



European
Benchmarking
Co-operation



FIRST ANNOUNCEMENT

Digital transformation in a water utility
Knowledge Picnic *5th April 2019* – Wrocław, Poland

Hosted and organised by:

22-02-2019



Digital transformation in a water utility



Knowledge picnic

5th April 2019

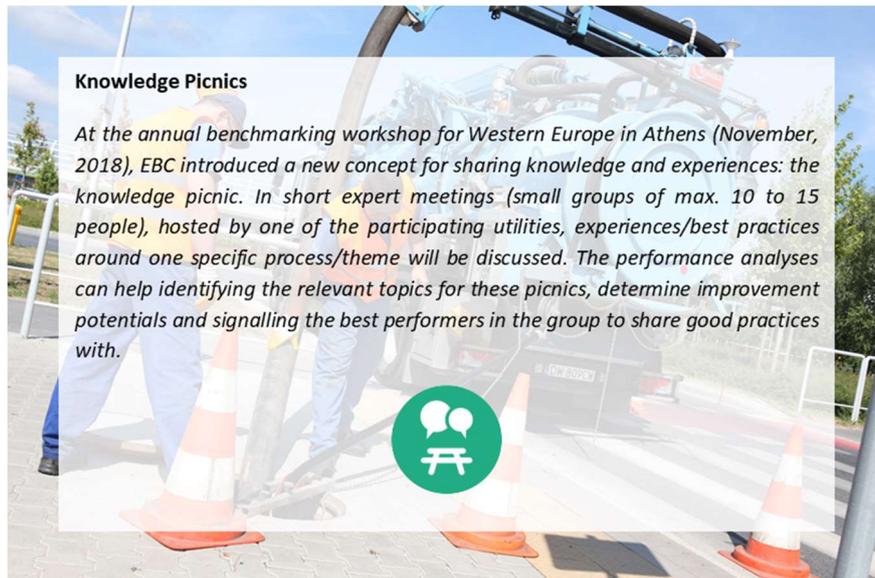
MPWiK Wrocław

Na Grobli 19

Wrocław, Poland

1. Introduction

On the 5th of April MPWiK Wroclaw and EBC Foundation organise the first “EBC Knowledge Picnic”. This knowledge exchange event will focus on the **Digital transformation in a water utility**.



Background information

MPWiK Wroclaw started almost 10 years ago with the implementation of integrated systems such as ERP (Enterprise Resource Planning), CRM (Customer Relationship Management) and GIS (Geographic Information System). After that, other professional systems like Business Process Management System, Enterprise Content Management System and Online Customer Service were put in place to improve the customer service quality. At some point, the multiplicity of the IT systems held a risk of excessive complexity and consequently inefficient management. In order to overcome this issue communication standards between systems were introduced and an Enterprise Service Bus system was implemented. At the same time the development of the Tableau system started, which is used to visualise the efficiency of MPWiK’s processes. Today, over two hundred indicators in the form of dashboards and charts are used on the day-to-day basis by the managers and leaders.

The next milestone of the digital transformation in MPWiK Wroclaw was reached by introducing mobile technology to employees that work in the field. Thanks to the implementation of cloud technologies and the Field Force Automation system, each employee in the field has access to digital maps, a list of tasks and all the needed information on their tablets.

After nearly 10 years of systematic approach to the integrated IT, OT and business policy, the digital transformation is now influencing each aspect of the core operation of MPWiK Wroclaw. The latest

breakthrough in the field of digital transformation was achieved with the introduction of the central data repository to produce data. Currently, over 200,000 variables (e.g. data from water production, water and flow meters, weather monitoring, noise loggers and others) are stored and easily accessible in the central repository. The introduction of this system was the starting point for the new data-handling and decision-making approach in MPWiK Wrocław.

In a joint effort, we are currently preparing the Picnic details. Early March we will make a next announcement with further information about the programme.

With this 'first announcement', we invite you to block the dates in your agenda, register for the Picnic and inform us about possible input that you would like to discuss/present in order to interactively shape the agenda.

2. Objectives Knowledge Picnic

- ◆ Sharing experiences in the field of digital transformation in a water utility.
- ◆ Water utilities who are responsible for both DW and WW services in general deal with six process steps: water abstraction, production, distribution, collection and treatment. On top of this they deal among others with maintenance. MPWiK Wrocław will present its best practices in two of these steps (DW distribution (water losses) and among others maintenance (energy efficiency)) and aims to learn from examples in other process steps from the other picnic participants.

Our expectations

What do we expect from participants?

- ◆ to be willing to share experiences and best practices;
- ◆ to have an open mind for new ideas;
- ◆ enthusiasm!

3. Picnic Programme

After a general introduction about MPWiK Wrocław and the digital transformation within the utility, MPWiK will present two examples in which the digital transformation helped the company to improve its performance: Water losses and Energy efficiency.

Participants are asked to present/share experiences from their own utility, preferably in the field of water abstraction, production or collection and treatment of wastewater as the two cases of MPWIK already cover DW distribution and maintenance. All sorts of input are welcome: screenshots, websites, PowerPoint, short video's etc.

After the picnic, participants have the opportunity to visit Hydropolis (<https://hydropolis.pl/en/> - ul. Na Grobli 17, Wroclaw). Hydropolis is a place where diverse multimedia technologies, interactive installations, faithful replicas and models, as well as touch screens providing extensive information, serve one purpose - to show water from various fascinating perspectives.

Preliminary programme

◆ Thursday, 4th April 2019

Arrival of participants

◆ Friday, 5th April 2019

8:45 – 9:00	Registration & Coffee
9:00 – 9:15	Welcome and introduction by the host
9:15 – 10:00	Case 1: Energy Efficiency (presentation and discussion)
10:00 – 10:45	Case 2: Water losses (presentation and discussion)
10:45 – 11:00	Coffee break
11:00 – 12:00	Case 3: ... Case 4: ...
12:00 – 13:00	Lunch
13:00 – 14:00	Case 5: ... Case 6: ...
14:00 – 14:30	Summary and discussion
14:30 – 14:45	Ending
15:00 – 16:30	Visit to Hydropolis

Please send your ideas/input /proposals for a discussion/presentation to

tom.bijkerk@waterbenchmark.org!

4. Logistics & practical details

The workshop will take place at MPWIKs' head office (Na Grobli 19, Wroclaw). The venue is located in the city centre.

Suggested hotels:

Name hotel	Star	Website
🔹 Doubletree by Hilton Hotel	*****	http://www.hiltonhotels.com/pl_PL/polska/doubletree-by-hilton-hotel-wroclaw/
🔹 Mercure	****	https://www.accorhotels.com/gb/hotel-3374-hotel-mercure-wroclaw-centrum/index.shtml
🔹 Hotel Wodnik	***	http://wodnik-hotel.pl/
🔹 Empire Apart	-	https://empireapart.com/en/
🔹 Absynt Apart - Kingsapartments OVO	-	http://www.kingsapartments.pl/

🔹 Weather conditions

April experiences a slight increase in temperatures to the range of 3°C and 12°C making the month mildly pleasant especially with the absence of the winter chill. However the nights and early mornings remain cold and appropriate dressing is required. The afternoons may experience rainfall, therefore carrying an umbrella is advised as the rains may be abrupt and unpredictable.

🔹 Locations

The picnic will be held at Na Grobli 19, Wroclaw in the MPWiK headquarter named BTL, based near the water treatment plant Na Grobli and by the educational centre Hydropolis. For the participants travelling by car, parking near the BTL building will be available.

🔹 Airport to the city centre

Wroclaw Airport is located west of the city and accessible through the Graniczna Street, which can be reached via the A4 and A8 motorways. The distance from Wroclaw Airport to the centre of Wroclaw is 12 kilometres. By car, it takes 20 minutes to get to the centre of Wroclaw. It is possible to travel to and from Wroclaw Airport by public transport. If you opt for public transport to and from Wroclaw Airport you can travel by bus. Visit the Wroclaw Airport transportation page for the possibilities. A taxi is the quickest and most comfortable way to get to and from Wroclaw Airport. The price for a taxi ride from the airport to the centre of Wroclaw is about PLN 60 (+/- €14). At Wroclaw Airport you can rent a car from car rental companies. It is most convenient to find and book a car well in advance.

5. Picnic Costs

Participants need to cover their own costs of travelling, accommodation and meals. Because MPWiK Wroclaw generously offered to host and co-sponsor the Picnic, participants do not need to pay a fee for attending. Coffee/tea breaks and lunch are included.

6. Registration

Interested in participating? Please let us know as soon as possible by sending an e-mail to tom.bijkerk@waterbenchmark.org

Only a limited number of places is available. Available places are allocated on a 'first come first served' basis. So please respond on time to prevent any disappointment.

7. Picnic Team

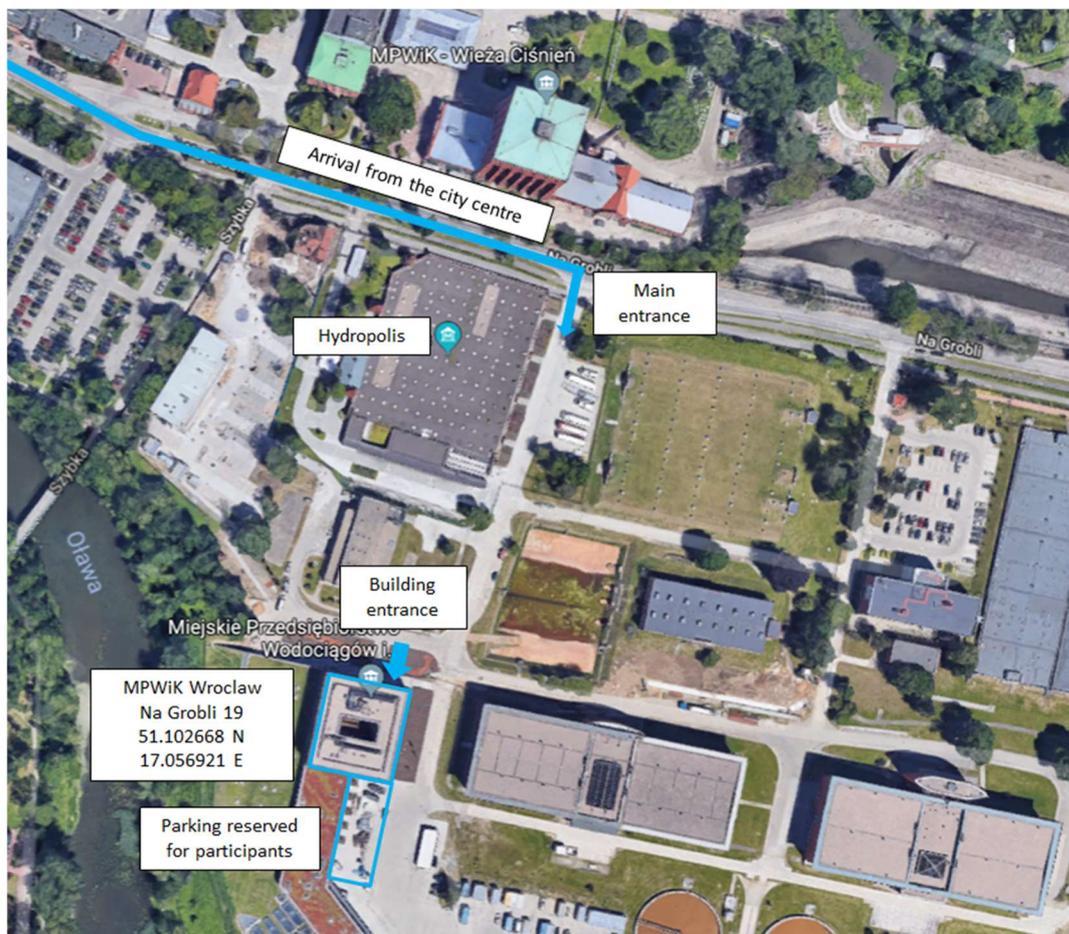
The team is composed of:

- Mr. Tomasz Konieczny (MPWiK Wrocław)
- Mrs. Aleksandra Cichoń (MPWiK Wrocław)
- Mr. Tom Bijkerk (EBC)

For logistical questions and programme issues, please contact:

Mrs. Aleksandra Cichoń (MPWiK Wrocław): aleksandra.cichon@mpwik.wroc.pl, mobile: +48 691 900 370

8. Map with relevant locations



Parking for participants:





administrator@waterbenchmark.org



www.waterbenchmark.org



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