

Thoughts on Digital Water

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KALA VAIRAVAMOORTHY, Executive Director, IWA



inspiring change

Our 19th century approaches have not worked well in many countries



Linear, single quality, use once and throw away 'All or nothing' - unaffordable for 2/3 of planet

Opportunity to do things differently



Water sector needs to get **Smarter**

Smart by design - adaptive, distributed, advanced

Smart use - doing more with less, RRR (R3)

Smart control - sensors, analytics, OT-IT integration Digital is really an enabler

Digital ecosystem - connected assets



Digital ecosystem – silent running



Savings from: monitoring, automation & control are approx. \$320B from 2016-2020

GWI Water's Digital Future, 2016

And it benefits the entire value chain





Watershed integrity

proactive remote sensing to enhance WQ and EQ and improve sustainability Process Optimization sensors + algorithms optimize treatment, RRR (reduce capex & opex)

Predictive Maintenance

connected assets reduce downtime & failures of components & systems

Customer Engagement

transform customer interaction model across web, mobile, connected home...

New products & services

enhance value proposition to include new water related services

Predictive maintenance watching assets age in real-time





silent running - machine-to-machine coms



silent running - machine-to-machine coms



silent running - machine-to-machine coms





we're dealing with systems of systems



Integrated Water Cycle Perspective



Data integration, analytics and visualization allow utility to manage an integrated system in a holistic and intelligent way

Productive use - we need to have a systems perspective of the water cycle



Modelling allows us to connect all flows for productive uses – digital ledgers help





how digitally mature are you?





Siloed Operations

- Lack of integration of data
- Lack of integration of systems



It's all about connectedness

Connected Customer

Home Display Unit, Web + Apps, Social Media, Gamification; Dynamic Pricing



Connected Workforce

Integrated picture of utility, smart wear, AR, flight simulator controls





Monetizing your data - external



Smart 'health tracking' toilets - continuous monitoring of personal health data.

- Data on stool + urine (consistency, colour, freq.)
- Capture data on blood pressure, body fat, wgt.
- Allows consumer to take better control of their own health and well-being, including their diet
- 9/10 willing to share health data with doctor

Attractive model as both B2B & B2C







IWA's digital programme







Choices Before Us



Thank you!

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