternate water sources and water saving initiatives to a large number of commercial and industrial clients. He believes that water is the 'forgotten utility' and believes water users can save far more through improvements in the way water is sourced and used than through simply switching suppliers.

