Research, Innovation and Community Implementation

George Ponton

Head of Research and Innovation

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Who in the World Am I?
Ah, that's the great puzzle!

- Lewis Carroll

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Disclaimer

The views expressed today are not necessarily the views of Scottish Water

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Overview

- Scottish Water Overview
- Current Approach
- Alternatives
- Community Attitudes and Appetite

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A Brief History

Statutory Body Formed in 2002

Merger of 3 authorities

£4bn of investment delivered

Improved Water Quality

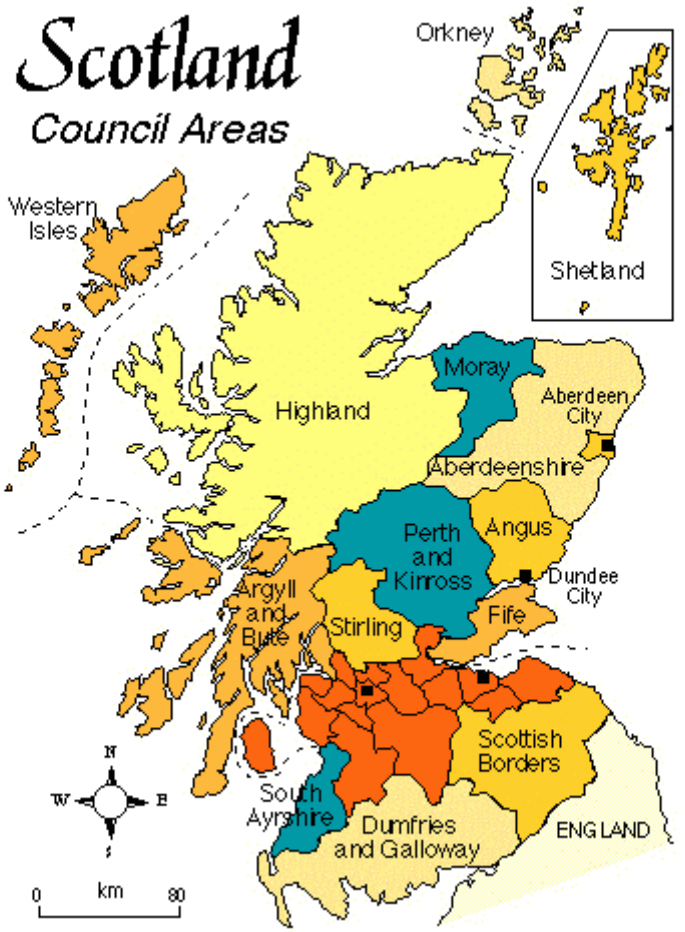
Improved Wastewater compliance

Reduced Operating Costs

Reduced Customer Charges

Context

- 4th largest water company in UK
- £1bn annual turnover
- 5 million customers
- 2.1 billion litres of water per day supplied
- 1 billion litres of wastewater collected and treated
- 47,000 km of water pipes
- 50,000 km of sewer
- 1,837 wastewater treatment works
- 270 water treatment works



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Our vision is to be:

Scotland's most valued and trusted business, one that we can all be proud of.

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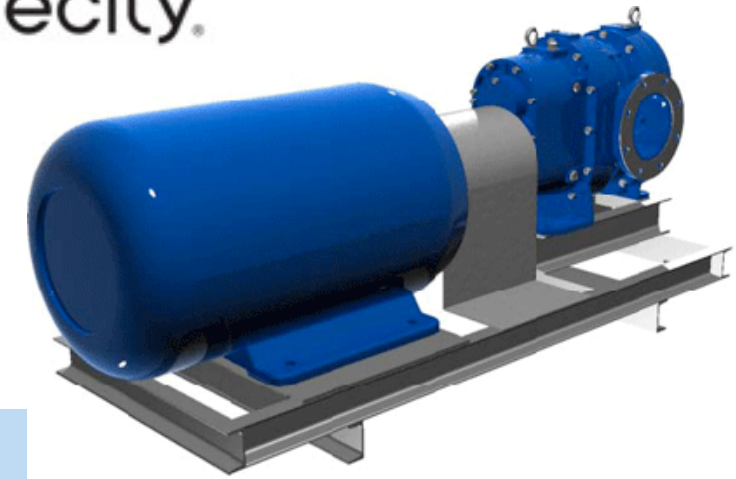
providing high quality affordable water

protecting and enhancing our environment

supporting Scotland's communities and economy

Growing
Always seizing opportunities to add value

Horizons



We Provide A Universal Service – but should we?

- Water v’ s Wastewater
- Rural v’ s Urban
- Variable Service v’ s Variable Service Delivery

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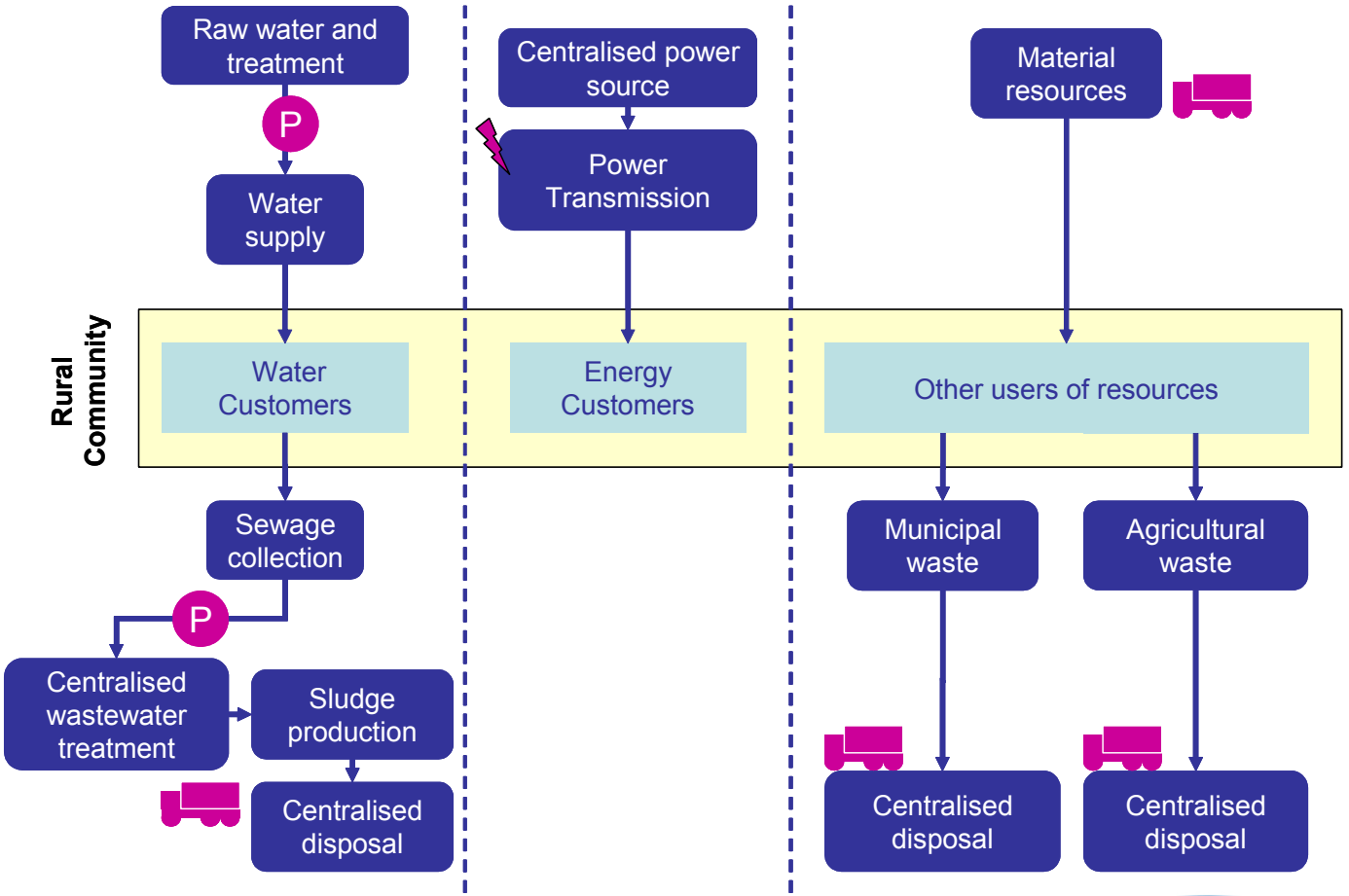
Current Utility Model



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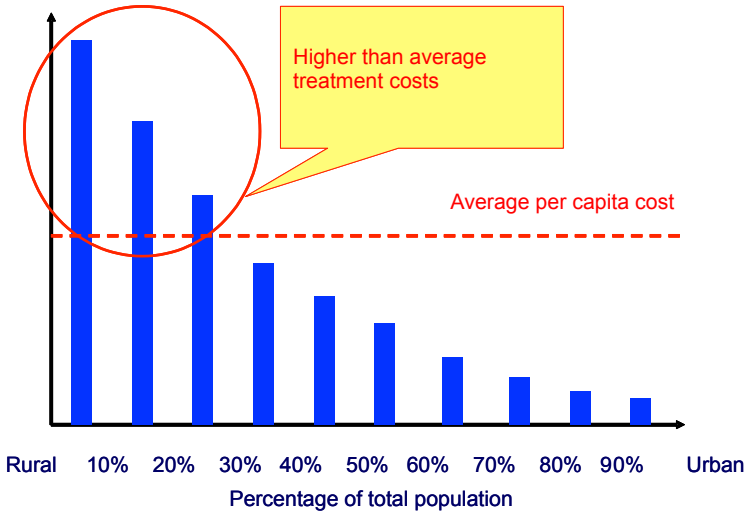
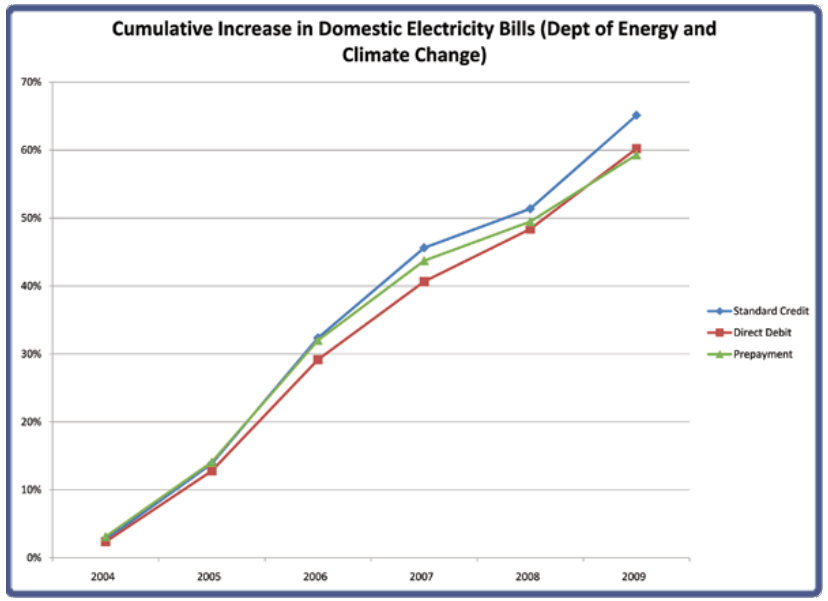
Why Change?





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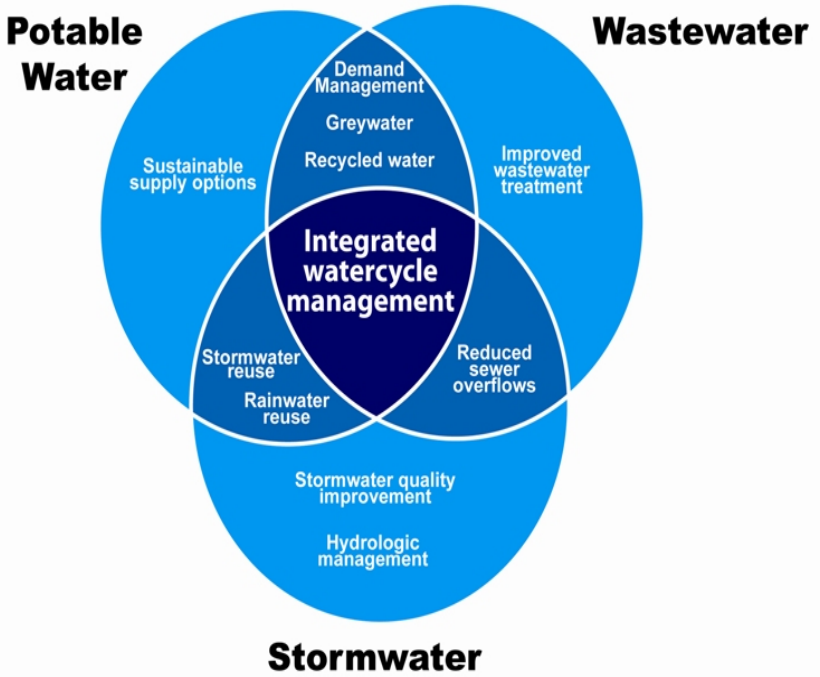
Water Service Managers or Water Cycle Managers

- Can we provide more sustainable services?
- Is there more opportunity for value recovery?
- Can we better protect & enhance the environment?



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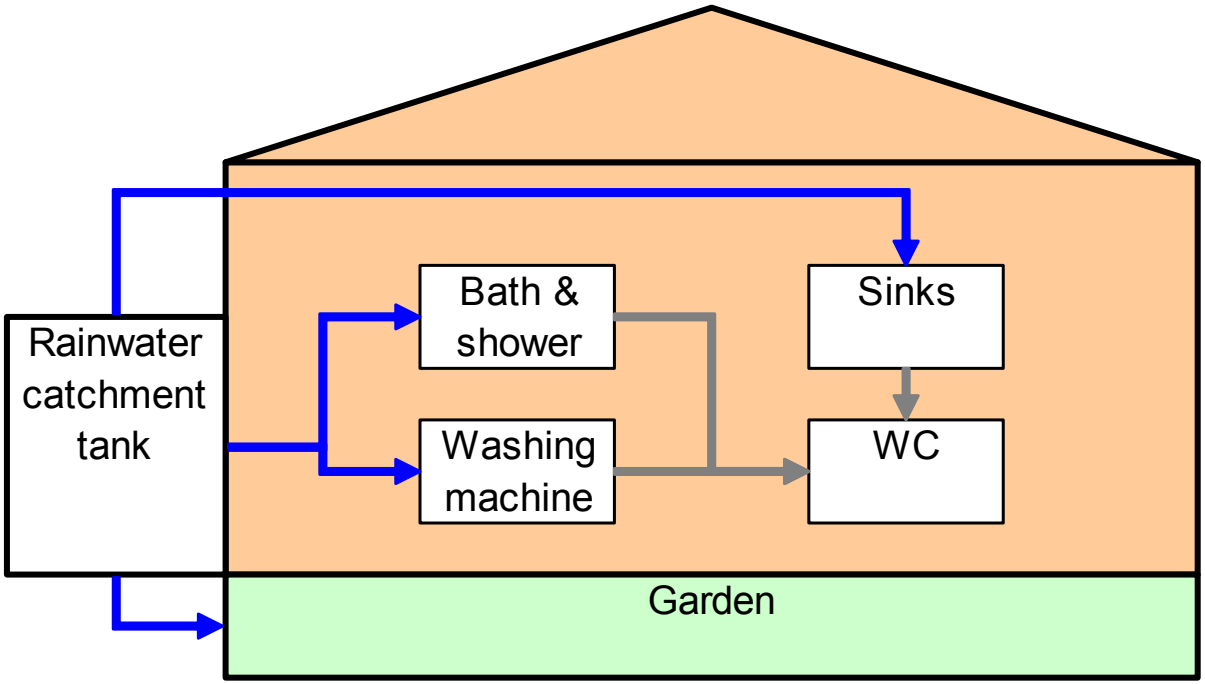
Alternative Water Supply Model?



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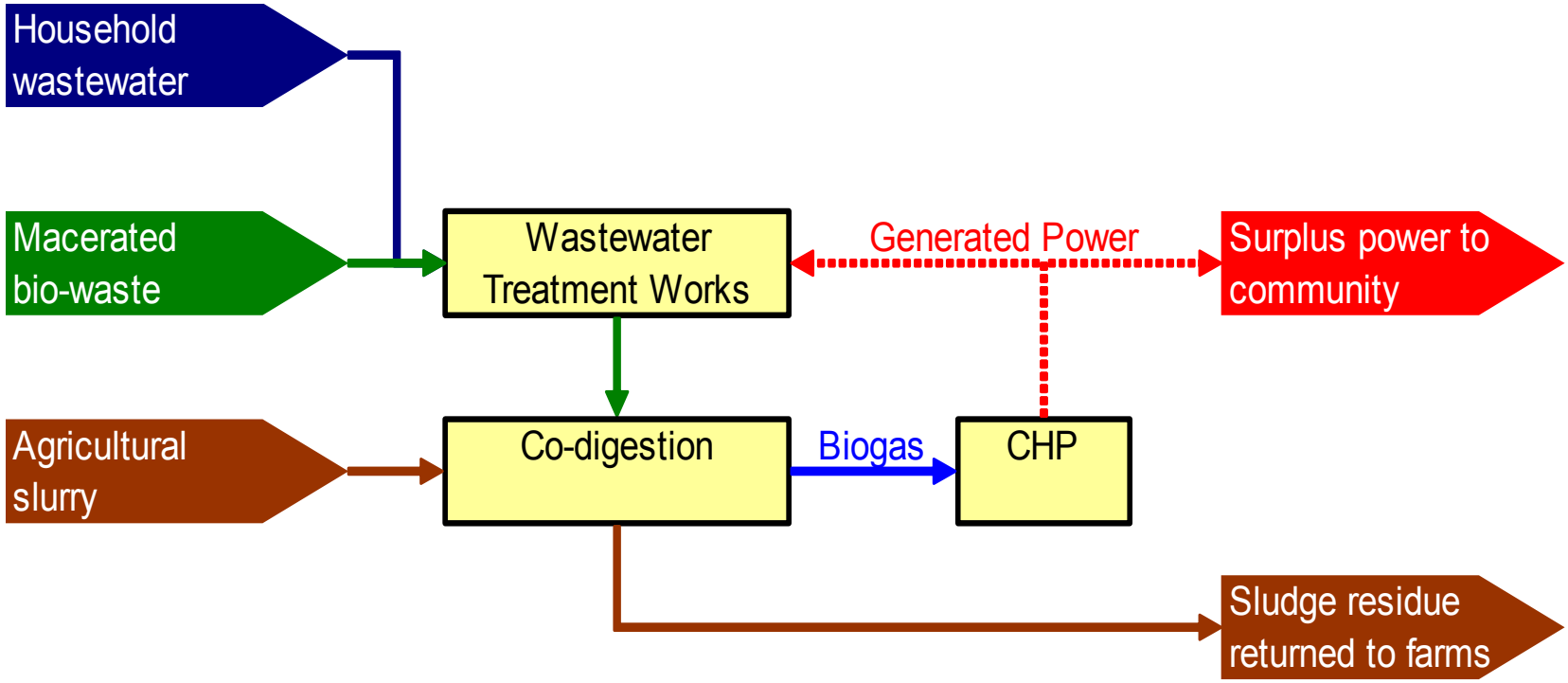
Community Energy Potential



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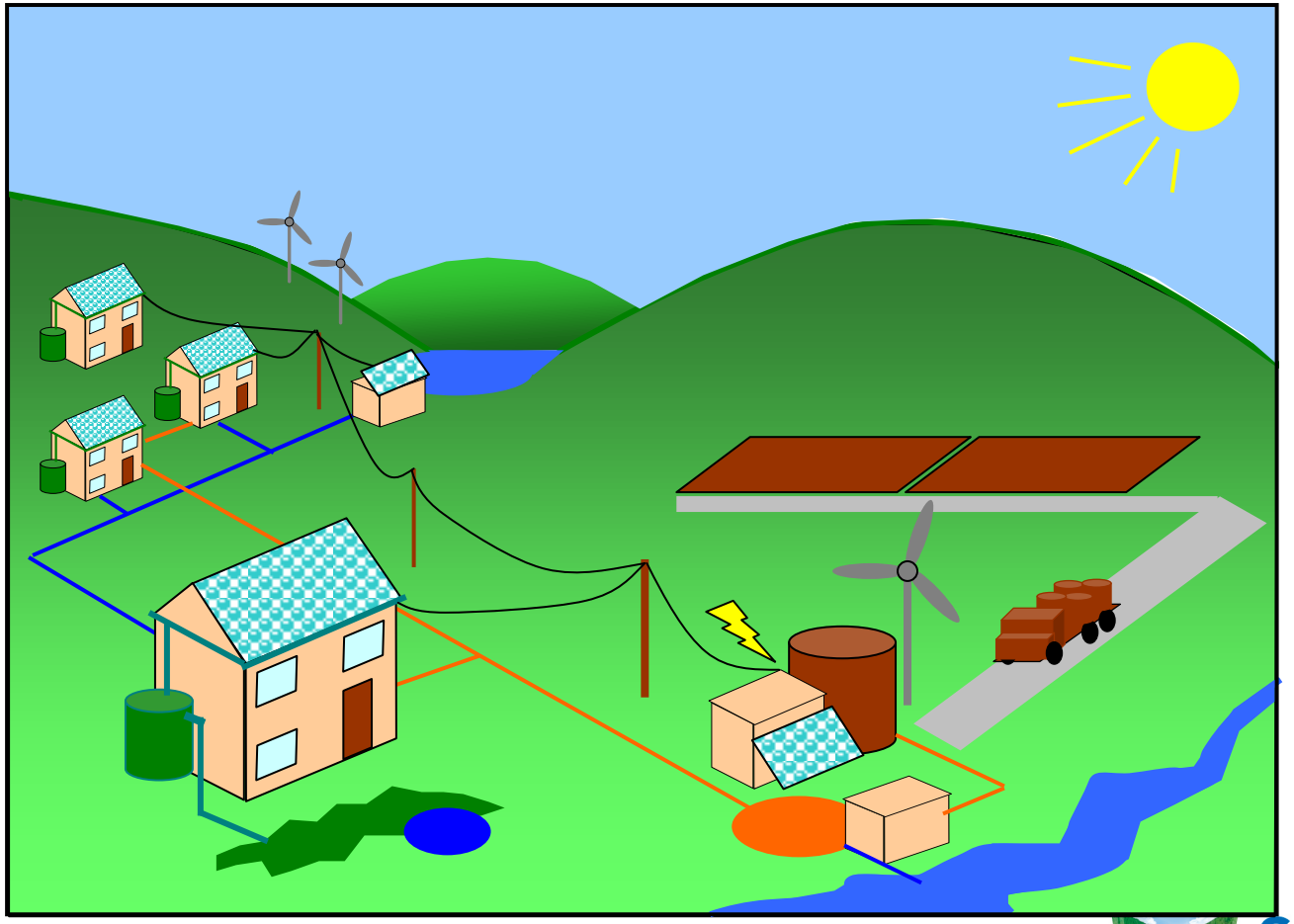
Resilient Community?



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Barriers

- Institutional Arrangements
- Economic Drivers
- Political will
- Customer Attitudes
- Customer behaviours
- Legislation

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Collaborate

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Community Engagement

- Is a universal service desired / expected?

- What are the particular issues and what part can water cycle management play in addressing them?

- What level of involvement are you prepared to provide?
  - Own / operate / maintain

- What pilot communities can we identify and what partnerships do we need to manage and finance?

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