

Virtual Executive Panel



**GLOBAL WATER  
SUMMIT 2020**  
Challenging Assumptions

# Corporate Water Leaders Panel

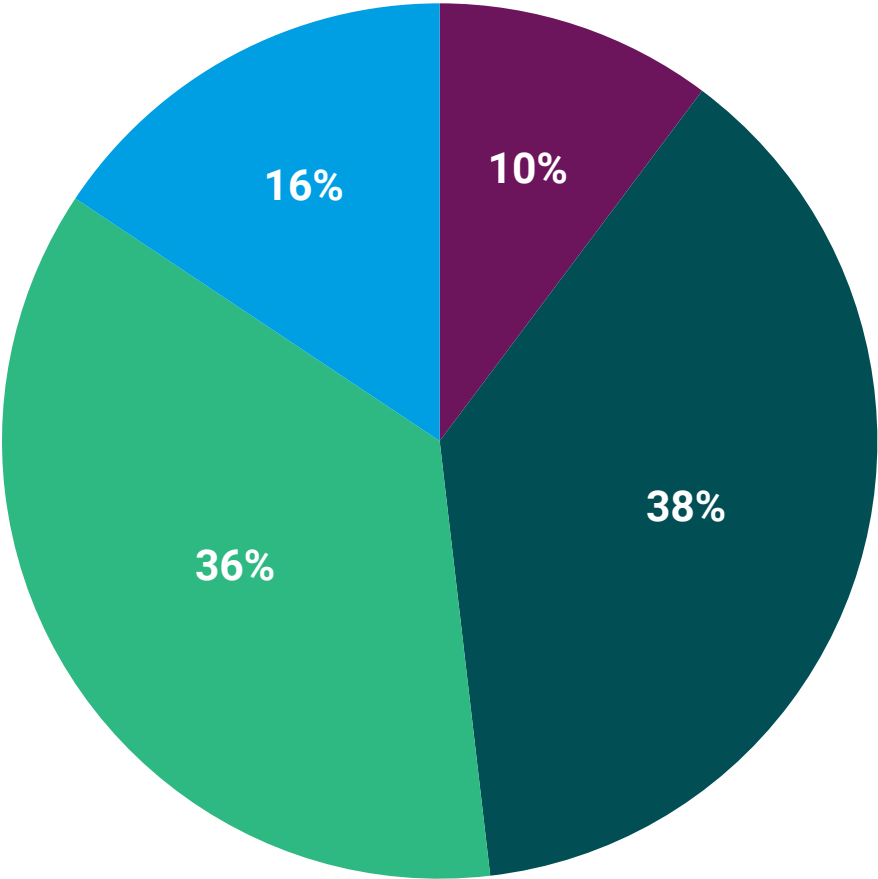
## Audience Survey Results







**Presented by Debra Coy**  
*XPV Water Partners*

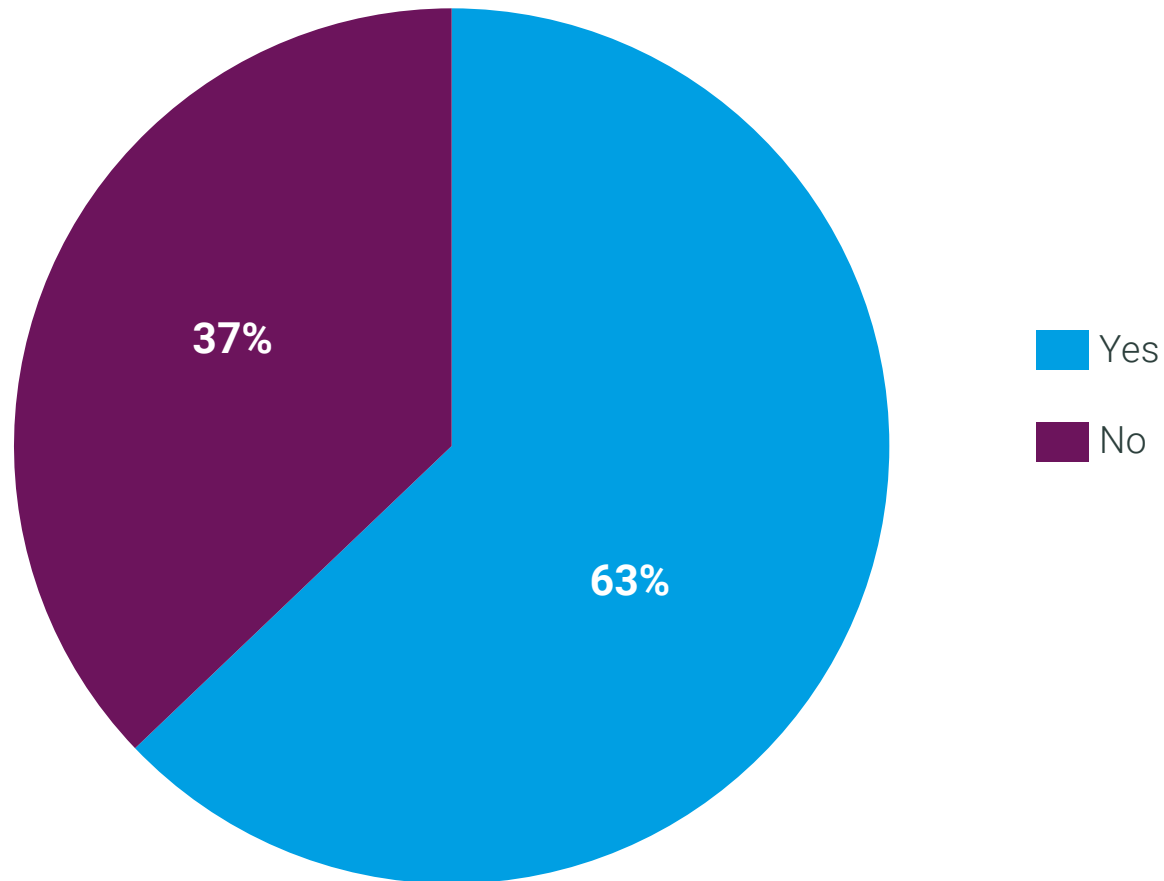
Thursday 21st May 2020

# How has the pandemic affected the water sector's attitude to risk and innovation?



-  We are more risk-averse; taking risk is even more frightening now
-  We are mainly reactive; defining and executing crisis management solutions in real time
-  We are more willing to take risks and try new things; the cost of inaction is too great to ignore
-  Once the crisis is over, we'll go back to business as usual; no substantive permanent changes

# Has COVID 19 raised the profile of the water industry?



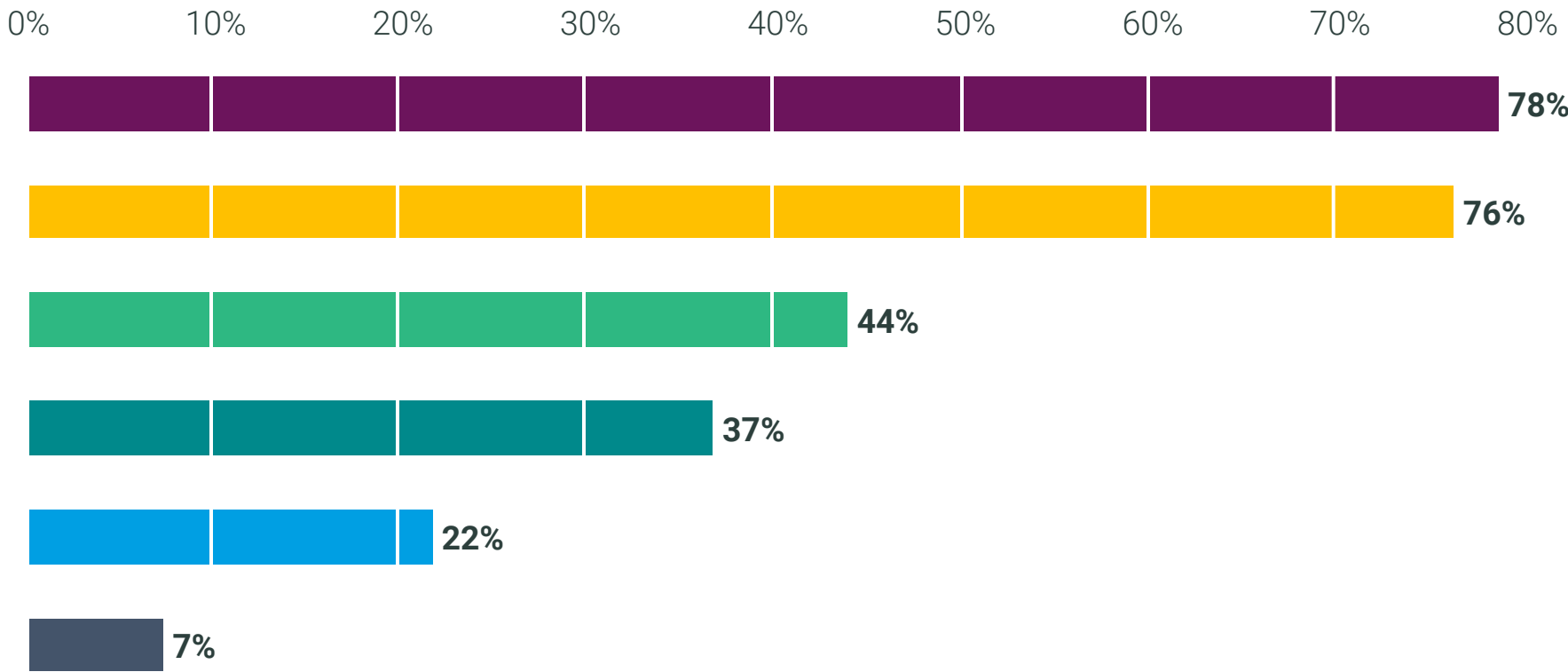
# Which of the following are most likely to raise the profile of the water industry in light of the current crisis?

0% 5% 10% 15% 20% 25% 30% 35% 40% 45%



- Highlighting our critical role in supporting public health
- More rapid innovation (e.g. remote monitoring/operations, digital communication)
- Accelerating universal access to water and wastewater services
- Greater resilience via investment in critical infrastructure

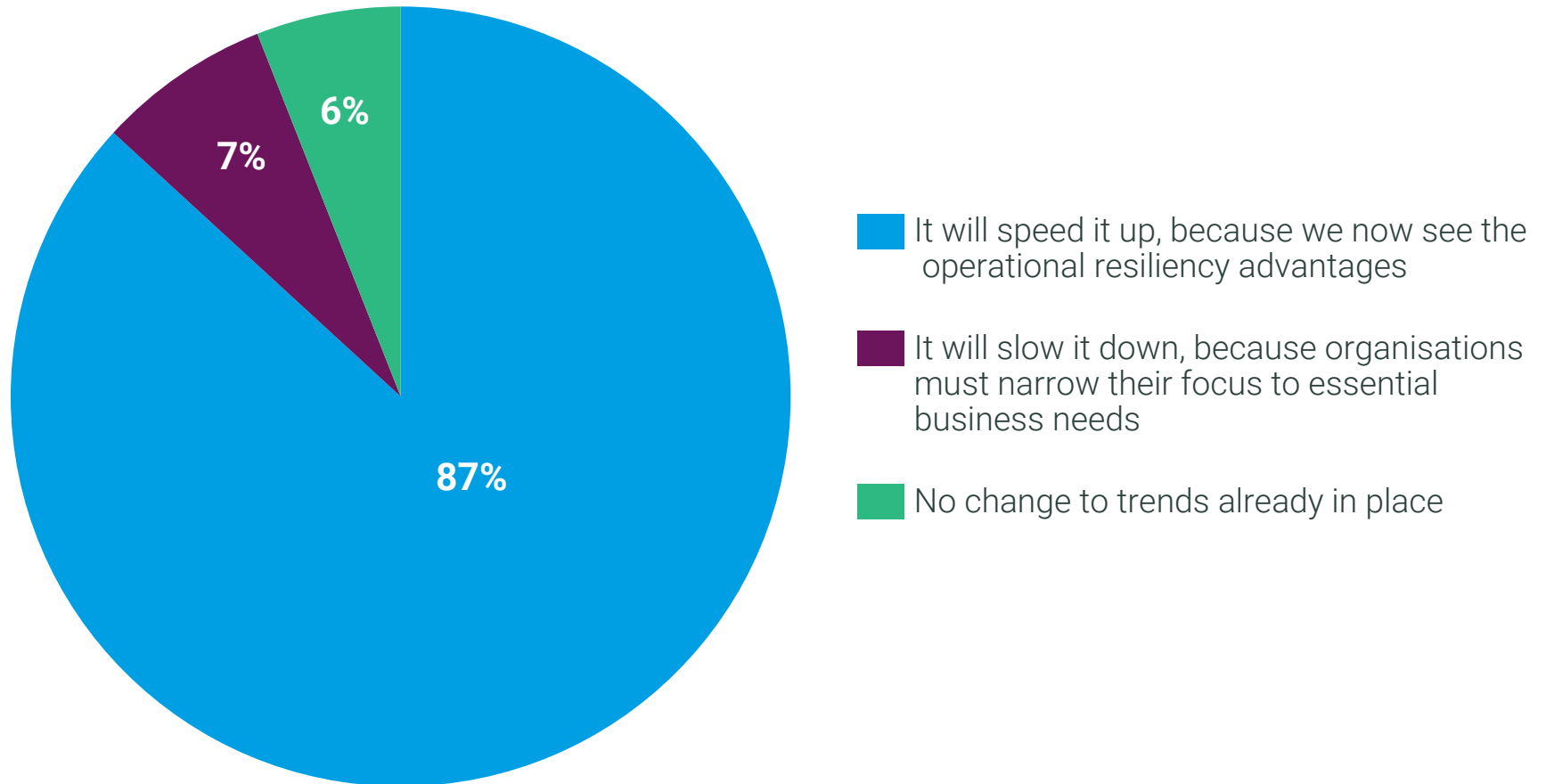
# Work culture shift: What will the workforce of the future look like? (Choose as many as are relevant)



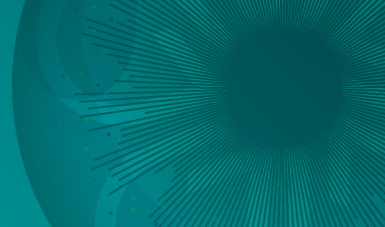
- Broader acceptance of new forms of business and client engagement
- Increased remote working
- Less international travel

- Fewer trade shows
- Fewer workers, more robots and artificial intelligence
- Same as before, once the crisis is over

# Digital by default?: How will the current crisis impact the adoption of digital solutions?



# Not if but when: Which of the following offer the greatest security against future crises?



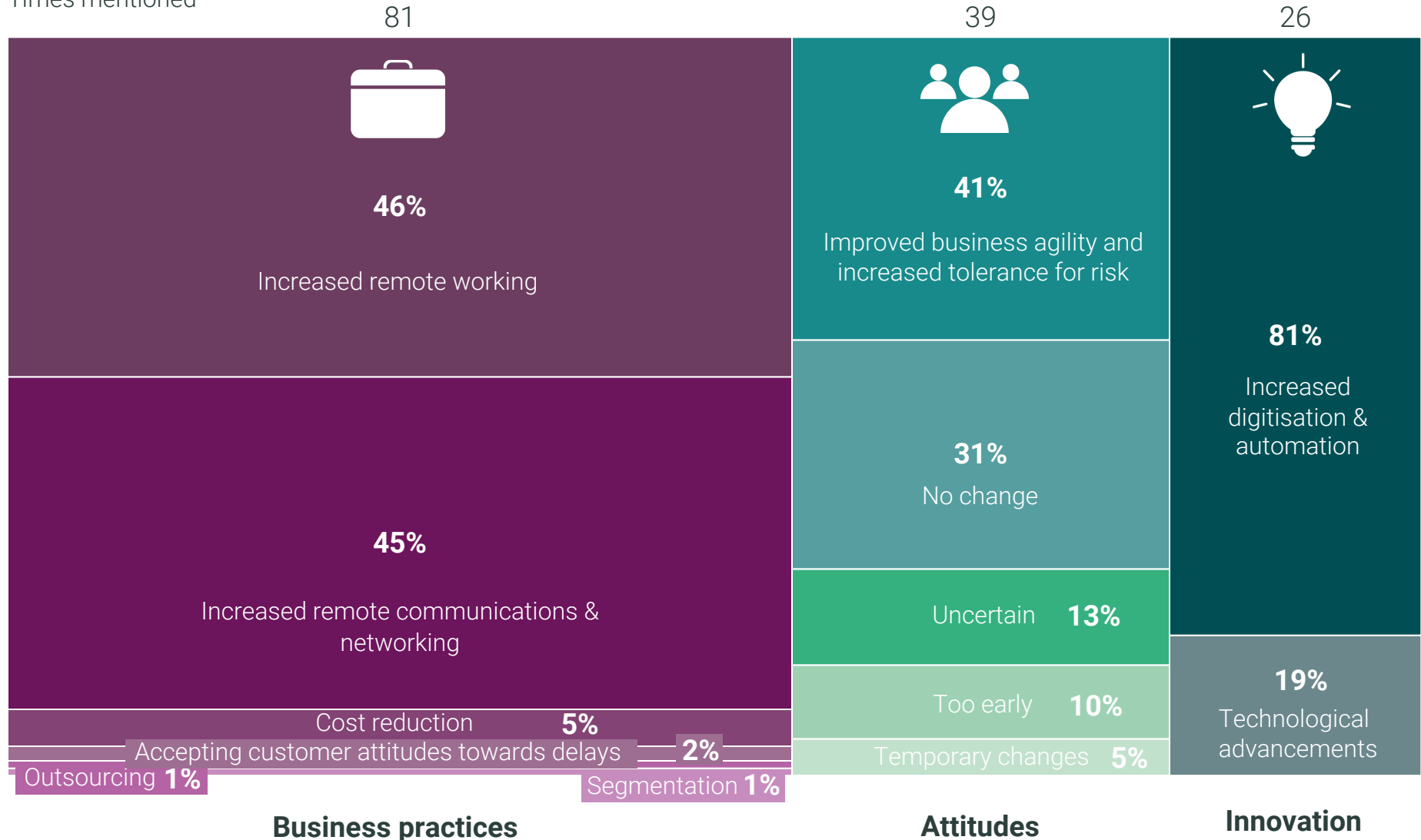
0% 5% 10% 15% 20% 25% 30% 35% 40% 45%



- Technology and innovation to improve information flow, cost management, and operational adaptation
- Political and economic response outside the water sector sphere
- Greater resilience via critical infrastructure investment
- Diversified sources of funding and more adaptable rate structures

# What new or different things are you or your customers willing to do now that you / they didn't do before?

Times mentioned





# What new or different things are you or your customers willing to do now that you / they didn't do before?

Times mentioned

14



**43%**

Optimised efficiency of operations

**29%**

Sanitation

**14%**

Communication

Productivity **7%**

Technology **7%**

**Improvement**

13



**46%**

Increased electronic billing

**23%**

Increased Infrastructure investment

**23%**

Deferred/ subsidised payments

**8%**

Customers more willing to begin projects without funding or to take on more risk

**Finance**

12



**42%**

Resilience

**34%**

Sustainable practices

Public health awareness **8%**

Appreciation of community **8%**

Addressing the gap between rich and poor **8%**

**Bigger picture**

3



**67%**

Stricter quality regs

**33%**

Conser-  
-vation

**Water management**