



DRINKING WATER QUALITY CONFERENCE

2 NOVEMBER 2017 | BIRMINGHAM

EXPERT SPEAKERS INCLUDE:



Marcus Rink
Chief inspector
Drinking Water
Inspectorate



Heidi Mottram OBE
Chief executive officer
Northumbrian Water
Group



Ashlea Lane
Director of water
supply
Wessex Water



Dr Robin Price
Head of water quality
Anglian Water



Elise Cartmell
Chief scientist
Scottish Water



Chris Rockey
Head of water quality
South West Water



Julie Spinks
Managing director
Water Regulations
Advisory Scheme

IMPROVING WATER QUALITY FROM SOURCE TO TAP

An essential event for water quality professionals seeking innovative solutions to the regulatory and technical challenges facing the industry

- Hear a summary of the general annual report for water company performance from the Drinking Water Inspectorate
- Learn how to improve the technical elements of drinking water treatment
- Find new ways to mitigate customer-side risk and improve incident management

BOOK NOW

[events.wwtonline.co.uk/
drinking](https://events.wwtonline.co.uk/drinking)



SUPPORTED BY

UtilityWeek



Institute of Water



DRINKING WATER QUALITY CONFERENCE

The WWT Drinking Water Quality Conference is all about pushing boundaries – going ‘beyond compliance’ to take water quality to a new level.

The myriad factors impacting drinking water quality are complex and interlocking, with pesticide control, bio-filtration, and other treatment processes being affected by environmental and regulatory change. What’s more, the demands on the industry for wholesome drinking water are increasing, which means innovative, practical and cost-effective solutions are essential.

Collaboration between companies is not just expected, but assumed, as each strives to ensure that quality and resources are consistently supplied throughout the network to the end user. Furthermore, major incident management and risk mitigation are as crucial as regulatory compliance in ensuring consistency of delivery. Yet it is the consumer’s experience of their water, taking into account its taste and odour, which is making companies pursue perfection when refining a wholesome and refreshing product.

Going from source to tap, the second **WWT Drinking Water Quality Conference** will take you on the journey from catchment to delivery, while navigating the various disruptors that prevent the highest quality drinking water from being delivered.

Showcasing specialist scientific research, unique treatment techniques, management solutions and customer-side risk mitigation case studies, this event is the UK water industry’s only full-scale conference addressing these challenges and more for UK drinking water quality.




James Brockett

Editor

Water & Wastewater Treatment (WWT)

WHO SHOULD ATTEND

Water company directors, heads and managers responsible for:

- Water quality / drinking water / water resources
- Regulation & compliance
- Science / scientific services
- Research & development
- Innovation
- Catchment management & strategy
- Process engineering

- Water treatment
- Operations / environment

Plus:

- Government
- NGOs
- Consultants & contractors
- Technology & solution providers
- Academia

Agenda

(subject to change)

08:45 Registration, refreshments and exhibition

09:25 Welcome from conference chair
Dr Richard Allan, Business sector lead: environment, James Hutton Institute

09:30 Opening address from conference partner
Heidi Mottram OBE, Chief executive officer, Northumbrian Water Group

POLICY, REGULATION & THE ROLE OF COLLABORATION

09:40 Summary of the general annual report for water company performance in 2016
Marcus Rink, Chief inspector, Drinking Water Inspectorate

10:05 A partnership approach to drinking water quality

- Engaging those involved in the water supply process
- The role of collaboration in enhancing water quality from source to tap
- The Water Safety Plan and future opportunities

Elise Cartmell, Chief scientist, **Scottish Water**

10:25 Questions and panel discussion: how are we collaborating to ensure UK-wide quality?
Session speakers to be joined by:
Colin Clements, Senior drinking water inspector, Department of Agriculture, Environment and Rural Affairs (Northern Ireland)
Darragh Page, Senior inspector – drinking water team, Environmental Protection Agency (Republic of Ireland)
Sue Petch, Drinking water quality regulator, Drinking Water Quality Regulator for Scotland

10:55 Refreshments, networking and exhibition

BREAKOUT GROUPS

Delegates can choose the group most appropriate to them. Places are allocated on a first-come, first-served basis and subject to maximum capacities.

1 STAKEHOLDER ENGAGEMENT & CATCHMENT MANAGEMENT

11:25 The MIB and Geosmin taste and odour issue: current knowledge and the next steps for a UK-wide solution

- What produces MIB and Geosmin – when and why?
- What is the extent of the problem and why does this vary within regions?
- What is the solution and how can this be achieved?

Dr Phillippa Pearson, Catchment manager, Dŵr Cymru Welsh Water
Dr Rupert Perkins, Senior lecturer, School of Earth & Ocean Sciences, **Cardiff University**

11:45 Developing a nation-wide strategy for pesticide use and farmer engagement

- Understanding the NFU voluntary initiative – Integrated Pest Management plan
- How the NFU promotes stewardship messages and interacts with a wider audience
- Ways to improve increased engagement and best practice

Emma Hamer, Senior plant health adviser, **National Farmers’ Union**



- 12:05** Phosphorus, eutrophication and algal impacts in drinking water sources and catchments
- The current extent of phosphorus failures, eutrophication and algal impacts
 - What can be done to further reduce the phosphorus entering fresh waters from sewage effluent, phosphorus dosing of drinking water and agriculture?

Simon Leaf, Senior advisor, water quality planning, **Environment Agency**

12:25 Breakout questions and panel discussion

2 IMPROVING THE TECHNICAL ELEMENTS OF DRINKING WATER TREATMENT

- 11:25** Water treatment works risk management & optimisation
- How do you optimise water treatment works while managing risk to water quality?
 - Applying process safety principles to water quality risk management
 - Defining sites which are 'too critical to fail'
 - Development of a long-term water treatment strategy

Dr Clair Dunn, Water quality risk & optimisation manager, **Anglian Water**

Toni Holtby, Water quality policy & strategy manager, **Anglian Water**

- 11:45** Mayflower water treatment works: a pioneering journey into a new world of water purification
- The motives and opportunities to provide an innovative means of producing drinking water in the south west
 - Pilot research into DOC and its impact on membrane fouling and treated water quality
 - Making an impact – research into delivery of a full-scale facility for the benefit of our consumers

Chris Rockey, Head of water quality, **South West Water**

- 12:05** Understanding and managing the bacterial risk / performance of our WTWs at Scottish Water
- What does RCA tell us about the key risk themes?
 - How do we measure the risk of future coliform exceedances?
 - How do we assure the success of our resolution actions?

Paul Weir, Project manager, WTW performance enhancement, **Scottish Water**

12:25 Breakout questions and panel discussion

12:40 Buffet lunch, networking and exhibition

INNOVATION IN DRINKING WATER QUALITY

- 13:40** Setting standards in water quality
- Interpretation of microbiological risk
 - Optimisation of operational performance
 - Prioritisation of investment strategy
- Aidan Marsh**, Flow cytometry project leader, **Northumbrian Water Group**

- 14:00** Striving for 100% compliance and chemical-free water treatment
- What does the water company of the future look like?
 - Setting aspirational targets
 - Using innovative technologies to improve drinking water quality

Dr Robin Price, Head of water quality, **Anglian Water**

14:20 Visit events.wwtonline.co.uk/drinking for details

- 14:35** A German perspective on combining non-target analysis with effect-directed analysis: a new silver lining on the horizon for effective monitoring strategies?
- Examples of new monitoring strategies for water
 - Understanding the importance of effect-directed analysis
 - How European innovation can benefit the UK

Dr Ulrich Borchers, Department manager, **IWW Water Centre**

14:55 Questions and answers

15:10 Refreshments, networking and exhibition

INCIDENT MANAGEMENT & CUSTOMER-SIDE RISK

- 15:40** Improving your incident management approach & mitigating customer-side risk
- Reducing compliance failures from your customers
 - Case studies: managing incidents from non-domestic properties

Ashlea Lane, Director of water supply, **Wessex Water**

- 16:00** Lessons learned from the E.coli contamination in Thorne and Moorends
- Identification of the problem
 - Communicating with and compensating consumers
 - Learning from the results of the court case
- Clare Beasant**, Manager of water regulations & sampling, **Yorkshire Water**

- 16:20** Compliance at the tap: are consumers victims or criminals?
- Understanding the premises surrounding the owners' responsibilities to protect water supplies
 - Can we enforce point-of-sale compliance?
 - How to ensure plumbers are competent
- Julie Spinks**, Managing director, **Water Regulations Advisory Scheme**

16:40 Questions and answers

16:50 Close of the WWT Drinking Water Quality Conference



DRINKING WATER QUALITY CONFERENCE

2 NOVEMBER 2017 | HILTON BIRMINGHAM METROPOLE

How to book...

book online now at
events.wwtonline.co.uk/drinking

	Booking type	Book before 28 July	Book before 6 October	Full rate
Price per delegate	Utilities, Public Sector, Non-Profit, Academic	£395 (+VAT=£474)	£435 (+VAT=£522)	£475 (+VAT=£570)
	Contractors, Solution Providers, Consultants	£495 (+VAT=£594)	£535 (+VAT=£642)	£575 (+VAT=£690)

Please note the prices are per delegate and include all day access to the event, downloadable conference presentations post event, buffet lunch and refreshments. Fees do not include travel costs or accommodation.

More reasons to book...

what last year's attendees said

'Fantastic range of speakers with some excellent common themes'

Head of water quality, Anglian Water

'A very informative and technical conference, which has provided learning and an overview of future challenges'

Operations manager, Kelda Water Services Alpha

'Excellent conference with a focus on catchment management'

Principal process scientist, MWH

'A fascinating day of learning more about cross-industry developments and approaches to producing great quality drinking water'

Catchment advisor, Essex & Suffolk Water

50%
OFF

Team
booking
offer

Book 2 delegates from your team and any subsequent bookings will receive 50% off.

Contact **Carla Staden** on **+44 (0) 1342 332016** or email **CarlaStaden@fav-house.com** for more information.

SPONSORSHIP & EXHIBITION

Promote your brand, showcase your expertise, and meet new clients. Various sponsorship and exhibition opportunities are available at this event. For more information, please contact **Reza Zaman** on **+44 (0)1342 332044** or email **reza.zaman@fav-house.com** to discuss your objectives.

Terms and Conditions: Faversham House Limited ("we") accept bookings from delegates ("you") for places at the Events on the following terms and conditions.

Accommodation: Accommodation is not included in the delegate fee. Confirmation: Once we have received confirmation of your booking, we will send you an email confirmation. A VAT invoice will be sent out to you shortly after. We must receive payment prior to the date of the event. If you have not received confirmation of your booking within 14 days of the event, please contact the Event management team as we may not have received your booking. We cannot be held responsible for the non-arrival of information. Whilst in attendance at the event, if we reasonably consider that your behaviour is inappropriate, disruptive, offensive, dangerous or illegal, we may ban you from further participation in the event without a refund.

Liability: Any opinions expressed or statements made by speakers or delegates at the event are in their personal capacities and are not made or expressed on our behalf. Except in the case of death or personal injury

caused by our negligence or that of persons for whose acts or omissions we are legally liable, we will not be liable to you for any loss or damage of any kind, whether direct, indirect or consequential, which you may suffer at or in relation to the event, and our aggregate liability to you will in any case be limited to the amount you have paid to us.

Cancellation: Payment for the event must be received before the date of the event. Cancellations must be made in writing to the address above. Cancellations received up to one calendar month prior to the event date will be subject to a handling and administration charge of £75 + VAT per delegate, which will be deducted from any due refund or invoice, whichever is appropriate. The organisers regret that cancellations are not accepted less than one month prior to the date of the event. However, a substitute delegate can be nominated. Substitutions made on the day of the event are at our discretion only. We reserve the right to make changes to the programme, location and/or speakers without prior notice. We will not offer refunds to delegates due to circumstances affecting the event, or your ability

to attend it, which are outside our control (for example, but not limited to, a terrorist alert or incident) unless the event is cancelled or rescheduled for another date, in which case we will retain up to 50% of the delegate fee to cover marketing, administration and delegate registration costs.

Data Protection: We value your privacy and confidentiality. By registering for this event, we can provide you with information relating to your booking and other Faversham House Ltd related products or services via email, direct mail, fax or telephone. We may also make your details available to carefully screened companies who have information that may be of interest to you, subject to the permission you have given on your booking form. If you do not want to receive this information please write to the Event Database Manager at Faversham House Ltd. Your details may also be made available to other carefully selected companies.

☐ Please tick here if you do not wish to receive information from third parties.