

FUSING DATA AND LOCAL KNOWLEDGE

TO TARGET, ALIGN AND DELIVER

How people, insight and connected systems
improve leakage decision-making

Wayne Novelli | Network & Leakage Strategy Manager



THE CHALLENGE

Everybody wants a silver bullet

New technology can create capability, but it does not create consistent delivery on its own.

We chase technology when current delivery is not giving us:

MORE Leakage reduction

FASTER Detection and response

LEANER Resource efficiency

The overlooked constraint is often not the tool. It is whether people trust it, understand it and use it consistently.



THE HIDDEN INGREDIENT

Technology does not reduce leakage. People do.

Analysts, supervisors, managers and technicians turn information into outcomes.



GLOBAL LEAKAGE SUMMIT

DATA

Evidence

LOCAL
KNOWLEDGE

Context

PROCESS

Consistency

PEOPLE

Action

People need clear expectations, a reason to believe, and permission to challenge what is not reliable.

SOUTHERN WATER 4

2. DECISION

Fuse data with local knowledge

Good targeting comes from evidence interpreted through operational experience.



DATA

- Flow and pressure
- Asset and GIS data
- Repair and logger history
- Seasonal patterns

LOCAL KNOWLEDGE

- Best survey times
- Access and safety constraints
- Known network behaviour
- What plans do not show

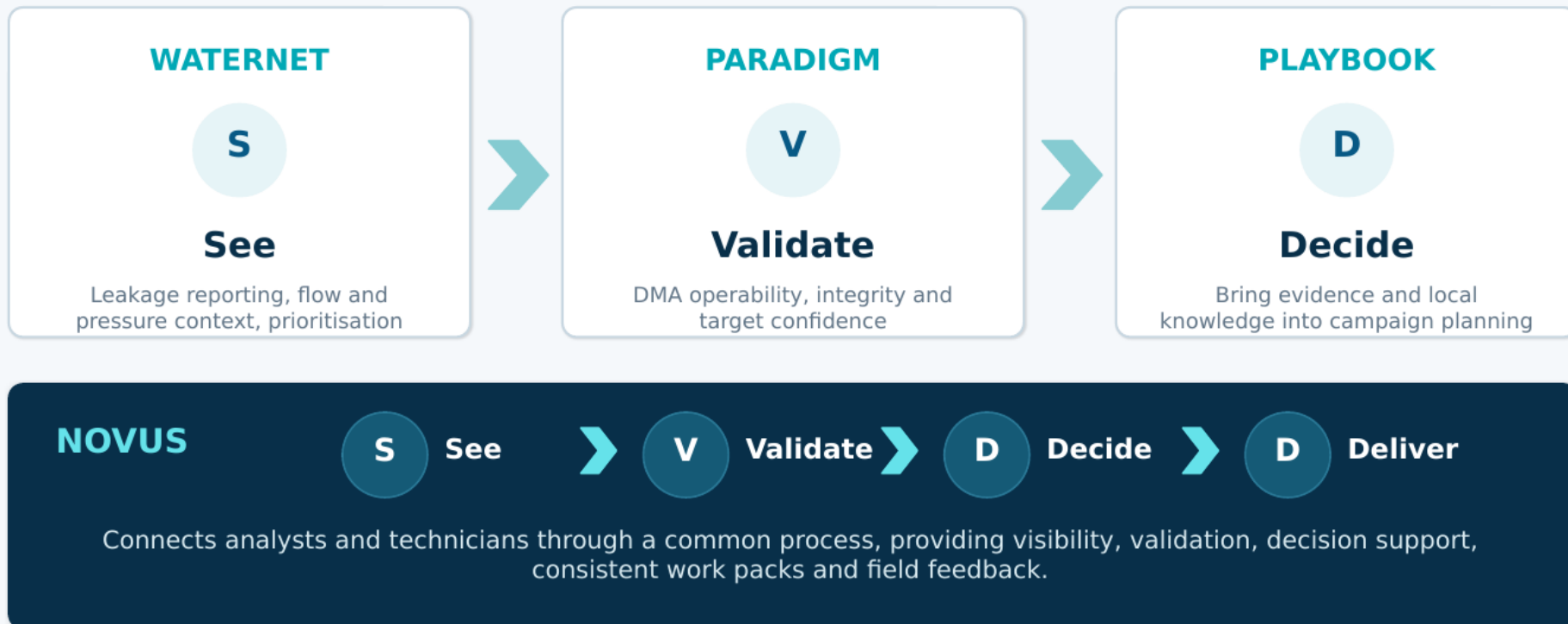
**BETTER
DECISION**

**Playbook makes experience visible,
transferable and repeatable.**

3. ALIGNMENT

Give each system a clear job

Connected roles are more valuable than disconnected capability.



The objective is one shared line of sight: network signal → decision → work → outcome.

Playbook

AF02

Pressure Control

Time pressure with alarm decay

Summer Usage DMA?

Yes

Fixed Network?

No

Mains Length

19km

5-Year MNF (m3/hr)

6.54

Property Count

1387

Average No. of Jobs by Type in AF02 (2016-2024)

Job Type	Average No. Per Year
Current	12
Customer Site	4
Fitting	2
Mains	4
Meters and ST	8
Other	2
SB	0.5

DMA AF02 Freshwater Bay PMA

Mains Materials AF02

Material	Percentage
CI	18%
DI	44%
HPE	2%
MDPE	36%

ACORN Types AF02

Category	Percentage
Category 0 - No Category	2%
Category 1 - Affluent	2%
Category 2 - Comfortable	0%
Category 3 - Financially Strained	49%
Category 4 - Financially Struggling Estates	47%

Water for Life Southern Water

DAYWORTH CONSULTING

Network Operations

Bursts and CSLs

No Data Captured

Network Issues and Operations

PRV infeed in fenced compound locked in garden of Annsbeck.

Check AF0201 against res outlet IX0101 for leaks affecting PRV inlet

GIS Issues and New Builds

No Data Captured

DG2

No DG2s

Health and Safety

Health and Safety

No Data Captured

SME Comments

No Data Captured

ALC Strategy

ALC Tactics

No Data Captured

Expected Hours to Walk

44

Best Time for ALC

Daytime

Recommended for Noise Logging?

No - 27% Max Coverage

NHHs and Night Users

Night Users & NHH POIs

The Albion Hotel, Freshwater Bay, Freshwater, PO40 9RA, Farringford Golf Course, Farringford Estate, Bedbury Lane, Freshwater, PO40 9PE, West Wight Sports and Community Centre, Moa Place, Freshwater, PO40 9XH

Large Users

No Data Captured

Logged NHHs

No Data Captured

GLOBAL LEAKAGE SUMMIT

SOUTHERN WATER

4. DELIVERY

Create an operating rhythm around the data

Alignment happens when functions review the same evidence and remove blockers together.



WEEKLY

Leakage position, recovery need, job mix

DAILY

Network, leakage, repair and planning call

REAL-TIME

Prioritise, escalate and unblock

CLOSED LOOP

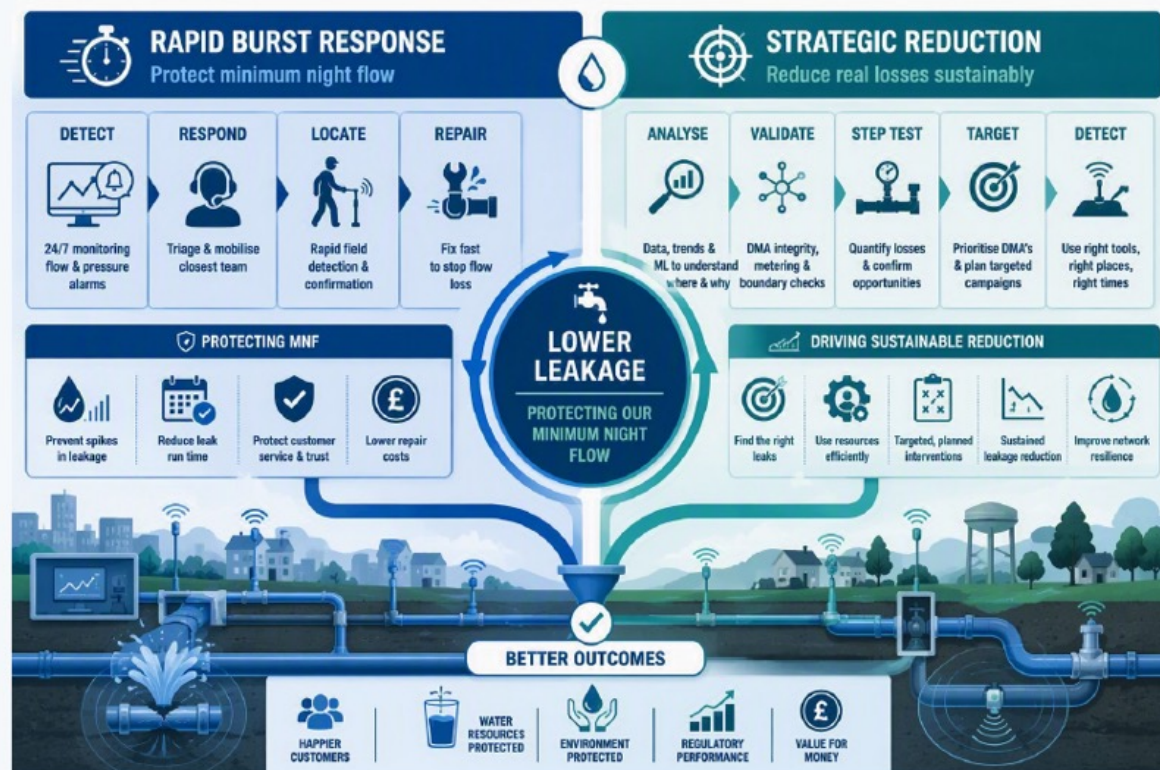
Measure outcome and adjust strategy

Escalation is strongest when supported by flow evidence and a common priority code.

TWO COMPLEMENTARY LEVERS

Protect the position, then drive reduction

Leakage performance requires both rapid NRR management and planned strategic intervention.



MANAGE NRR

Detect → mobilise → locate → repair

Reduce leak run time and protect MNF

STRATEGIC REDUCTION

Analyse → validate → target → survey

Use the right technique in the right part of the DMA

One protects today's performance. The other changes tomorrow's baseline.

THREE TAKEAWAYS

1

No silver bullet

Technology enables performance. People, process and adoption deliver it.

2

Fuse data and local knowledge

Evidence and operational experience create stronger, more targeted decisions.

3

Connect insight to action

Waternet sees. Paradigm validates. Playbook decides. Novus supports see, validate, decide and deliver.

Better leakage outcomes come from aligned people, trusted information and connected decisions.