LBCG
London Business Conferences Group

GLOBAL SMART WATER METERING &
INTELLIGENT DATA UTILISATION CONGRESS 2023

Demonstrating The Business Case & Knowing How Best To Implement Smart Metering & Data Applications for
Customer Engagement, Leak Detection, Demand Management & Saving Resources

26–27 APRIL 2023 | LIVE IN LONDON, UK & ONLINE
MILLENNIUM GLOUCESTER HOTEL, LONDON

DAY 1 – ACHIEVING COST-COMPETITIVE SMART METERING PROGRAMS

Demonstrating The Business Case For Investing In Smart Metering Programmes

How To Cost-Effectively Implement Smart Metering And Customer Data Programs

Retrofitting Intelligent Capabilities To Mechanical Metering Systems – Comparing Different Approaches & Technologies

DAY 2 – CONVINCING & EDUCATING CUSTOMERS & DATA USAGE

Educating Consumers On The Benefits Of Smart Metering In The Context Of Climate Change, Inflation, And The Cost Of Living Crisis

Knowing What Data To Share With Customers & How To Communicate Water Savings Messages Alongside That Data

Evaluate The Latest Solutions & Innovative Products To Help Water Utilities Make Better Use Of Data Generated From Smart Meters & Intelligent Sensors

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Bringing Together Metering Experts Sharing Insights From UK Around the World Including:

Daniel Sullivan
General Manager, Research, Innovation & Commercialisation
South East Water (Australia)

Gary Adams
Head Of Smart Metering Programme
Northumbrian Water

Richard Channell
Head of Smart Metering Strategy
Thames Water

Antonio Cagiano
Head of Metering
Acquedotto Pugliese SpA

Samuel Loyson
Head of Smart Metering
SUEZ

Adam Smith
Manager Smart Networks & Metering
Yorkshire Water

Jason Slade
IMDS Smart Metering Development Manager
Anglian Water Services

Rian Sullings
Manager Digital Metering Transition
Sydney Water

Andrew Forster-Knight
General Manager Digital Utility
South East Water (Australia)

Jaime Flores Cabeza
Deputy Director of R&D and Innovation
Canal de Isabel II

Jeremy Heath
Innovation Manager
SES Water

Sandeep Raithatha
Head of Strategy, Innovation & 5G IoT
Virgin Media O2 Business

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Dear Colleague,

From the team organising the Global Water Leakage Summit, we are thrilled to announce our upcoming extremely timely business conference to assist the water industry in demonstrating the business case for smart metering technology and learning how to implement it most effectively. Today, many water authorities in the United Kingdom, Europe, and the rest of the world are actively evaluating the benefits of introducing intelligent metering programmes. For example, several water utilities in the UK are considering implementing smart metering technologies to combat climate change and the resulting water scarcity that could become widespread by 2035.

Since LBCG held its first metering conference in 2006, a great deal has changed, and technology has advanced dramatically. There are currently intelligent metering technologies that can be integrated with valves for leakage and network management. And more complex solutions are now available for retrofitting legacy meters with advanced digital capabilities. In addition, applications and mobile-enabled gadgets that go beyond traditional smart meters now allow users to monitor their consumption, make smarter decisions and change core behaviours.

During the research phase for this conference, we spoke at length with industry representatives about the intended benefits of innovative metering technologies, and it is evident that there is no one-size-fits-all answer. In the current era of rising inflation and cost-of-living problems plaguing many western economies, business cases are not always so obvious or straightforward to justify. Some water authorities prioritise demand control, while others concentrate on expense reduction or income growth. Despite this, it is evident that over 85 per cent of the 100 water firms with whom we spoke are seriously considering installing innovative metering technology or some form of advanced customer data application before 2030.

Numerous senior-level water professionals agree that for a smart metering technology solution to be cost-effective, it must be entirely upgradable and future-proof. Water Utilities must find a way to afford to invest in an intelligent metering scheme that will not become obsolete in whole or in part. This is only one example of a fundamental consideration that must be made when establishing end-to-end innovative metering implementation programmes.

As with previous LBCG water conferences, case studies and practical solutions from the United Kingdom, Europe, and the rest of the world will be presented. They illustrate how water utilities in particular scenarios and markets evaluate the business case for investing in innovative metering technologies to achieve their core objectives.

Although high-quality presentations remain an essential feature, we have also built in plenty of time for curated questions and discussion sessions, and the first day ends with an extended drinks reception for enhanced networking. Day 2 focuses more on effectively using actionable data, as this is ultimately the purpose of the technology. To examine how to implement intelligent devices and applications to sustain behavioural change.

As you can see, there is plenty to discuss regarding smart metering implementation. We also created an agenda that prioritises concrete outcomes like actionable insights and practical implementation strategies. Many of you have shown a strong desire to examine roadblocks and conduct in-depth analyses of different business case components. Then, from a cost-benefit analysis perspective, evaluate the advantages and disadvantages of the different technologies. We thus expect to see many of you at the April conference, which promises to be an extremely significant event for the global water industry.

All the very best, and we look forward to meeting many of you soon,

Kind regards

Ashraf Ahmed

Ashraf Ahmed
Conference Director

ACHIEVING COST-COMPETITIVE SMART METERING PROGRAMS

BREAKFAST BRIEFING – UPDATED STATISTICS ON WHAT'S HAPPENING AROUND THE WORLD

08:00 Mega-Trends In Worldwide Deployment & Testing Of Smart Metering Technology & Data Analytics Applications To Achieve Environmental Policy And Water Conservation Goals

The purpose of the 45-minute breakfast briefing is to provide current data on how water companies worldwide are deploying innovative metering technology through proof-of-concept testing, feasibility studies, and trial rollouts.

How have intelligent metering policies changed since the pandemic, and what are the current megatrends? The session focuses on various regions and conurbations experiencing water stress and, as a result, must increase their water conservation efforts. Furthermore, countries with plenty of water are also looking into innovative metering technologies for various reasons.

08:50 Chair's Opening Remarks

STRATEGIC BRIEFINGS ON SMART METERING INVESTMENT & ROI

08:55 Strategic Briefing From An International Water Utility On What They Are Looking To Achieve Through Smart Metering Implementation

The benefit of smart metering and data analytics technologies is recognised by numerous private and public water utilities. However, everything has a price, and utilities must either generate a profit, deliver tangible value from their investment, or optimally distribute and conserve water as cost-effectively as possible. What do water utilities want to achieve by deploying smart metering and how can they do it cost-effectively?

One critical factor is the willingness of customers to pay for these additional services. Another concern is the risks and trade-offs that may arise if a utility loses revenue due to consumers being more conscious of their consumption and consuming less. How are considerations like these incorporated into a business case evaluation? Or does the urgent need to address climate change outweigh such commercial concerns?

- Implementing An Action Plan For A Cost Effective End-To-End Smart Metering Programme That Delivers Value For Both Customers & The Water Utility
- One Vision Of Successful Smart Metering Implementation For An Authority That Needs To Conserve Water Whilst Reducing Cost

09:15 Extended Questions & Discussion

PANEL – INTERNATIONAL CASE STUDIES JUSTIFYING THE SMART METERING BUSINESS CASE

09:30 Demonstrating The Business Case For Investing In Smart Metering Programmes

Three high-impact case studies will evaluate the business rationale for investing in smart metering technologies, including climate action, demand management, cost reduction and consumer leakage reduction. In addition to ancillary benefits such as consumer engagement, social and safety.

What are water companies looking to achieve?

How are water companies rationalising smart metering investment in the face of today's inflation and cost-of-living crisis?

The session will close with a comprehensively curated and extended Q&A session.

IMPLEMENTATION OF SMART METERING

09:30 Unlocking The Value From Smart Metering

In this talk, we examine the implementation of an action plan for an end-to-end smart metering programme and the lessons learned.

- Overview of smart meter deployment within Thames Water
- What we've learned about water consumption
- Overcoming challenges to achieve full-scale rollout

Richard Channell, *Head of Smart Metering Strategy,* **Thames Water**

SMART METERING INNOVATION AS A CUSTOMER ENGAGEMENT OPPORTUNITY

09:50 Roll Out Of Smart Metering And Smart Transformation Strategy At Northumbrian Water

- Overview of the Smart Transformation Programme at Northumbrian Water
- Leading smart transformation through a customer lens
- The importance of trust, transparency and choice for customers - the results/lessons learned so far

Gary Adams, *Head Of Smart Metering Programme,* **Northumbrian Water**

JUSTIFICATION OF THE BUSINESS ACSE FOR IMPLEMENTING INTELLIGENT METERING TECHNOLOGIES

10:10 Enhancing Smart Metering Data to Create Value-Added Services

- Using analytics to improve water operations management
- Offering eco-consumption service for domestic & pro users
- Analysing water consumption at territorial level for utilities

Samuel Loyson, *Head of Smart Metering,* **SUEZ**

10:30 Extended Curated Q&A Discussion

- Metering as an enabler for climate action
- Evaluation of the critical options for smart metering technologies and end-to-end data analytics capabilities

- Sharing results from feasibility studies and proof of concept trials
- Sharing information on the business case and likely payback period for smart metering

10:45 Networking Refreshment Break In The Exhibition Area

HOW TO IMPLEMENT SMART METERING AND CUSTOMER DATA PROGRAMMES COST-EFFECTIVELY

Best Practice Operational Implementation Of End-To-End Smart Metering Programmes

IMPLEMENTATION PANEL – BEST PRACTICE EXAMPLES FROM AROUND THE WORLD

11:15 Guidelines And Specifics For Successful Roll Out Of End-To-End Smart Metering Programmes

So far, the conference has focused on strategic goals and drivers; this panel now focuses on the operational implementation level. Speakers will detail their actions and the processes that led them to the desired results, allowing attendees to learn from their implementation experiences and avoid making any initial mistakes that pioneers and early adopters often make.

11:15 SMART METERING AND DATA-DRIVEN NETWORK MANAGEMENT

Implementing Smart Metering & Leveraging Data Within An Ecosystem Of Intelligent Networks

Many water utilities now regard smart metering as just one type of sensor in an ecosystem of intelligent networks for leakage and demand management.

This implementation case study looks at:

- Integrating smart meters and customer data applications into existing intelligent networks
- How to leverage data for network management, demand management, leakage and revenue protection or revenue generation
- Results so far and the future outlook

11:35 UK SMART METERING ROLLOUT USE CASE

Successfully Implementing A Smart Metering Programme: Execution Strategies, Technical Details & Practical Tips From The Field

- Introduction to the smart metering project and business case assessment
- Leveraging data for smart metering integration within existing intelligent networks
- Deciding on technology selection and whether to retrofit
- Results and analysis so far

Jason Slade, *IMDS Smart Metering Development Manager,* **Anglian Water Services**

ADDITIONAL BENEFITS FROM SMART METERS THAT TRANSLATE TO A PAYBACK

12:00 Probing Under-Explored Benefits Of Smart Metering Technology For Water Companies & Customers – Including Reducing Non-Revenue Water, Saving Money On Meter Readings, Safety & Social Monitoring

During this discussion, we investigate the potential applications of smart meters that extend beyond switching customers

over to a metered charge and leak detection. How much money can be saved by not having to do manual meter readings? Alternatively, if there is a sizable population of older adults living alone in a specific location, intelligent meters could alarm the relevant authorities, flagging particular problems. In what other ways could smart meters be utilised for cost reduction, revenue generation, and social and safety monitoring?

Rian Sullings, *Manager Digital Metering Transition,* **Sydney Water**

12:20 Curated, Extended Questions & Discussion

12:40 Networking Lunch in the exhibition area

COST-BENEFIT ANALYSIS OF RETROFITTING

Options For Adding Smart Features To Mechanical Metering Systems That Are Already In Place

PANEL – RETROFITTING MECHANICAL METERS AND LEGACY EQUIPMENT

14:10 Retrofitting Intelligent Capabilities To Mechanical Metering Systems – *Comparing Different Approaches & Technologies*

This panel investigates the retrofitting of innovative metering technology for large- and small-scale deployments. A retrofitted intelligent water metering solution requires adding a new electronic device or module to an existing mechanical water metre to automate water flow monitoring, record water usage data, and wirelessly transfer it. What new solutions for retrofitting are entering the market? Which ones are the most dependable and economical? Emerging Internet of Things (IoT) communication protocols and technologies with effective range and penetration, such as low-power wide-area networks (LPWAN).

SPOTLIGHT ON CUSTOMER LEAKAGE REDUCTION AND ROI

14:10 Championing The Use Of Smart Metering Technologies To Identify And Repair Customer Leaks On A Scale Never Before Attained

- Rationalising smart meter installation because they will allow for the rapid detection and repair of customer-related leaks
- Analysing the results of feasibility studies and proof of concept trials
- Evaluating the many alternatives available for end-to-end data analytics and innovative metering technologies
- Initial findings on the business case, including an estimate of the payback period

Daniel Sullivan, *General Manager, Research, Innovation & Commercialisation,* **South East Water**

14:30 SMART METER IMPLEMENTATION

Best Practice Of Replacing Mechanical Meter With Smart Meters

This talk will discuss Acquedotto Pugliese's 10-year strategy for installing smart meters and automating fixed network reading in order to replace more than 1,000,000 mechanical meters.

Antonio Cagiano, *Head of Metering,* **Acquedotto Pugliese SpA**

14:50 ADD-ON MODULES & SMART SENSORS AS A SOLUTION Learning About New, Scalable Ways To Improve Existing Water Meters And Provide A Smart Water Home Experience For Water Utility Customers With Hardware Add Ons

15:10 Extended Curated Q&A

15:30 Afternoon Refreshment Break

TECHNOLOGY INNOVATION – SMART METER AND VALVE COMBINATION TO REDUCE CONSUMPTION

16:00 Cost Benefit Analysis Of A Smart Meter And Valve Combination To Remotely Adjust Water Flow And Then Following Through With An App For Customers

Remote controlling water flow from afar is now possible with the help of modern, high-tech smart metres and valve combinations. This enables full, half, and off water flow to be activated remotely, along with smart notifications for empty pipes, high flow, reverse flow, low/high pressure/temperature, leak/tamper, and more. Together, these preventative methods can monitor service connection pressure, detect freezing, and locate leaks. **In this discussion, we'll break down the various costs and savings brought on by these cutting-edge technologies and examine their payback periods and any potential obstacles to their adoption**.

16:20 Questions and discussion

USE CASE – LEVERAGING SMART METERING DATA FOR LEAK DETECTION

16:30 Combining Smart Devices And Analytics Solutions To Gain Actionable Insight For Leak Detection

Combining smart devices and data analytics techniques allows for acquiring actionable insights for water leak detection. This hands-on session demonstrates how water utilities can use intelligent data provided by smart meters—providing a road map for best practice implementation of analytics for leak detection using smart metering data.

Jeremy Heath, *Innovation Manager,* **SES Water**

16:50 Questions and Discussion

DIGITAL TWIN APPLICATIONS

17:00 Layering Smart Metering Data Into Digital Twins For Leakage Management

- Data granularity for leakage outcomes
- Integration of Smart Meter Data into digital twins

- The role of Customer flow data in network investment

Adam Smith, *Manager Smart Networks & Metering,* **Yorkshire Water**

17:20 Questions and Discussion

Addressing The Challenges Of Cost Effectively Future-Proofing Smart Meter Hardware, Communications Technology & Software

FUTURE-PROOFING TECHNOLOGY – WATER UTILITY PERSPECTIVE

17:30 Making Sure That The Hardware And Communications Technology Used In Smart Metering Programmes Can Be Updated Easily And Cost Effectively In The Future

This hands-on session provides an overview and breakdown of the optimal strategies for ensuring your innovative metering system and communication infrastructure are future-proofed and cost-effective to keep up to date.

- Intelligent metering system design and technology selection can have an impact on future-proofing
- Selection of modular technologies with flexible upgrading interfaces based on recognised standards
- Future-proofing the design and integration of the communications infrastructure to make sure that the software and critical components remain upgradeable
- Knowing what contractual specifications are crucial as regards future-proofing technology
- Ensuring proactive communication with key suppliers throughout the entire relationship – from purchasing to maintenance and repair
- Conclusions and takeaways

FUTURE-PROOFING TECHNOLOGY – VENDOR PERSPECTIVE

17:45 Future Proofing Smart Hardware And Communications Technology So That They Can Be Implemented With Minimal Disruption And Expense

This interactive session will give the vendor's perspective on making your innovative metering system and connectivity infrastructure future-proof while keeping costs low.

- Selecting modular technologies with flexible upgrading interfaces based on recognised standards
- Future-proofing the design and integration of the communications infrastructure to ensure the software and critical components remain upgradeable at a low cost
- Understanding what contractual specifications are crucial for future-proofing technology
- Lessons learned and final thoughts.

18:00 Extended Questions and Discussion

18:10 Chairs' Closing Remarks and Close of Day 1

18:15 Networking VIP Drinks Reception

CONVINCING & EDUCATING CUSTOMERS & DATA USAGE

08:50 Chair's Opening Remarks

OPENING PANEL – ACHIEVING CUSTOMER BUY IN

08:55 Educating Consumers On The Benefits Of Smart Metering And How To Use The Technology In The Context Of Climate Change, Inflation, And The Cost Of Living Crisis

Given the ongoing inflation and cost of living crisis affecting many parts of the globe, four strategic-level viewpoints will discuss winning over consumers and educating them about smart meters in practical economic terms and providing best practice examples of consumer education programmes and how relationships are maintained in smart metering. *What are the best techniques for dealing with anti-smart meter organisations and separating the facts from misinformation about electromagnetic radiation risks, for example?*

08:55 CUSTOMER CAMPAIGN EXAMPLE 1 – MAKING THE ECONOMIC CASE CLEAR

Convincing Customers of the Economic Benefits of Smart Meters

- Strategising the customer education campaign based on credible economic data
- A practical example of a campaign to educate customers on the economic benefits of saving water
- Putting the customer in control with greater transparency and awareness
- Communication strategies for handling customer objections, including any initial bill increases
- Measuring the impact upon customer behaviour change
- Results and conclusions

09:15 CUSTOMER CAMPAIGN EXAMPLE 2 – RAISING AWARENESS OF TECHNOLOGY ADOPTION

Working With Diverse Customer Groups To Change Attitudes To Technology & Apps

- Showing customers how to save water using the latest innovative metering technology and apps
- An example of a campaign to educate consumers on how to utilise modern technology, such as the most recent mobile applications, to save water.
- Communication methods for addressing consumer issues, including any first bill hikes
- Measuring the effect of a change in consumer behaviour
- Results and conclusions

09:35 PERSONALISING CUSTOMER ENGAGEMENT IN THE WATER INDUSTRY

How To Tailor Communication To Different Groups Of Customers To Make It Easier For Them To Change Their Behaviour And Attitude Toward Metering Data And Water Conservation

- Understanding customers as a family or household as opposed to generically
- Practical examples of how to tailor the communication message for different consumer groups, homes and families
- Leveraging the latest personalisation software to make more sophisticated communication possible
- Final thoughts and future outlook

09:55 BEST PRACTICES ON HANDLING ANTI-SMART METER GROUPS AND POLITICAL OPPOSITION

Addressing The Nuances Of Handling Political Opposition To Smart Meters & Dispelling Health & Privacy Concerns

In the UK electricity industry, studies on customers who had smart meters put in their homes found that they were better billed and pleased with their service providers. Nonetheless, there are a few anti-Smart Meter organisations and campaigns with which water providers must collaborate and communicate successfully.

This presentation provides best practices for dealing with opposition groups to ensure benefits are conveyed most effectively and efficiently as possible, as well as dispelling some of the most popular objections, such as:

- Data privacy – e.g. data security and radio waves
- Safeguarding vulnerable groups
- *How to get customers to buy in*
- *Successful campaign and messaging examples*

10:15 Extended Questions and Discussion

10:30 Morning Refreshments and Networking in the Exhibition Area

Best Practices For Getting Data To Customers That They Will Use

"There is a lot of data collecting, but, to date, not enough data processing is transforming it into something that customers can use and engage with. Now that water utilities can generate huge quantities of water data from intelligent networks and smart metering, *how do we use it?*"

CEO – European Water Utility

HOW TO USE METERING DATA TO BENEFIT WATER CUSTOMERS

11:00 Best Practice Utilisation Of Metering Data – Beyond Billing, Usage & Leak Detection – To Create Value For Water Customers

Smart metering creates vast volumes of data, which is currently underutilised. Today, water utilities are learning to exploit this data and implement an analytics-driven strategy that can extract their intelligent meters' actual worth to maximise their potential for customers. This practical case study highlights some of the latest cutting-edge methodologies for data utilisation.

- Leveraging data and adopting an analytics-driven approach to extract the total value from smart meters
- Optimal execution strategies for processing millions of data points in real-time to deliver actionable insights for customers
- Best practice on actually getting valuable data to different customer groups
- Sharing robust data with customers in the areas of
  - Asset health to address potential problems before they occur
  - Linking intelligent meter data with acoustic logger data
  - Detecting anomalies in pressure and flow and sharing specific data sets with customers
  - Offer sizable cost benefits and proactive customer service
  - Remote control – water flow – applicable for certain innovative metering technologies
  - Flexible services, track usage time to help the consumers reduce consumption
- Working with water efficiency and leakage teams in the field to make good use of the data
- Knowing what data to share and not to communicate with customers

Jaime Flores Cabeza, *Deputy Director of R&D & Innovation,* **Canal de Isabel II**

11:25 Questions and Discussion

OPTIMAL USE OF DATA FOR CUSTOMERS IN ACTION

11:35 Knowing What Data To Share With Customers & How To Communicate Water Savings Messages Alongside That Data

- Utilising water meter data most effectively to benefit end users
- Best practice intelligent use of data for customer leakage and internal losses and how to work with customers on this
- Leveraging data and adopting an analytics-driven strategy to capture the maximum value from smart meters
- Knowing what data to share and not to communicate with customers
- Results, conclusions and takeaways

OPTIMISING SYSTEMS, DATA ANALYTICS AND OPERATIONAL PROCESSES TO MAKE BETTER USE OF DATA

12:00 A Holistic Case Study On Optimizing The Network Architecture & Implementing New Technology To Give Customers Full Visibility Over Their Usage Data

12:25 Questions and Discussion

12:35 Networking Lunch Break

PANEL – NEW TECHNOLOGY INNOVATION AND BROADER INDUSTRY PARTNERSHIPS

14:05 Evaluate The Latest Solutions & Innovative Products To Help Water Utilities Make Better Use Of Data Generated From Smart Meters & Intelligent Sensors

14:05 NEXT GENERATION APPS AND SENSORS

Investigating New Technology Solutions, Beyond Traditional Smart Metering, That Utilise Sensors & Apps To Provide Customers With Real-Time Data & Alarms

- The role of sensors – Utilising the use of sensors to gather data and raise customers' awareness of their consumption.

- Smart metering provides consumers with reference data to be more aware and conscientious of their consumption so they can take action if they are sensitive to what's driving up their use.

  - Examining the range of new technology solutions

  - Data as a method for recognising trends and educating customers

  - Correlation of smart metering data with consumption data

- Conclusions and takeaways

14:30 SMART METERING DATA ANALYTICS AND MACHINE LEARNING INNOVATION

The Latest Developments In Smart Metering Data Analytics & Machine Learning To Help Customers With Their Decision-Making

14:55 DIGITAL TWIN

Use Case On Utilising Digital Twins To Take Metering Data & Present It In A Way That Is Easy For Staff To Understand To Help Customers Manage Consumption

Advanced metering infrastructure, system sensors, and SCADA generate an overwhelming amount of data that can go beyond the capacity of human workers to examine, comprehend, and put into practice. With the help of digital twins, this data is presented more quickly, making it possible for workers to use it in their day-to-day tasks. Operators may reduce the risk and expense of introducing new processes by testing various scenarios and optimising existing ones in a digital twin. The following use case examines extracting value from a digital twin applied in a water metering context.

15:20 Extended Questions and Discussion

15:40 Afternoon Refreshments and Networking

Adapting Skill Requirements & Transitioning Manual Meter Readers Into New Roles

PANEL – ADAPTING TO CHANGING SKILLS REQUIREMENTS

16:10 Adapting The Workforce In The Field To The Era Of Smart Metering & Water Data Analytics

16:10 RETRAINING METER READERS

Workforce Strategies To Retrain & Transition Meter Readers Into New Roles

16:30 UPSKILLING – DATA ANALYTICS, IT AND COMMUNICATIONS

Developing More Advanced Skills for Those Involved in the Installation, Management, and Maintenance of Metering Infrastructure, Including IT, Data Analytics, and Communications Technologies

16:50 Questions and discussion

Ensuring Smart Meters Have Robust Cyber & Data Security Protocols

17:10 CYBER AND DATA SECURITY ROADMAP FOR SMART METERS AND INTELLIGENT DEVICES

The Roadmap On Developing Measures To Address Cyber & Data Security Risks Relating To Smart Meter Technology & Devices

The European Standards Agency focuses on cyber security and implements intelligent metres for electricity and water. All of these smart devices have the potential to be compromised, and the water sector is theoretically aware of these concerns.

This session focuses on building a strategy for addressing security concerns when rolling out innovative metering programmes.

The three key aspects that this presentation will cover relate to the following –

- Cybersecurity

- Data Security

- Data Protection

17:35 Questions and Discussion

17:45 Chairs Closing Remarks and Close of Day 2

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Justifying The Business Case And Best Practice Implementation Strategies For Achieving Cost-Competitive Smart Metering Programmes

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Option 2. Call: +44 (0) 800 098 8489

Enquiries And More Information

Should you have any enquiries or if you would like to request more information contact our friendly **Customer Service Team** on **+44 (0) 800 098 8489** or visit the conference website at **www.global-smart-water-metering-congress.com**