Why attend?
Utilities have the critical and ultimate responsibility to provide the infrastructure, systems, and governance to effectively manage water for the public. With growing populations, ageing infrastructure, and changing climate, challenges over the past decade have increased significantly. Many utilities across the world have become very creative and innovative to implement novel and game-changing solutions to these challenges. Their invaluable insights and knowledge are seldom shared on a global platform, and utilities rarely come together to discuss how to go forward towards solutions. To that end, the Utility Leaders Forum (ULF) will be a central feature during the IWA World Water Congress & Exhibition.

The ULF will bring together over the course of two days some of the most prominent water utility leaders with the most impactful case studies to share experiences and knowledge. This will involve having open, interactive, and structured dialogue around some of the most critical issues facing utilities. Importantly, this will be structured in a format that will facilitate participation from all attendees.

At the end of day one, utility leaders will be invited to attend a networking reception at the facility of HOFOR-The Utility of Greater Copenhagen, hosted by 3VAND utilities. On day two, a boat trip exclusively for utility leaders will take attendees from the forum on a tour on the canals of Copenhagen, demonstrating climate solutions and extending networking opportunities from two days of discussions.

Programme Topics
Based on a strong consensus from the water utility sector, the sessions will focus on four areas:

**Water Utilities as Community Leaders – Creating Integrated Water Management for Cities of the Future** – Utilities must sustainably manage the integrated water cycle to ensure a reliable, high quality water supply and a resilient climate and crisis response capability. Additionally, the role of leading water utilities has evolved to becoming a ‘leader in the community’, investing locally as a job creator, and seeking public engagement into major infrastructure investments. How successful is this integrated approach? And how is it being done?

**Accelerating Adoption of Innovation** – Utilities face many challenges, with increasing demands in terms of population, climate goals, and water scarcity. With these challenges, utilities have found powerful ways to adopt innovation and technology. How can adoption of critical and needed solutions be accelerated?

**Evolving with Climate Change** – Mitigating against water scarcity, adapting to extreme weather events or more effectively utilising digitalisation and data, we focus on how utilities are adapting to the inevitable by building resilience in line with societal expectations.

**The Digital Utility** – There are numerous ways in which data can be used to improve and optimise all aspects of a utility’s operations. The Digital Utility unlocks an exciting new world of providing better outcomes for customers: better ways to communicate and engage, opportunities to reduce costs and risks, detection of operational issues before they occur, the list goes on. So many decisions, so much innovation – when and how should you dive in?

Utility Leaders Forum Organising Committee

- **Helle Katrine Andersen**, COO DANVA (Danish Water and Wastewater Association), Chair
- **Jonathan Clement**, IWA LET Chair, Co-Chair
- **Tom Mollenkopf**, IWA President
- **Adam Lovell**, Executive Director, Water Services Association of Australia
- **Shaunna Berendson**, Head of Innovation Engagement, Anglian Water
- **Ed McCormick**, Chair of IWA Strategic Council Utility Engagement Working Group
- **Brian Hansen**, Director of Planning, Greater Copenhagen Utility HOFOR
- **Miriam Feilberg**, Climate Change Manager, DANVA
- **Carlos Diaz**, IWA Secretariat
- **William Cappuyns**, IWA Secretariat

www.worldwatercongress.org
#WorldWaterCongress
Opening of Utility Leaders Forum, 10:30 - 10:45
Tom Mollenkopf, IWA President
Carl-Emil Larsen, CEO DANVA (Danish Water and Wastewater Association)

SESSION 1 - Water Utilities as Community Leaders - Creating Integrated Water Management for Cities of the Future, 10:45- 12:00
Setting the stage: Hamanth Kasan, IWA Vice President
Igniting talks:
• Diane Taniguchi-Dennis, CEO, Clean Water Services, Hillsboro, Oregon, USA
• Dr. Eng. Silver Mugisha, MD National Water & Sewerage Corporation, Uganda
• William Fernandes, Director, Toronto Water, Canada
• Claudia Castell-Exner, President EurEau, Brussels, Belgium
Panel discussion facilitated by Ed McCormick, Chair of IWA SC Utility Engagement Group

SESSION 2 - Accelerating Adoption of Innovation, 13:30 – 15:00
Setting the stage: Jonathan Clement, IWA LET Chair
Igniting talks:
• Claus Homann, CSO/COO, Aarhus Water, Denmark
• Chris Rockey, Director South West Water, UK
• Bernard Koh, Assistant CE, PUB Singapore
• Dr. Asma El Kasmi, Director Cooperation and Communication, ONEE, Morocco.
• Rik Thijssen, Director Business Development & Innovation, Vitens NL
Roundtables and panel discussion facilitated by Helle Katrine Andersen, COO DANVA

SESSION 3 - Evolving with Climate Change, 15:45 – 17:15
Setting the stage: Shaunna Berendsen, Head of Innovation Engagement, Anglian Water
Igniting talks:
• Simon Parsons, Director, Scottish Water, UK
• Pat McCafferty, MD Yarra Valley Water, Australia
• Dan Naidoo, Regional Manager of Umgeni Waterboard, Kwazulu Natal, South Africa and chairman of WISA Water Institute of Southern Africa, South Africa
• Brian Hansen, Head of Planning, Utility of Greater Copenhagen, Denmark
• Matt Collings, Assistant GM, Moulton Niguel Water District, California, USA
• Gari Villa-Landa Sokolova, Head of International Affairs, AEAS, Spain
Roundtables and panel discussion facilitated by Miriam Feilberg, Head of Climate, DANVA

SOCIAL EVENING EVENT - Utility Leaders reception hosted by 3VAND utilities at Utility of Greater Copenhagen, 18:00 – 20:00

Sign up for the Forum online: www.surveymonkey.com/r/IWA_ULF2022
www.worldwatercongress.org/utility-leaders-forum/
UTILITY LEADERS FORUM AGENDA
THE MOST PROMINENT WATER UTILITY LEADERS WITH THE MOST IMPACTFUL CASE STUDIES

WEDNESDAY 14 SEP 2022

Living in the Digital World, 10:30 – 12:00
Setting the stage: Shane Morgan, COO Urban Utilities, Brisbane, Australia
Igniting talks
• Jason Tucker, Director of Strategic Delivery and Commercial Assurance Anglian Water, UK
• Maree Lang, MD, Greater Western Water, Australia
• Riksta Zwart, MD, Waterbedrijf Groningen, NL
• Kishia Powell, COO, DC Water, USA
Roundtables and panel discussion facilitated by Adam Lovell, CEO Water Services Association of Australia

Celebrating 2022 Climate Smart Utilities – Successes from Around the Globe and Recognition Event, 13:30 – 14:45
Opening of recognition event: Kala Vairavamoorthy, Executive Director IWA
Climate-Smart Stories
• Cedric Feliers, Veolia Eau d’Ile de France, France
• Pascual Fernández, Canal De Isabel II, Spain
• Brian Hansen, HOFOR AS, Denmark
Poster pitches of Climate-Smart stories
Facilitated by Corinne Tromsdorff, Water Cities and Carlos Diaz, IWA

Closing of forum and messages for next Utility Leaders Forums, 14:45 – 15:00
Towards Singapore Water Week 2024 and IWA WWCE Toronto 2024
• CEO PUB Singapore (tbc)
• Robert Haller, CEO Canadian Water and Wastewater Association, Canada
Closing by Tom Mollenkopf, IWA President and Helle Katrine Andersen, COO DANVA

Boat trip of the canals of Copenhagen and utility leaders networking – Demonstration of climate solutions, 15:45 – 18:00
Pick up by bus at the Bella Center
Sightseeing on the canals of Copenhagen and demonstration of Climate Solutions
Drop-off at the Harbour Bath for social event and swim
Walking distance to Cultural Night Tivoli or possibility for return to Bella Center
Planned and facilitated by Brian Hansen, Head of planning, Utility of Greater Copenhagen