

Question	Response
1. Is it possible to see some example data of the calls that you take (obviously anonymised)	Not at this stage - it's people generally phoning up to complain about appearance or taste and odour. Successful proposals can be given anonymised data
2. Have you done any route cause analysis on the customer contacts a. Are the taste and odour complaints due to changes of water source? b. Are the appearance issues due to deposits in a main or are they from treatment/storage?	Previous attempts at RCA have only had limited success due to data problems and we generally are still relying on local operator knowledge. Data problems include both missing key information and especially the link between asset and operational data. a) Yes, some. b) predominantly the former
3. From Discover Water the Taste and Smell metric is improving have you already started to make operation changes that have caused this, if so what were they?	We believe this is predominantly due to improved proactive customer communication both general information on our website and proactive texting during operational incidents
4. Is there any known reason why the Appearance metric has deteriorated over the past 3 years?	It is not entirely clear, asset condition is clearly an important factor, but there may be several other significant explanatory factors
1. What devices, if any, do Wessex Water have that monitors water quality in the customers home?	We don't routinely install monitors at the customer property; boundary filters are used to distinguish potential sources of particulate (mains / service).
2. What devices, if any, do Wessex Water have that monitors water quality near the customers home? eg. does each postcode or road have a water quality sensor	We have some monitors for turbidity and chlorine within our distribution network located at selected booster and reservoir sites where we also take regular samples; on a street level we have a small number of deployable monitors which record chlorine, pH and turbidity or just turbidity.
3. Do contact centres currently operate a multi-channel inbound system so they can receive Twitter etc inbound messages?	Yes, customers can contact us via twitter or facebook. Our social media sites are currently monitored between 7:30am and 10pm
4. Is call centre data available?	Not at this stage - it's people generally phoning up to complain about appearance or taste and odour. Successful proposals can be given anonymised data
5. What system/solution do Wessex Water have currently that detects leaks and how quickly are leaks detected is there an SLA in place?	We utilise the full spectrum of systems and solutions to detect leaks and make repairs as quickly as possible
6. What sensors are in the clean water network for chemical analysis? Turbidity, pH, temperature, conductivity, IR/spectral etc	Monitors only as per Q2 from this set of questions.
7. What sensors are in the clean water network for non-chemical analysis?	No sensors are used for non-chemical parameters
8. What is the rate of data collection of sensors i.e. real time, every 15 mins etc	Generally we use 15 minute data, either average or spot data
9. Do sensors have geolocation data?	We know where they are
10. Is a map of the clean water network available in a suitable format e.g .geojson or .shp file	Not at this stage. Successful proposals can be given some access subject to confidentiality agreement

11. What IPR would we have?

This would depend on each submission, in terms of the degree of development of the idea/product.

12. Who owns the IP?

See above.