



Global Water Summit

From Digital Ambition to Digital
Maturity

Delivering the Future of Water

Roi Otero

Senior Manager, Water Industry Strategy

Autodesk

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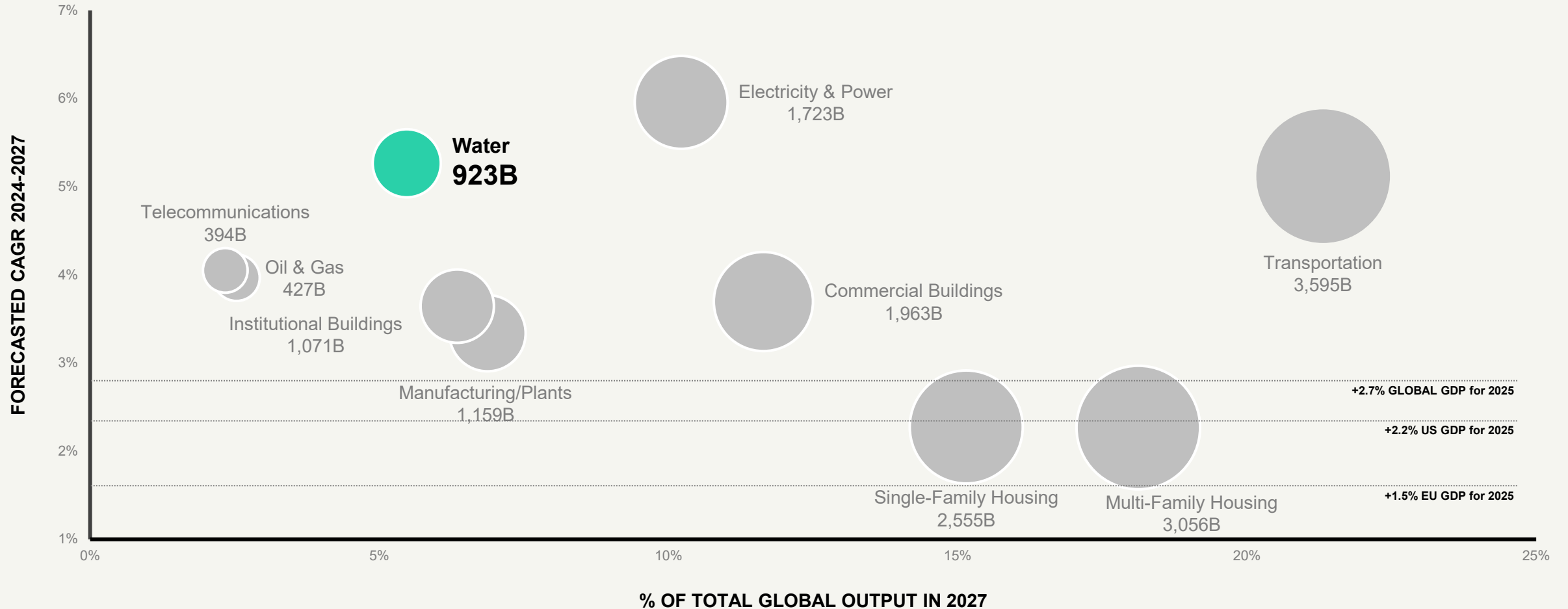
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Global Water Summit Session
**Feedback: From digital ambition to
digital maturity**



Your feedback matters

Water is one of the world's most strategic infrastructure priorities and the fastest growing industry in AEC



Water industry challenges



Workforce

Retirements / Recruiting
/ Reskilling



Climate

Extreme Weather / Volatility
/ Drought



Regulation

Compliance /
Reporting / Reform



CAPEX

Investment Efficiency /
Infrastructure Resilience

Study: Water sector faces 'urgent skills gap' with 43,700 new workers needed by 2030

Amber Rolt
29 October 2025 • 4 min read

SHARE 



Why Is the Colorado River Drying Up?

PUBLISHED
DEC 20, 2022 AT 11:50 AM EST



The Colorado River's water levels are at their lowest in 100 years



Leaks mean one-in-five litres of water in France is wasted, says study

The amount lost is the equivalent of one billion m3 of water per year, the equivalent of the consumption of Paris, Lyon, Marseille, Lille, Toulouse, Bordeaux, and Nice



Water industry challenges

+1

Workforce
Retirements / Recruitment / Reskilling

Climate
Extreme Weather / Drought

Regulation
Compliance / Reporting / Reform

CAPEX
Investment Efficiency / Infrastructure Resilience

Study: Water sector 'urgent skills gap' v 43,700 new workers needed by 2030

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Why Is the Colorado River Drying Up?

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The Colorado River are at their lowest

UK Government

A New Vision for Water

Leaks mean one-in-five litres of water in France is wasted, says study

The amount lost is the equivalent of one billion m3 of water per year, the equivalent of the consumption of Paris, Lyon, Marseille, Lille, Toulouse, Bordeaux, and Nice

AI
AI/ML + LLM/Agentic Workflows

Guest Column | January 9, 2026

Agentic AI In The Water Sector: From Chatbots To Digital Operators

By Ashwin Dhanasekar and Sandy Moskovitz

How utilities can move from AI-generated insight to supervised, real-world action

If you have attended a water conference in the last two years, you have heard the term "Generative AI" more times than you can count. You've likely seen demos of ChatGPT writing a passable cover letter or a compliance summary. And if you are like most engineers and utility managers we speak to, your reaction has been a mix of mild impressiveness and practical skepticism.

"Sure, it can write a poem about wastewater treatment, but can it optimize my aeration blowers at 3:00 AM?"

Until recently, the answer was a hard no. Now the conversation is shifting. We are moving from Generative AI, which creates content, to Agentic AI, which performs actions. In our previous article, we explored how utilities can adopt AI responsibly, with governance, transparency, and human oversight at the core. The next question utilities are now asking is: If AI can inform decisions, can it also help execute them? For the water sector, this distinction is not just semantic; it is the difference between a digital assistant that takes notes and a digital operator that turns valves.

The Shift: Thinkers vs. Doers

To understand Agentic AI, we must look past the hype surrounding Large Language Models (LLMs) and focus on how AI systems are beginning to move from generating insights to carrying out work. Generative AI is reactive. You give it a prompt, and it gives you text or an image. It is a "thinker." In the water sector, it is already proving useful for tasks such as drafting NPDES reports or summarizing lengthy EPA guidelines. However, it lives inside a chat box, and it doesn't touch anything.

Traditional delivery models are no longer fit for purpose

Analog Delivery

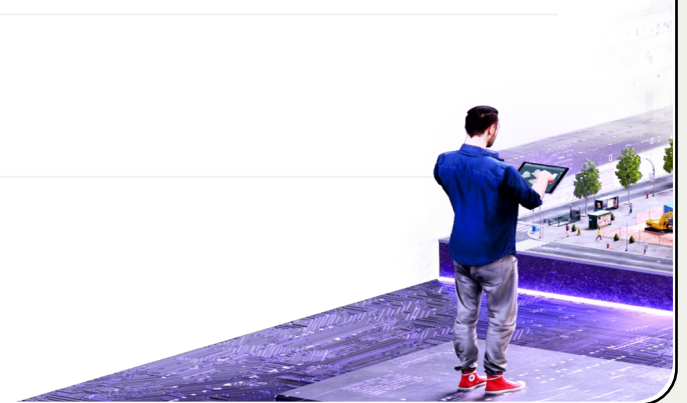
Limitations of traditional approaches

- | Paper-based processes
- | Incremental progress over decades
- | Paper, USB, and FTP for data delivery
- | Complicated workflows with gaps

Digital Delivery

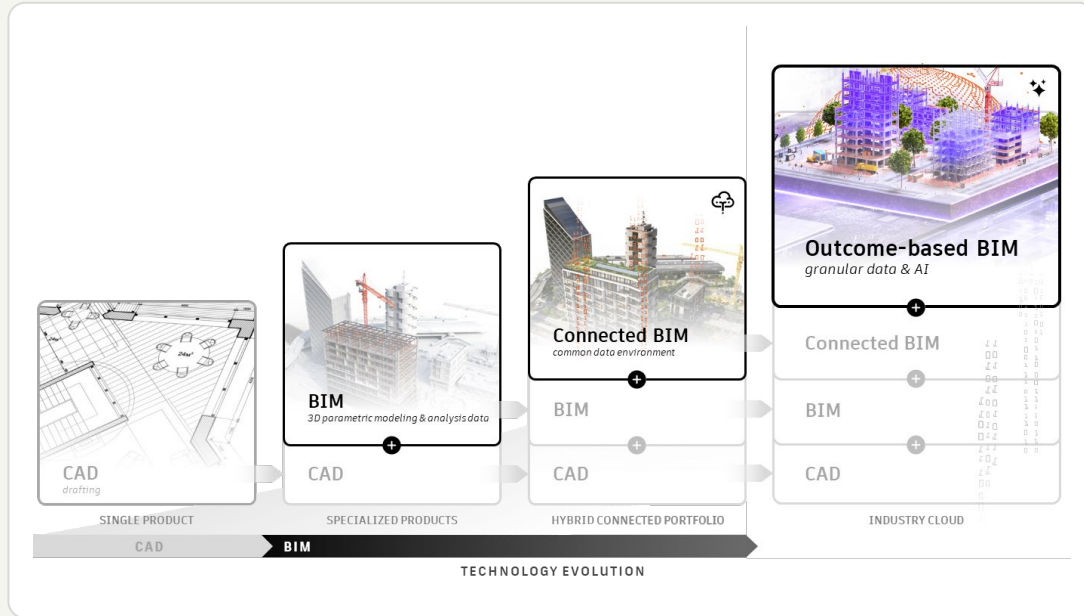
Power of the connected cloud

- | Integrated digital workflows
- | Accelerated progress through technology
- | Real-time, seamless delivery
- | Streamlined, cloud-based workflows

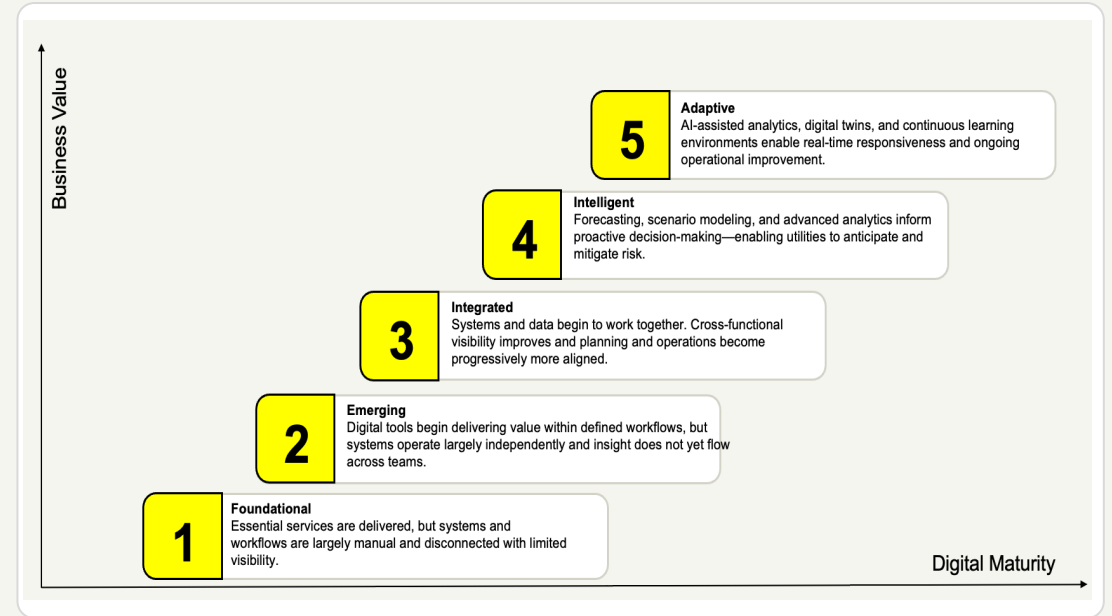


From Digital Ambition to Digital Maturity

Digital Transformation Journey (Technology)



Digital Maturity Framework (Capabilities)



Water utilities worldwide face growing pressures

Digital project delivery drives value

Data is the fuel for innovation

Digital transformation is foundational

Utilities are at different stages of digital maturity

From isolated tools...

CORE DESKTOP SOLUTIONS

CLOUD SAAS SOLUTIONS



Drainage Design

Design optimization of networks to mitigate flooding and meet regulatory requirements

- InfoDrainage
- Civil 3D
- InfraWorks



Storm/Sewer /Flood

Modeling and simulation of flood and stormwater drainage systems and sewer collection systems

- InfoWorks ICM
- ICMLive
- XPSWMM



Water distribution

Modeling of water distribution systems to ensure meeting service levels and delivering clean potable water

- InfoWorks WS Pro
- InfoWater Pro
- IWLIVE Pro



W/WW treatment

Industry-specific toolset for plant design including automated P&ID, 3D models, piping ortho and isometric drawings

- AutoCAD Plant 3D
- Revit



Asset management

Analytical risk-based management for water and sewer networks to reduce operational risks and capital costs

- Info360 Asset
- InfoAsset Manager



Operational analytics

Real-time and actionable insights to reduce operational costs and enhance service reliability

- Info360 Insight
- Tandem

DESIGN COLLABORATION & MANAGEMENT



Partners & Interoperability

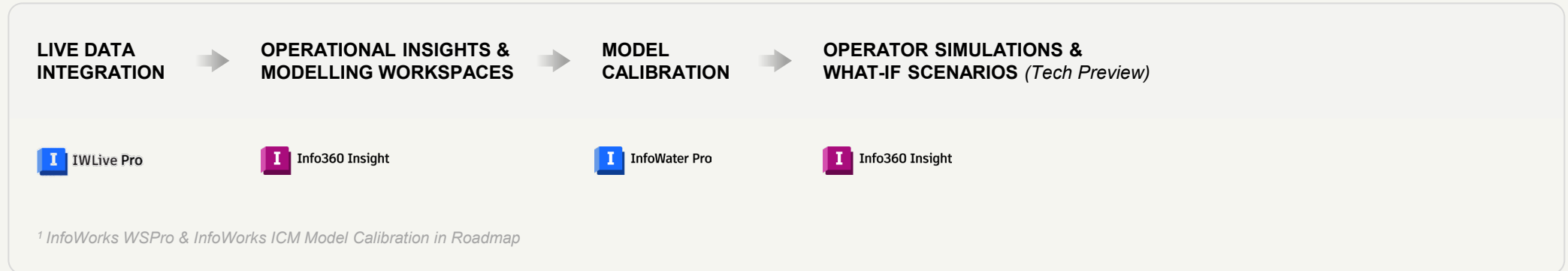


...to connected lifecycle workflows

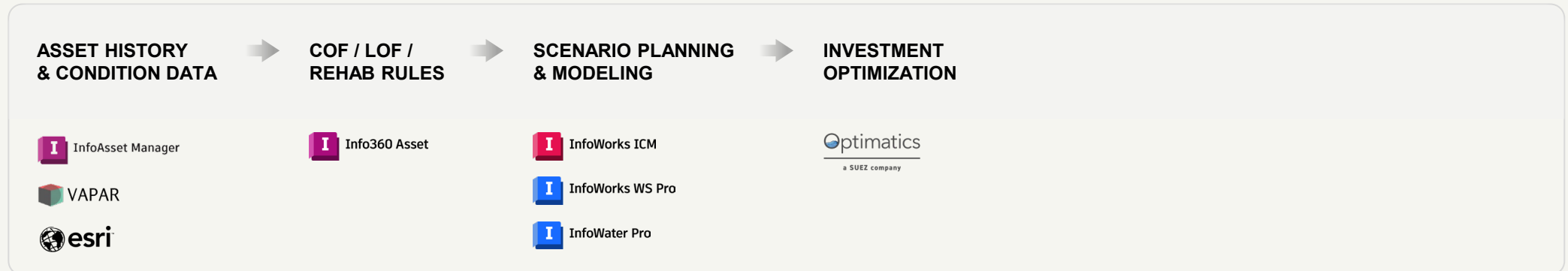
PLANT DESIGN,
CONSTRUCTION
, & OPERATION.





NETWORK
MODELING &
CALIBRATION.¹





ASSET MANAGEMENT
& INVESTMENT
PLANNING.



What this looks like in practice



**CONNECTING
DATA**



**CONNECTING
WORKFLOWS**



**SCALING
DECISIONS**

FROM FRAGMENTED OUTPUTS TO OUTCOMES

**“A journey of a thousand miles
begins with a single step”**

Laozi, Founder of Taoism

Digital Maturity & Collaboration

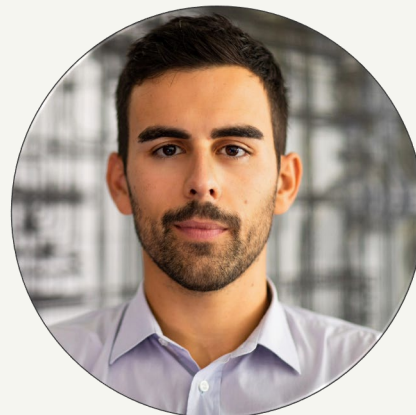


Speakers



Frank Zamora

CIO
Acciona



Luca Bonfiglioli

Head of Engineering Systems, BIM and Modeling
Heratech (HERA Group)



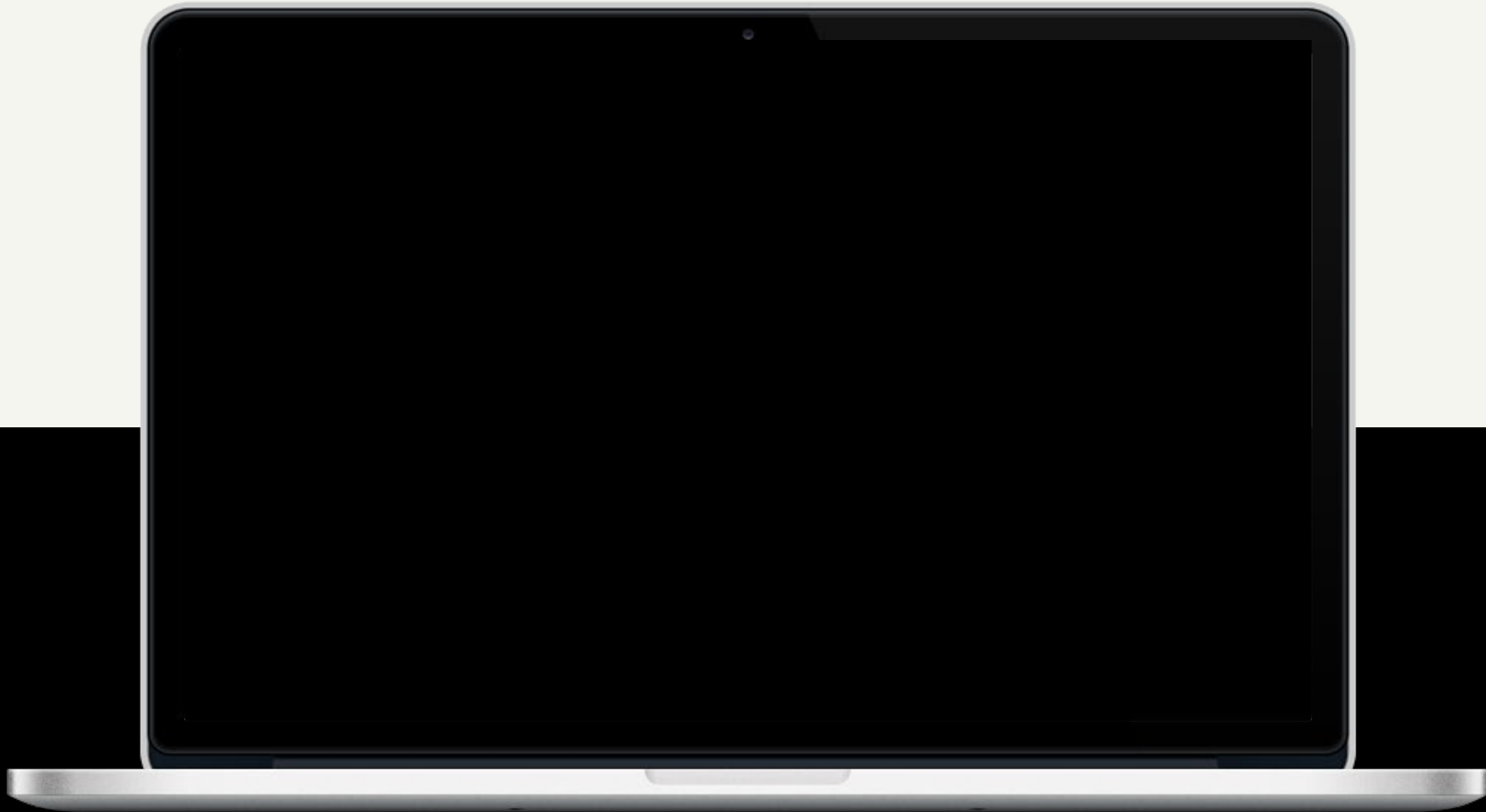
Ramon Arino

Head of Operations Support Department
Aigües de Barcelona



David Calleja Santano

Project Technician
Aigües de Barcelona







When a city anticipates water

From digital model to real data driven decisions

The challenge



The urban challenge

A city network under pressure — demanding real-time intelligence

Tidal influence

Bidirectional flow dynamics
Sea level interference
Complex boundary conditions

Extreme events

Climate change amplifying risk
100-year storms increasing
Flash flood frequency up 3x

Urban network

450 km of sewer network
Combined and separate systems
Real-time SCADA monitoring

The challenge

Static
models

Fragmented
data

Reactive
operations

No predictive
capability

**"Every hour of delay
in flood response costs
€40K in urban damage."**

The problem

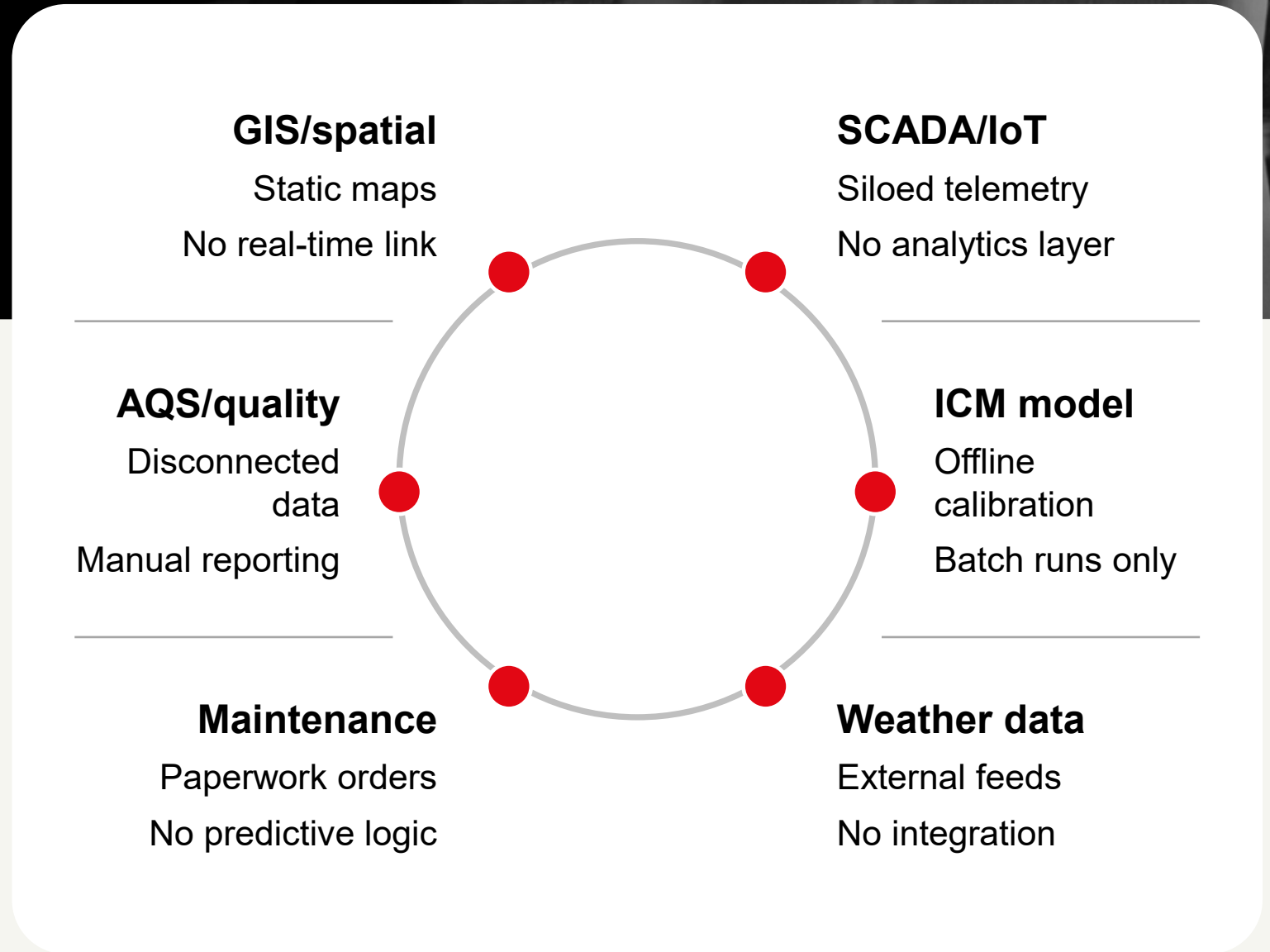
We had data —
but not intelligence

→ Data trapped in silos

→ No shared truth

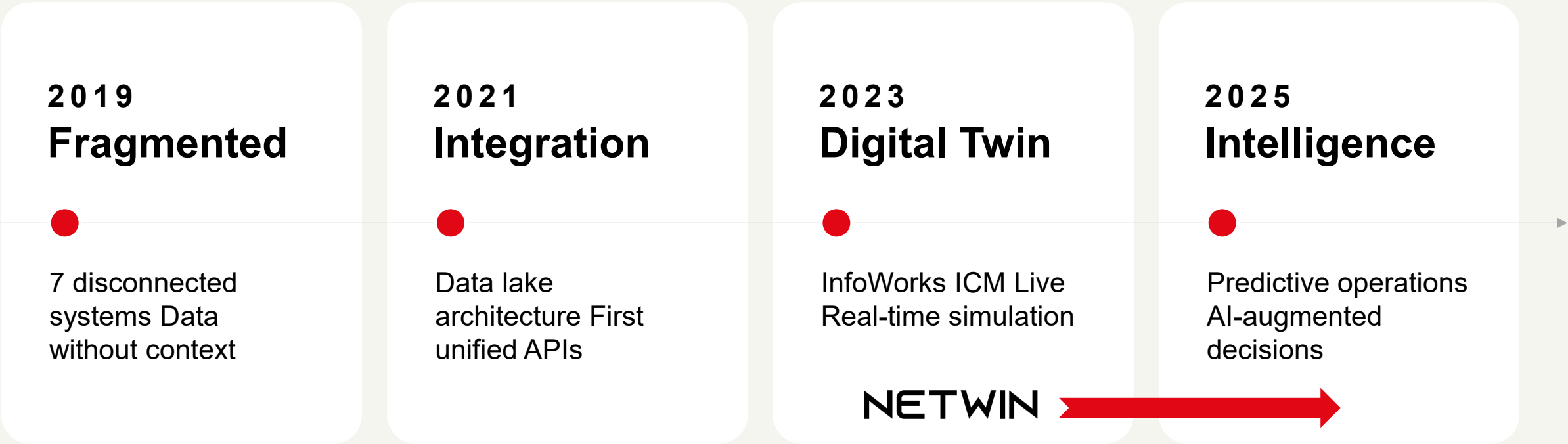
→ Decisions based on outdated models

→ Crisis-reactive culture



Our journey

From 7 Silos to One Living Intelligence ... approach “example” of DT Implementation Project



The NETWIN Digital Twin Ecosystem



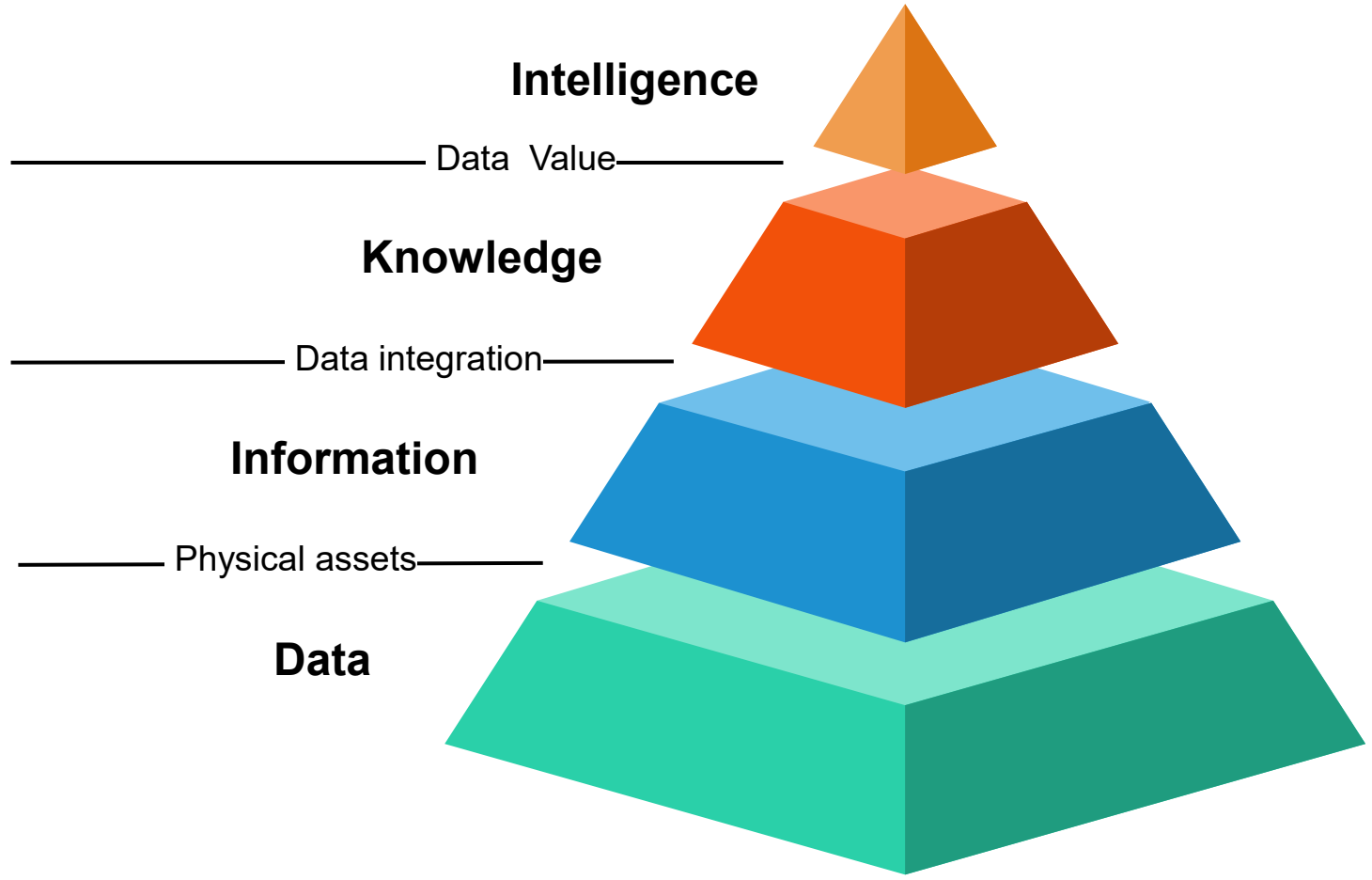
 AUTODESK

 acciona



System Architecture

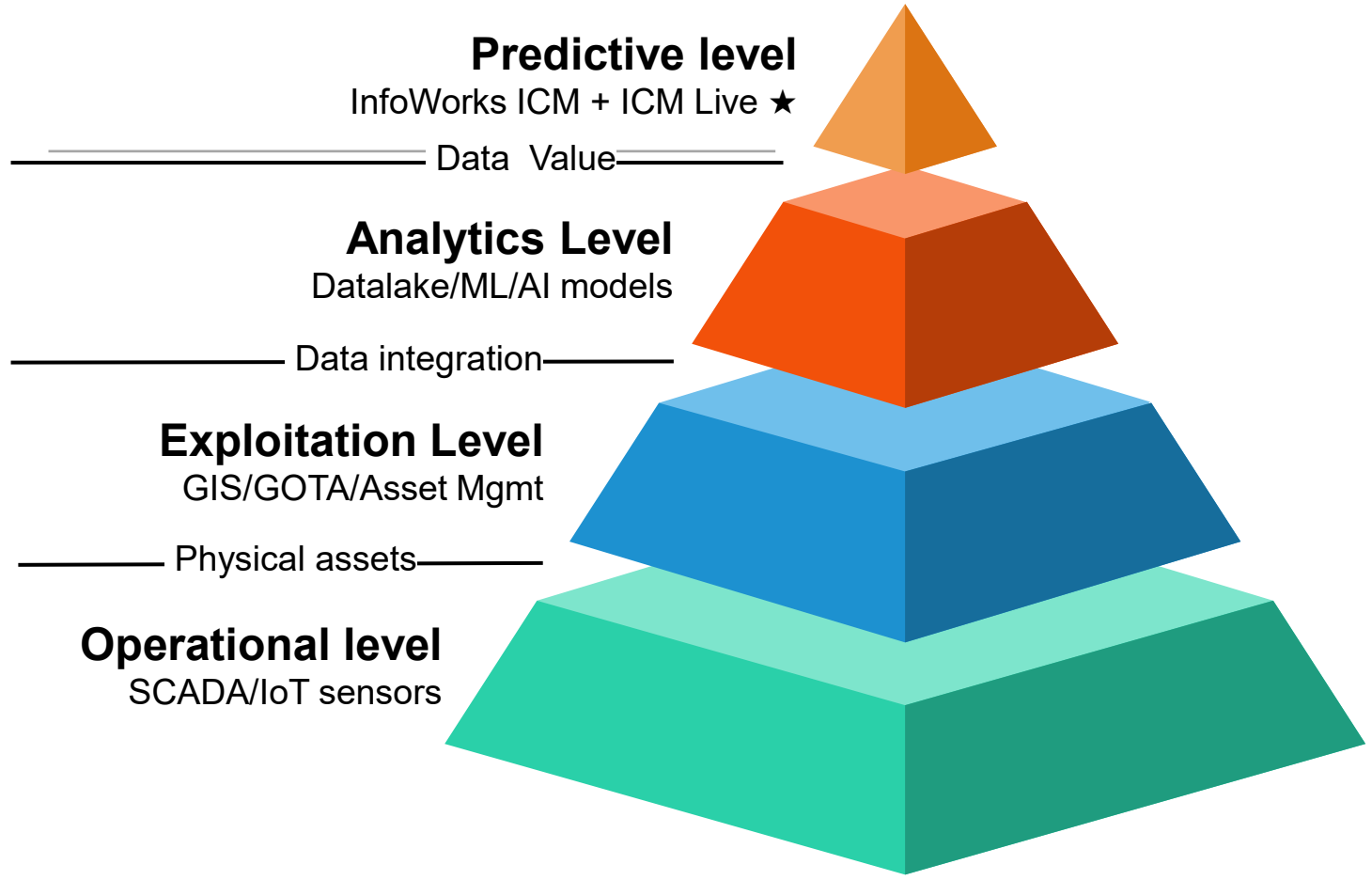
Four-Layer Architecture From Sensor to Decision





System Architecture

Four-Layer Architecture From Sensor to Decision



NETWIN digital twins

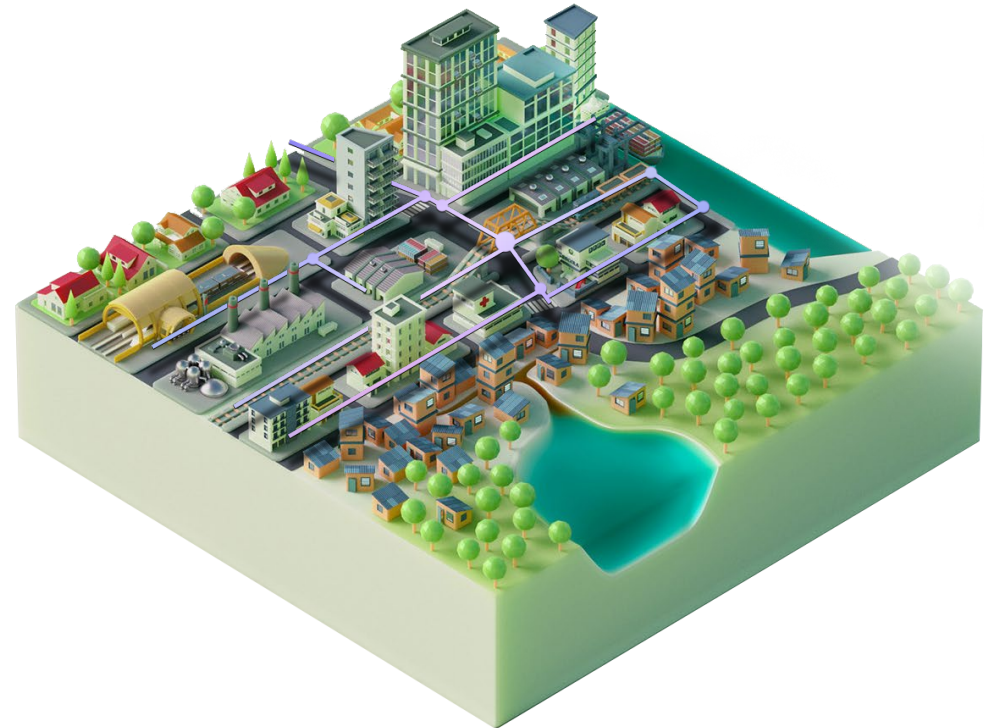
● Observation



NETWIN digital twins

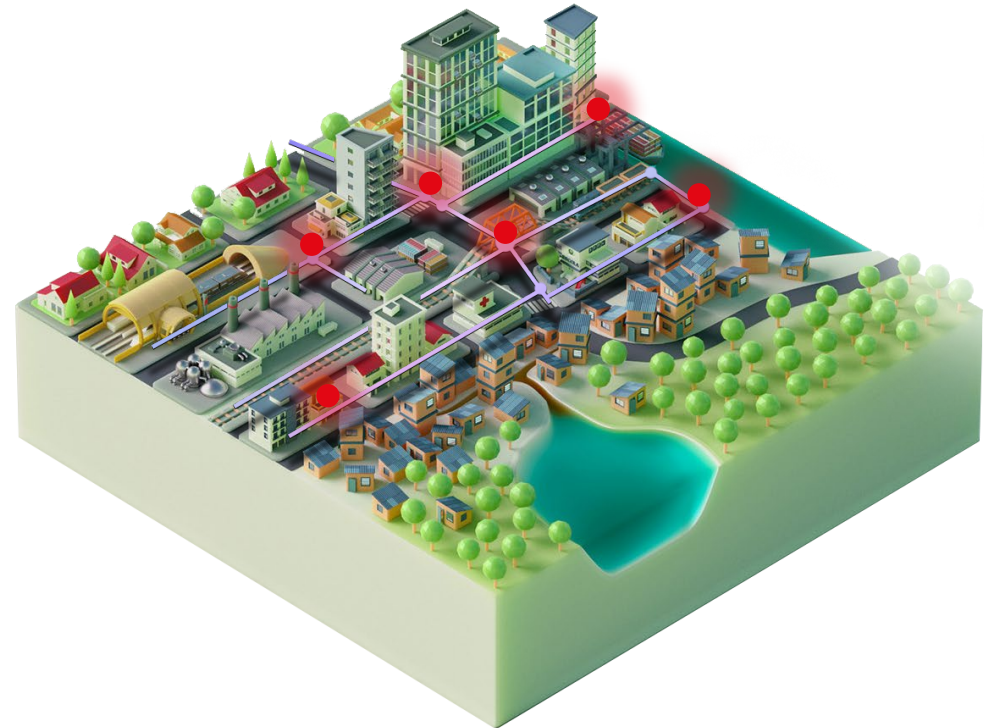
● Observation

● Modeling



NETWIN digital twins

- Observation
- Modeling
- Measurement



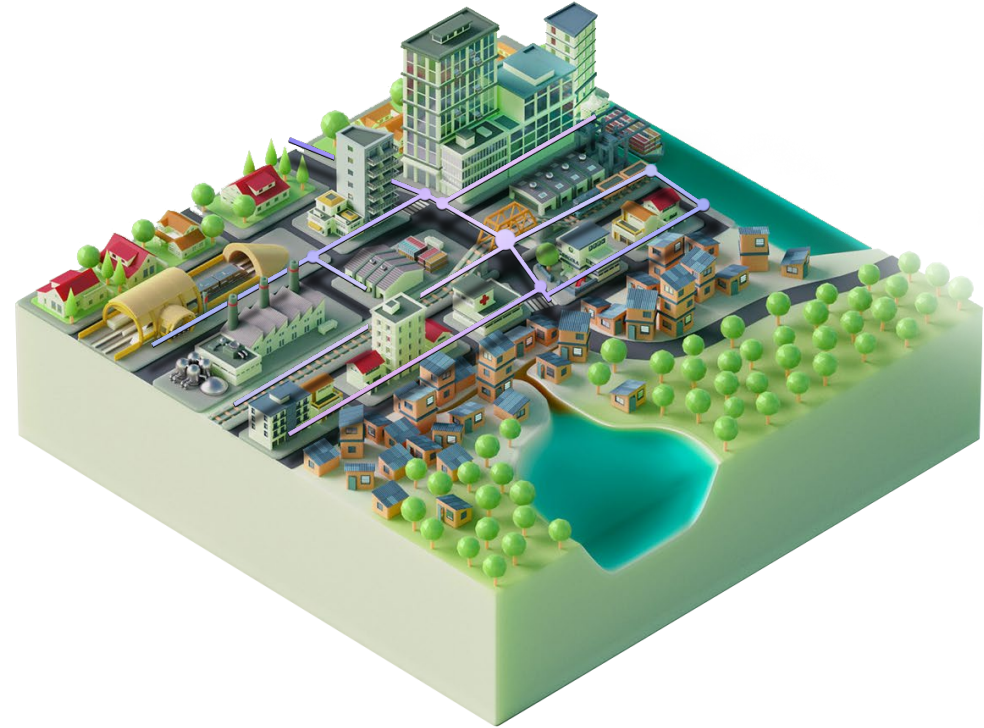
NETWIN digital twins

● Observation

● Modeling

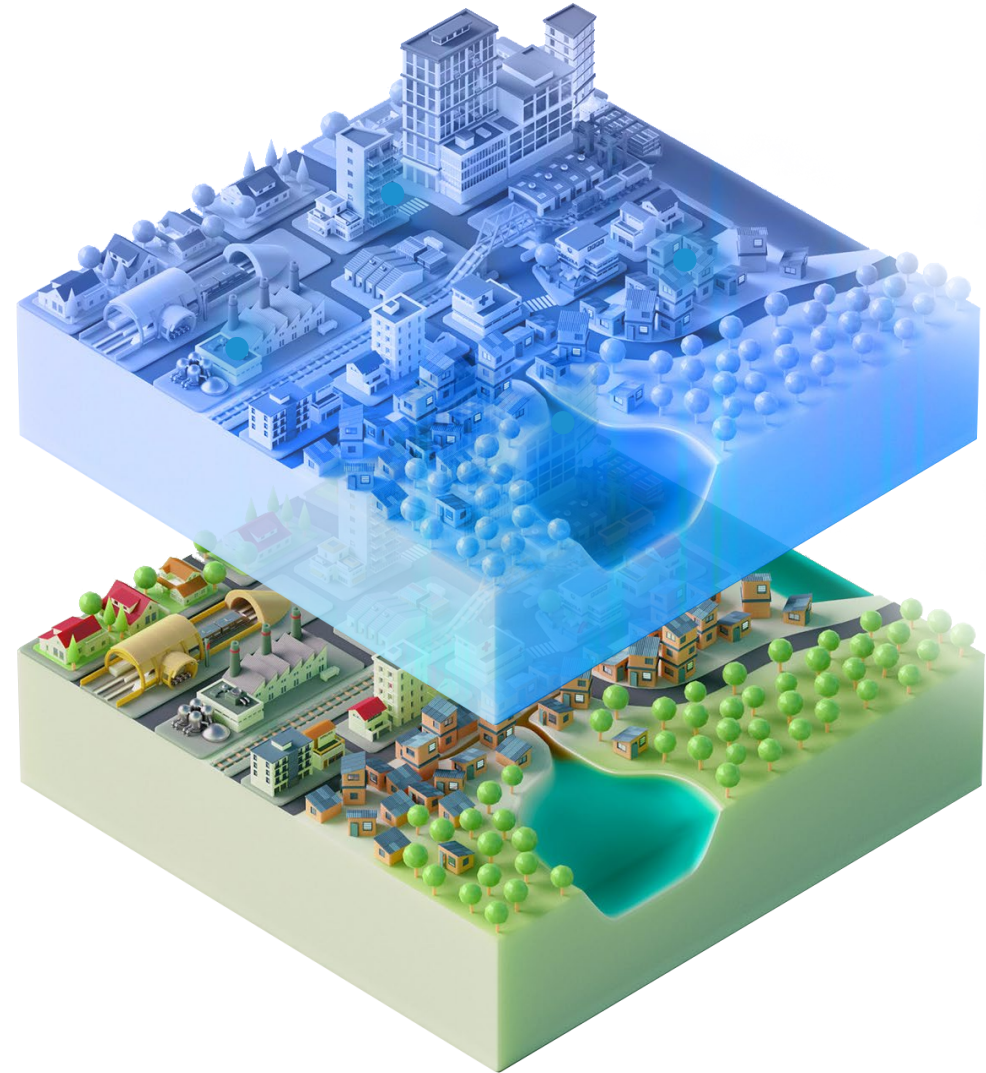
● Measurement

● Calibration



NETWIN digital twins

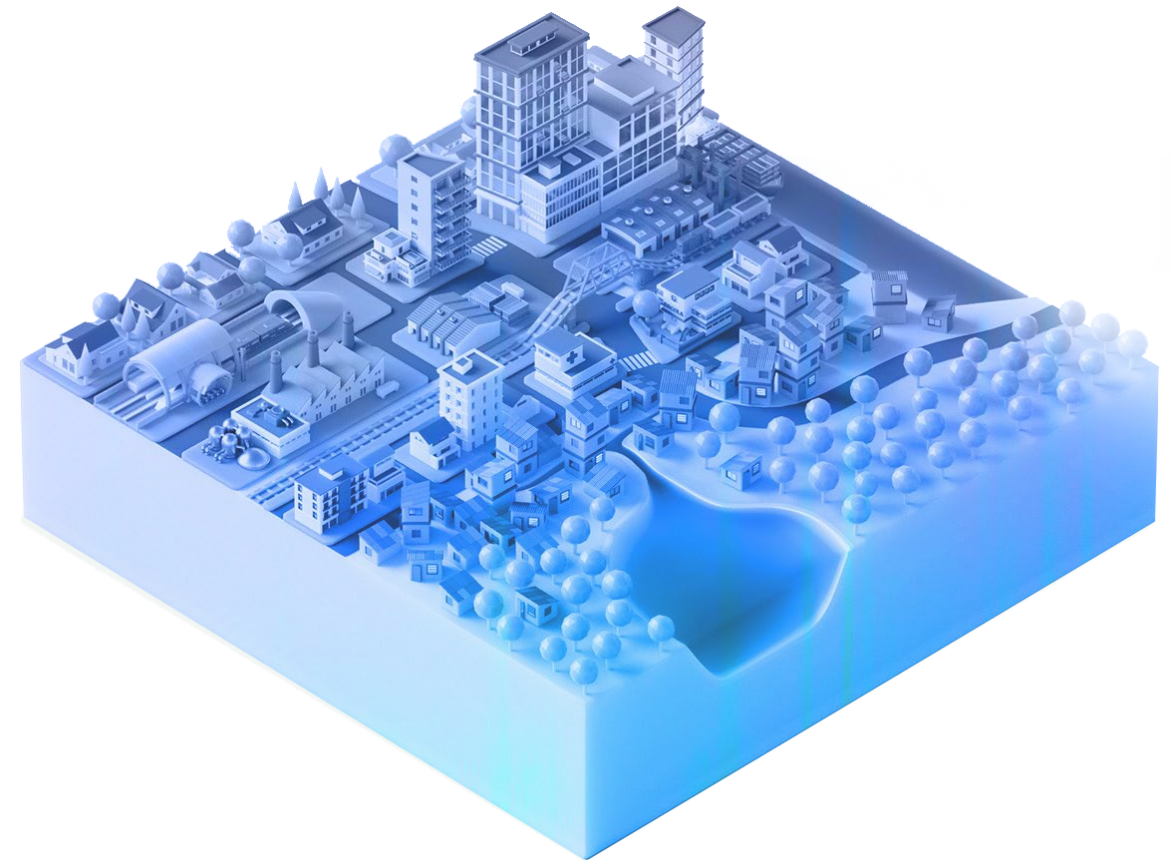
- Observation
- Modeling
- Measurement
- Calibration
- Simulation



The product

What is NETWIN ?

- The Digital Twin of **water networks** at Acciona.
- It covers both water **supply** and **sanitation** networks.
- It allows for the simulation of **what-if scenarios**.
- It includes **early warning** models for adverse events.



The product

What would happen to the city's water network if a 500 l/m² torrential rainfall event occurred?



Autodesk role



From Engineering Tool to Operational Platform

"Autodesk InfoWorks ICM is the hydraulic engine at the heart of NETWIN"



InfoWorks ICM

The hydraulic model

- Advanced 1D/2D sewer modelling
- Sub-catchment hydrology
- Tidal boundary conditions
- Climate scenario simulation
- Calibrated against 10 years of data



ICM Live

The operational brain

- Real-time sensor ingestion
- Continuous model updating
- Flood forecasting (6h ahead)
- Alert thresholds & notifications
- Decision support dashboards



The Transformation

Before → After

Before

Static models

Calibrated once per year

Offline analysis

Days to run scenarios

Reactive operations

Act after flood occurs

Data silos

7 systems, no integration

Manual reporting

PDFs and spreadsheets

After

Living digital twin

Continuous real-time calibration

Real-time simulation

Forecasts in seconds

Predictive operations

Act before events occur

Unified intelligence

One NETWIN platform

Automated alerts

Dashboards & API outputs



Value

Environmental &
Economic Value

Environmental

30%

Reduction in
untreated CSO
discharges

Resilience

Tested against
100-year flood
scenarios

**6h
Forecast**

Pollution events
detected in minutes

Compliance

Continuous
regulatory reporting
automation

Economic

€2.4M

Annual flood
damage cost
avoidance

40%

Faster incident
response time

18%

Energy cost
reduction in
pumping

**3x
ROI**

Return on
investment over
5-year horizon

Citizen impact

The City Feels the Difference

NETWIN translates operational intelligence into real citizen experience

Fewer Floods



Water Quality



Faster Response



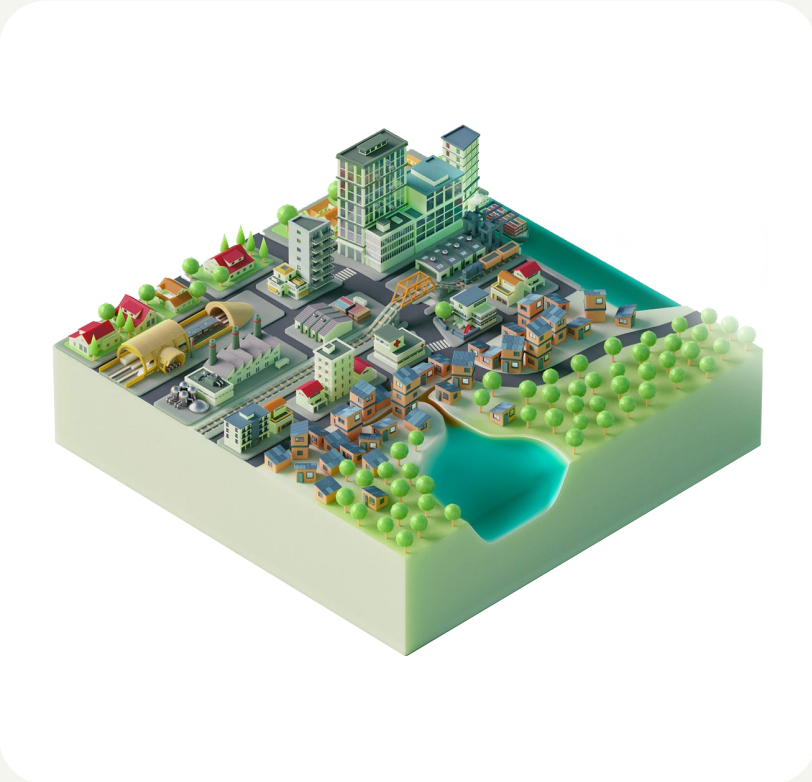
Trust in Service



Transparency



Future Ready



Key learnings



Five Lessons from Building NETWIN

01

Integration beats tools

A connected ecosystem outperforms the best standalone software. Platform thinking first.

02

Data governance is critical

Quality data in, quality decisions out. Invest in ontologies, standards, and ownership.

03

Start operational, not theoretical

Build with operators, not for operators. Daily usability unlocks adoption and ROI.

04

The model must live

A static calibration is a dead twin. Continuous sensor feedback is non-negotiable.

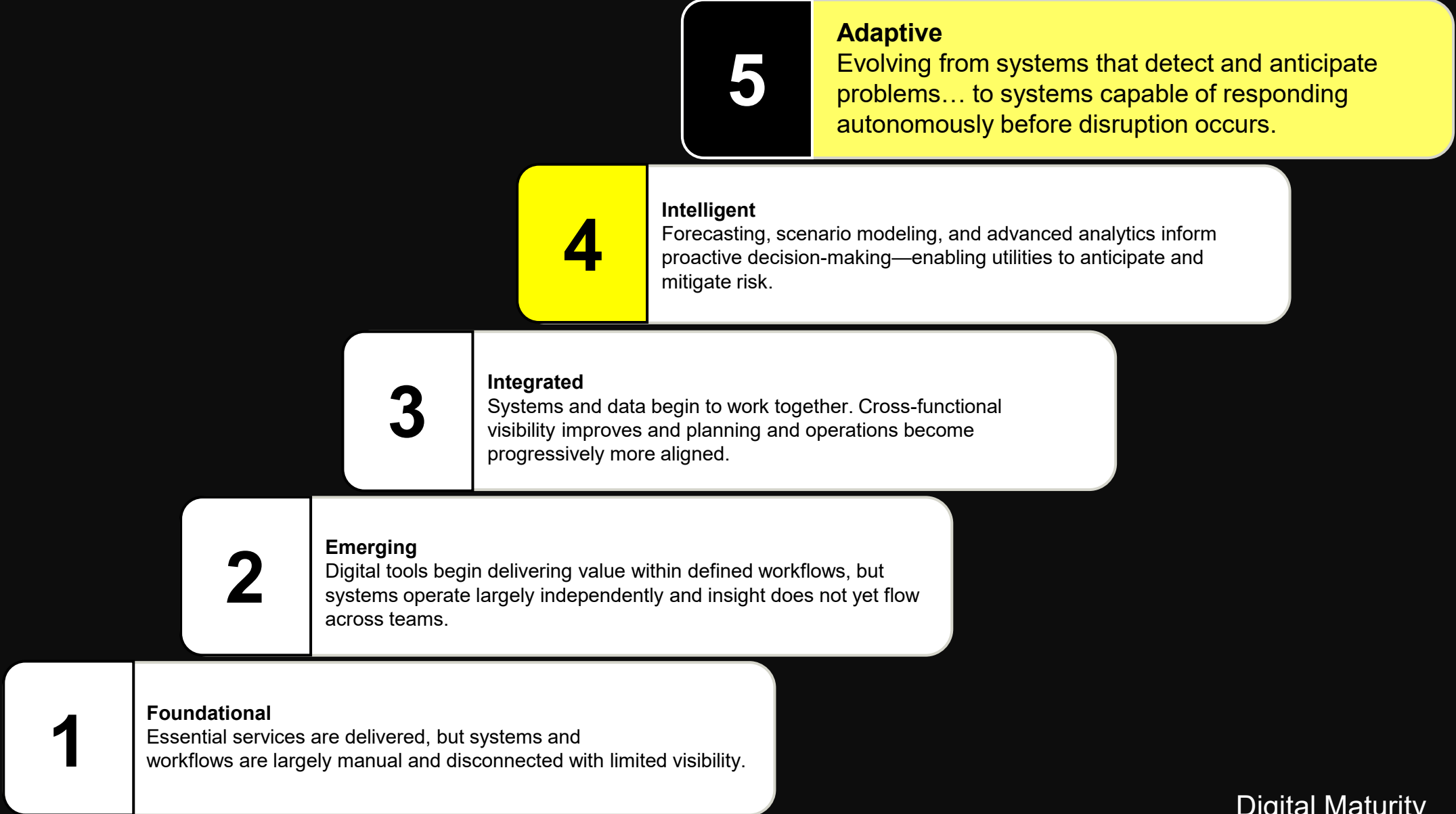
05

Change is the hardest part

Technology is 20% of transformation. Culture, trust and training are the 80%.

Business Value

What is next



Digital Maturity

- **Anticipation is the**
- **New Infrastructure**

NETWIN



NETWIN

It is a new way to anticipate water networks



Speakers



Luca Bonfiglioli

Head of Engineering Systems, BIM and Modeling
Heratech (HERA Group)

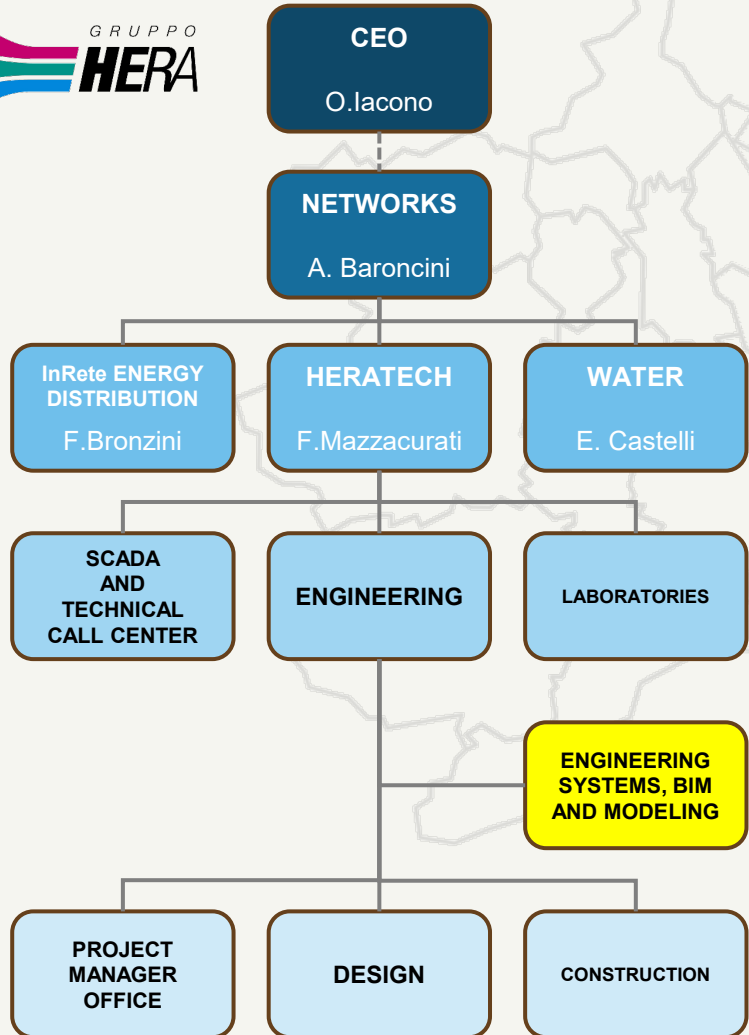
From Digital Models to Real-World Impact: The Hera PSBO Transformation

From digital ambition to digital Maturity

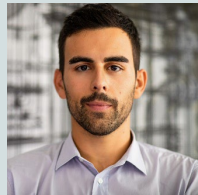


HERAtech – Gruppo HERA

A "technological heart" at the service of the Hera Group multi-utility and its Customers



Heratech S.r.l. specializes in delivering technical and operational support for the management of environmental, energy, water, and telecommunications services.



Luca Bonfiglioli

Head of Engineering Systems, BIM and Modeling



WATER

3.6 MILLION
people served



228
municipalities served



285 MILLION M³
of water supplied annually



54.600 KM
of water and wastewater networks

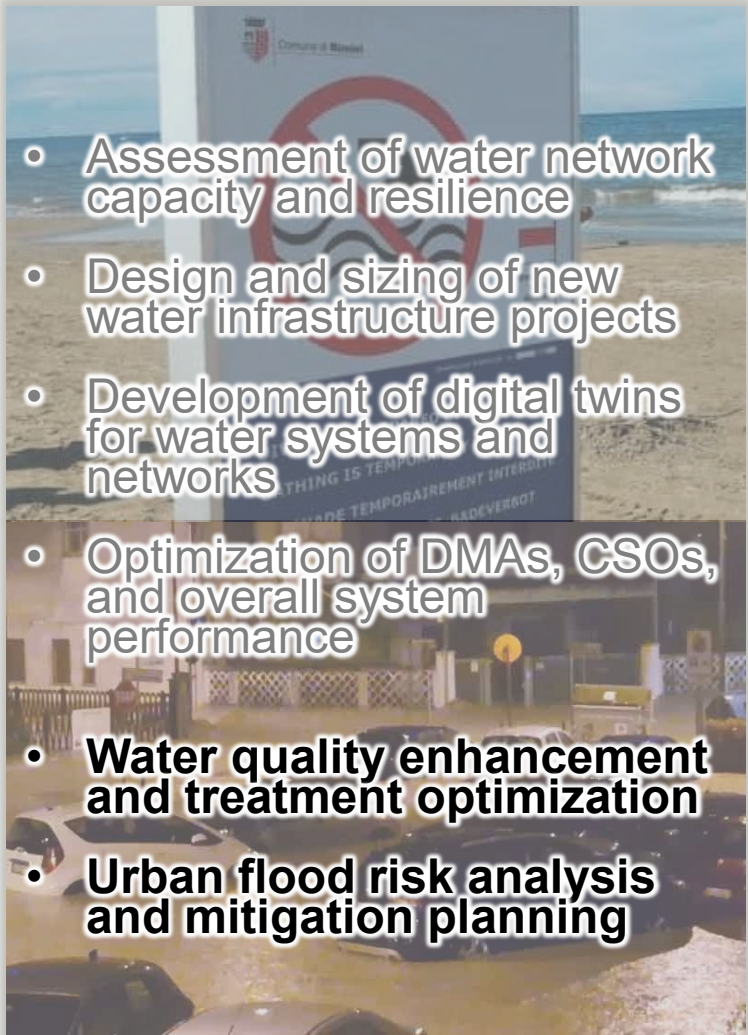
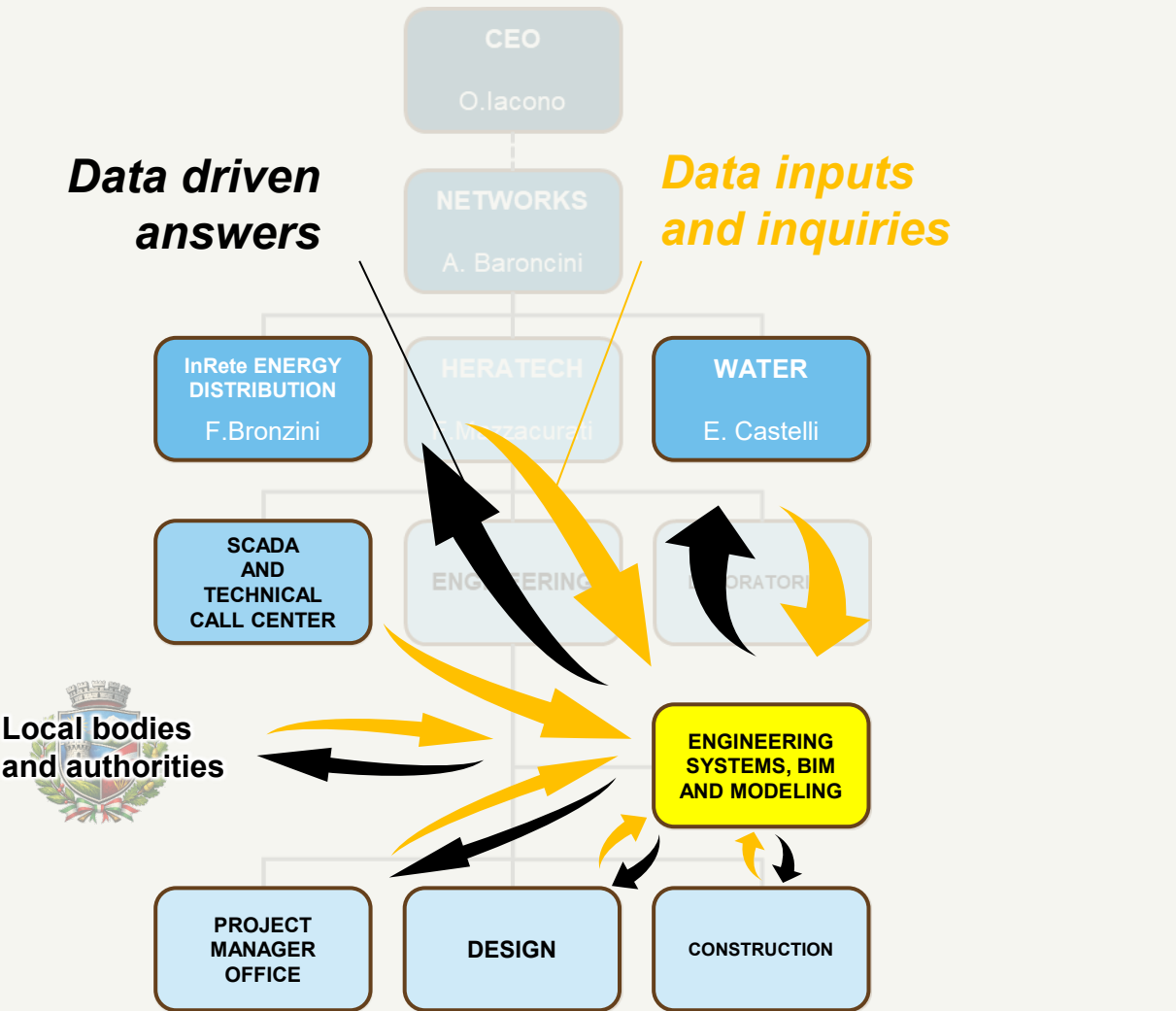


Over 900
drinking water and wastewater treatment plants



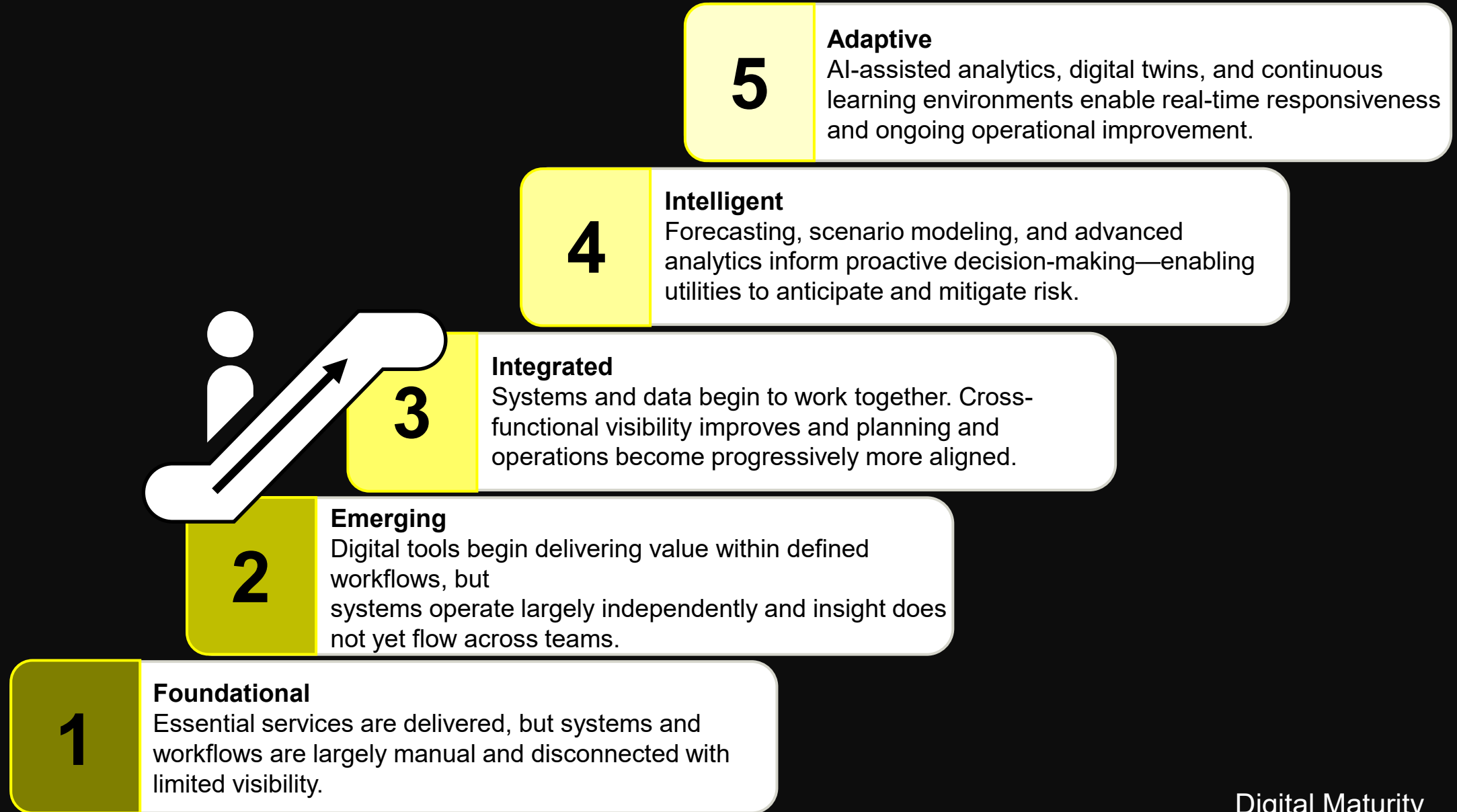
The context | The challenge

How can a multi-utility take fast, reliable decisions in a complex and fragile territory?



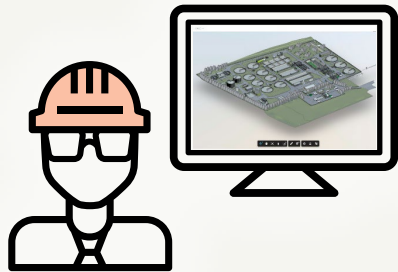
Digital maturity framework

Business Value





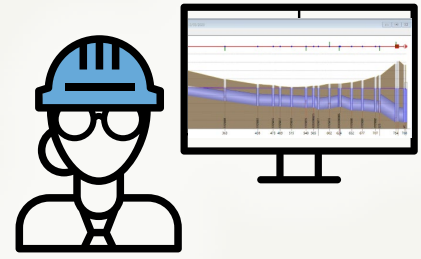
Digital Maturity

From siloed specialist expertise





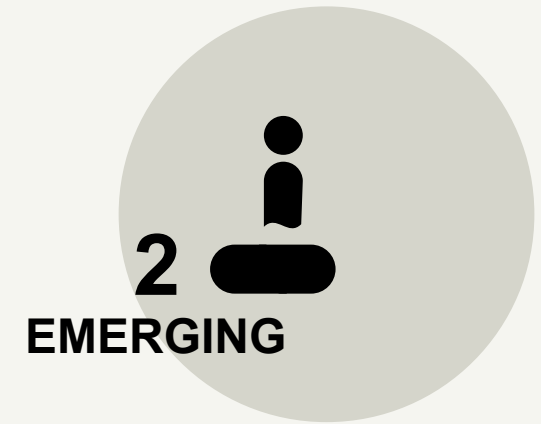
**BIM
EXPERT**

-  Revit
-  Civil 3D
-  Forma Data Management
(Autodesk Docs)



**HYDRAULIC MODELING
EXPERT**

-  InfoWorks ICM
-  InfoWorks WS Pro



**2
EMERGING**

**Strategic
Planning &
Programming**

**Project
Definition &
Requirements**

**Technical and
Economic
Feasibility**

**Detailed
Design**

**Procurement &
Contracting**

**Construction
& Execution**

**Operation,
Management &
Optimization**

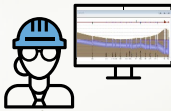
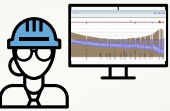
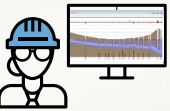
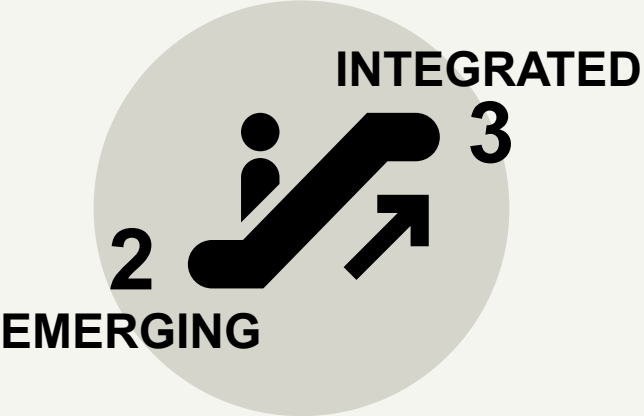
From siloed specialist expertise to enterprise stewardship of data value



STANDARDIZATION & COLLABORATION STEWARD



PLANNING & SIMULATION STEWARD



Strategic Planning & Programming

Project Definition & Requirements

Technical and Economic Feasibility

Detailed Design

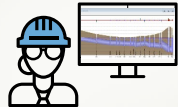
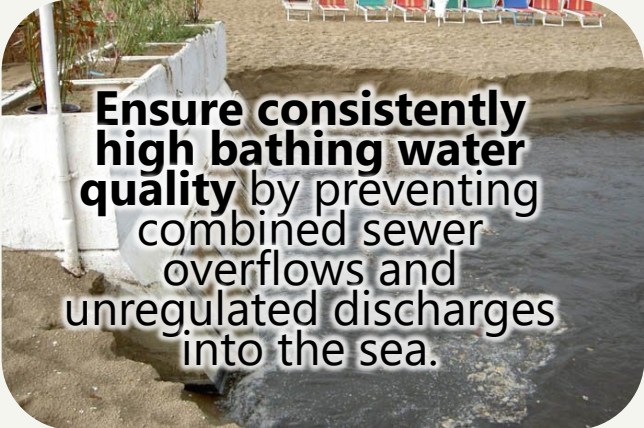
Procurement & Contracting

Construction & Execution

Operation, Management & Optimization

The Optimised Seawater Protection Plan (PSBO)

Main objectives and plan development



PROGRESSIVE ENHANCEMENT OF THE HYDRAULIC MODEL

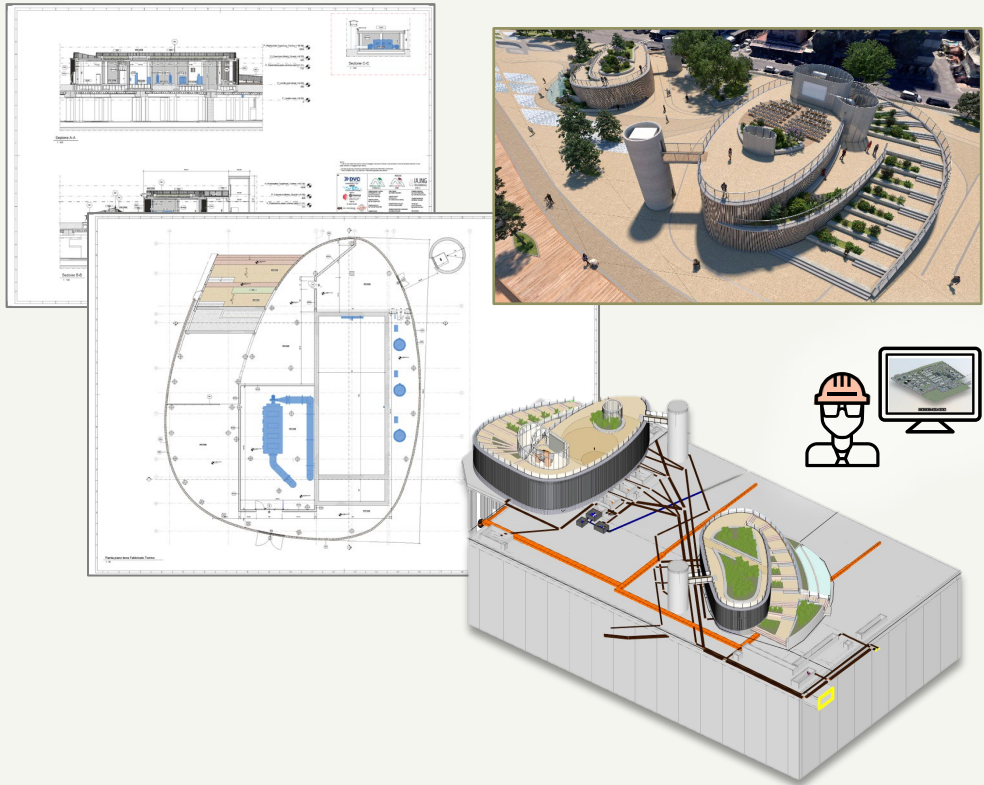
- 818 km of network
- 32 CSO
- 70 pumping stations



1	Expansion of the Santa Giustina wastewater treatment facility	4	Complete Sewer Separation – Northern Area	7A	Construction of detention and first flush tanks, underwater pipelines and a pumping station for the Ausa basin.	10	Construction of detention and first flush tanks, underwater pipelines and pumping stations for the southern area (Fosse Colonnella and Rodella).
2	Transformation of the former Marecchiese wastewater treatment facility into a sewage storage tank	5	Construction of a New Sewer Mainline – Southern Area	8	Construction of the «Ospedale» detention tank	11	«Isola» Sewer system rehabilitation
3	Construction of a New Sewer Mainline – Northern Area	6	Connection of the separate sewage basins existing in the southern area to the southern mainline.	9	Sewage pumping station 3B and rising main	12	Construction of Ausa Main Sewer

The Optimised Seawater Protection Plan (PSBO)

From infrastructure investment to measurable impact



300 M€

TOTAL
PLAN
INVESTMENT

45 km

NEW
SEWER
PIPELINES

12

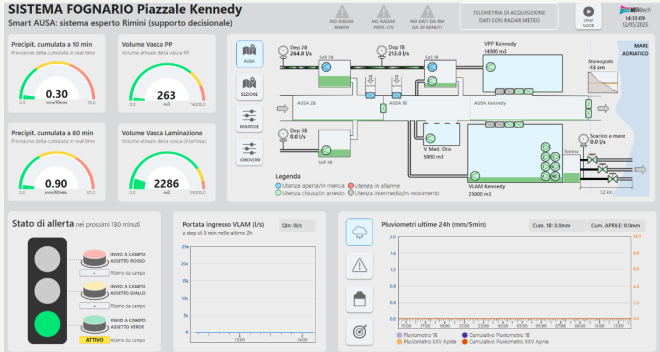
REHABILITATED
SEWER
OUTFALLS

50y

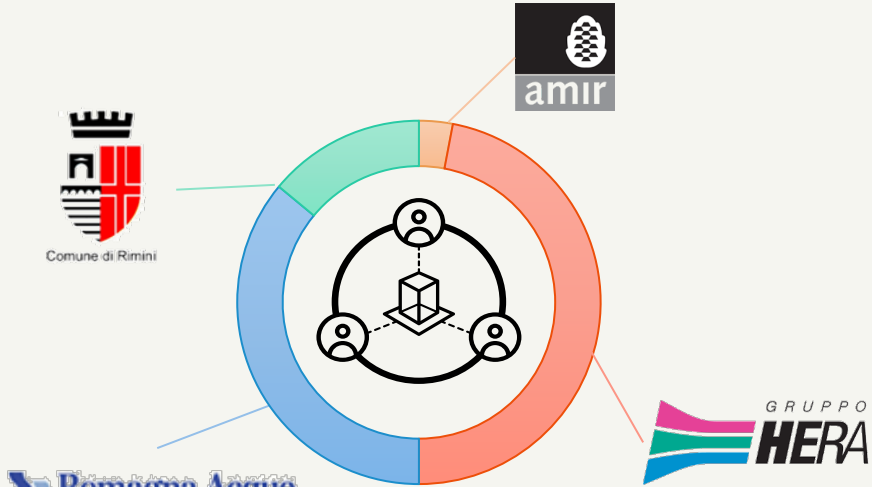
DESIGN
RETURN
PERIOD

The Optimised Seawater Protection Plan (PSBO)

Grounding data value into shared value for with local communities

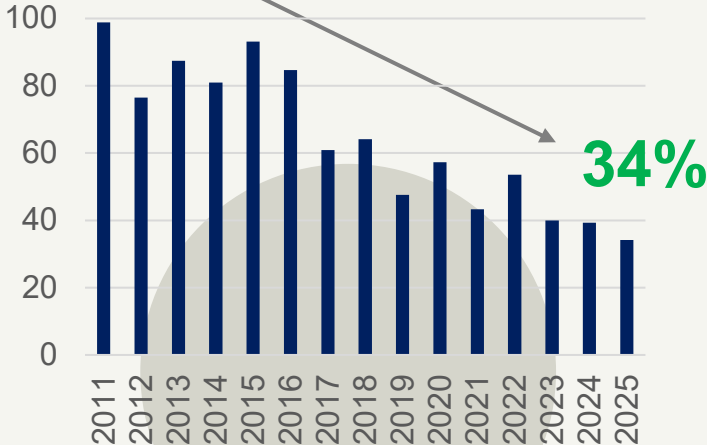


Expert Decision Support System



Funding coverage of works (%)

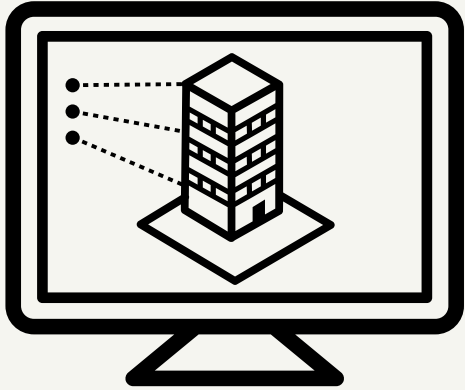
99%



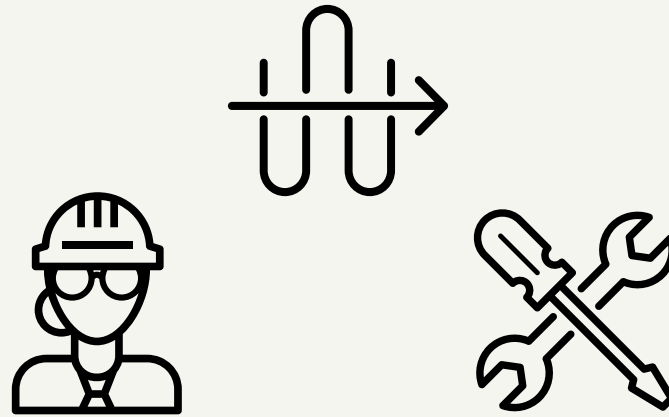
Percentage of **bathing bans** issued after each rainfall event exceeding 5 mm (May to Sep.)

14 May 2026:
After 15 years, Rimini regains the **FEE Blue Flag**

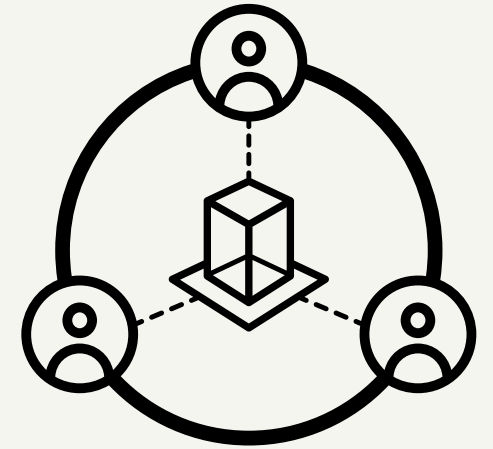
Key Takeaways



Data and Models are not a side effect of operations: they are a strategic asset



Need to invest in competencies, processes and tools to unlock data potential



Data are a key driver to engage stakeholders and turn vision into reality



Thank you for your attention

Speakers



Ramon Arino

Head of Operations Support Department
Aigües de Barcelona



David Calleja Santano

Project Technician
Aigües de Barcelona

InfoWorks Digital Twins: Barcelona's Water Supply Network (IWLIVE Pro) and Wastewater Network (ICMLIVE) experiences

Ramon Ariño Tarragó - David Calleja Santano
May 20th, Madrid



Agenda

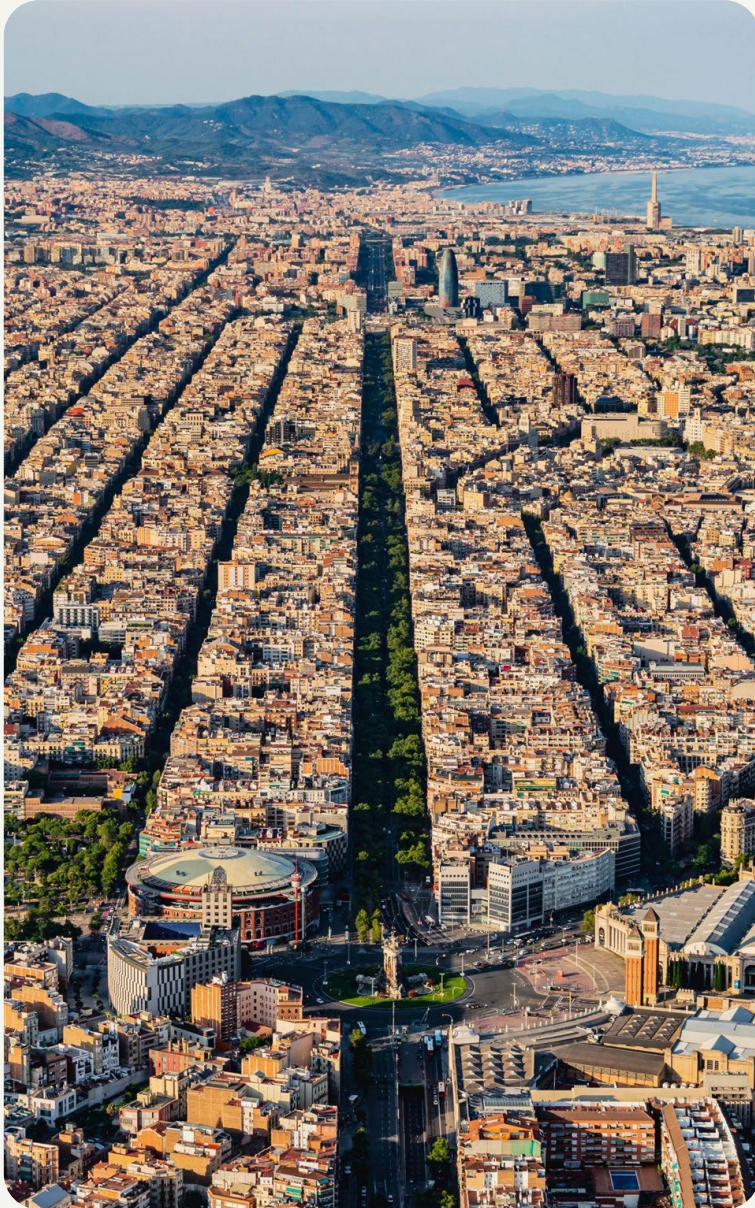
- 01 About Aigües de Barcelona
- 02 About the Digital Twin projects
- 03 Water supply network InfoWorks Digital Twin

- 04 Wastewater network InfoWorks Digital Twin



01 About Aigües de Barcelona

About Aigües de Barcelona



158
years of
history

We are the public-private company responsible for managing the integrated water cycle in the Barcelona metropolitan area, implementing policies laid down by the governing and regulatory bodies, the Barcelona Metropolitan Area and the Catalan Water Agency. We have been guaranteeing the distribution of drinking water in Barcelona and its metropolitan area, taking economic, social and environmental

About Aigües de Barcelona



In 2013, the company was established as Aigües de Barcelona, Empresa Metropolitana de Gestió del Cicle Integral de l'Aigua, SA, a public-private company seeking to take advantage of synergies and cooperation between the private sector and the public authorities for the benefit of society and the environment around us.

We are committed to public-private collaboration for the responsible management of water.

Shareholder composition



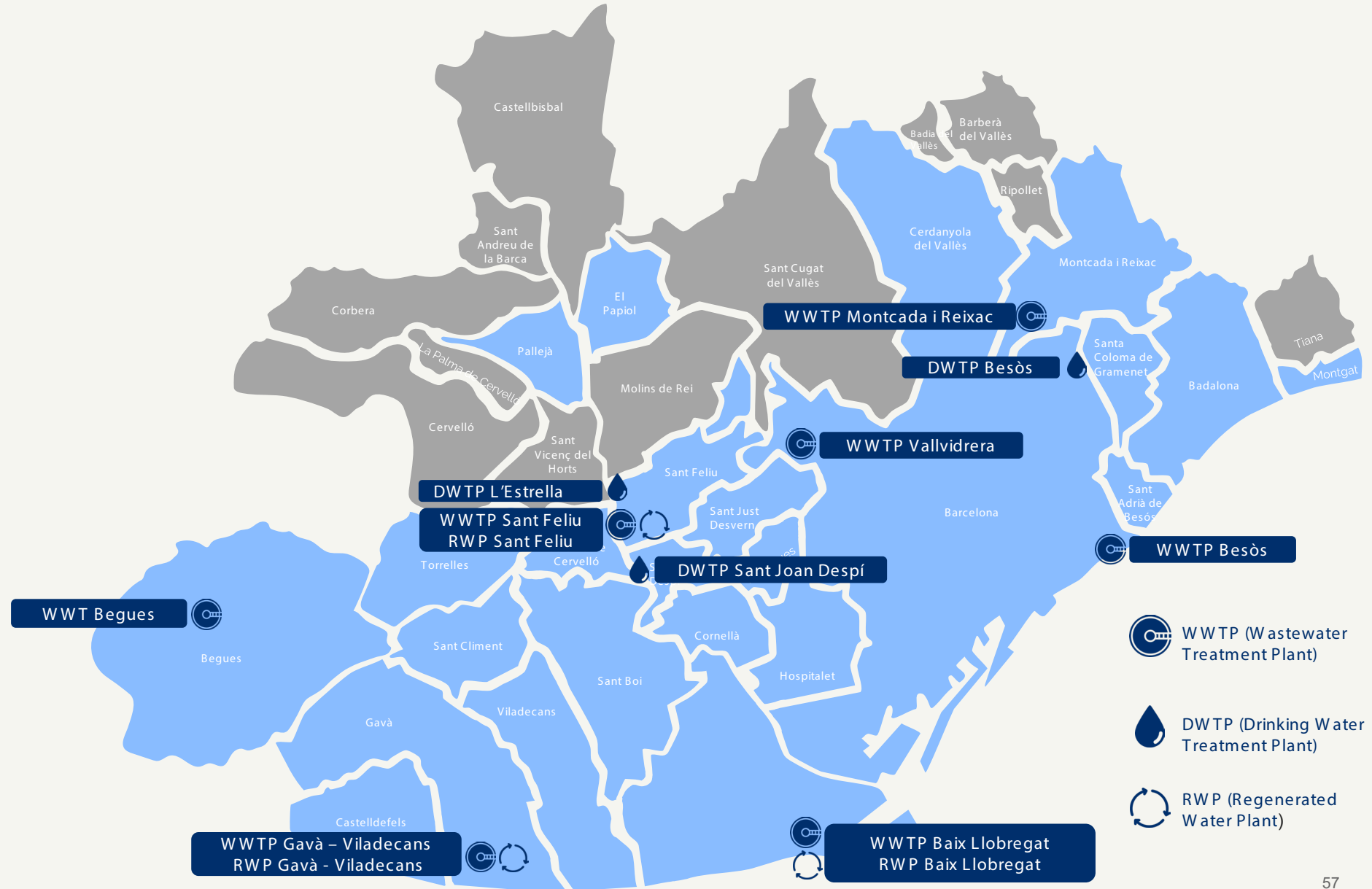
About Aigües de Barcelona

Drinking water

23 municipalities
3 million of inhabitants
186 hm³/year (510,000 m³/day)
1.5 million Water meter (90% AMR)

Treated water

40 municipalities
3,500,000 residents served
7 WWTPs operated by Aigües de Barcelona
40 pumping stations
245.21 hm³ of treated water



02 About Digital Twin projects

About Digital Twin projects

PERTEs (Strategic Projects for Economic Recovery and Transformation):

Large-scale, public-private initiatives funded by NextGenerationEU funds

The [PERTE for the Digitalization of the Water Cycle](#) promotes the use of new information technologies in the integral water cycle, which will improve its governance and transparency, increase its efficiency, reduce losses in supply networks and make progress in meeting environmental objectives.



project: **RESSONA**

About Digital Twin projects

**Water supply network
hydraulic model and
Digital Twin**

 **AUTODESK**

 InfoWorks WS Pro

 IWLIVE Pro

**Wastewater network
hydraulic model and
Digital Twin**

 **AUTODESK**

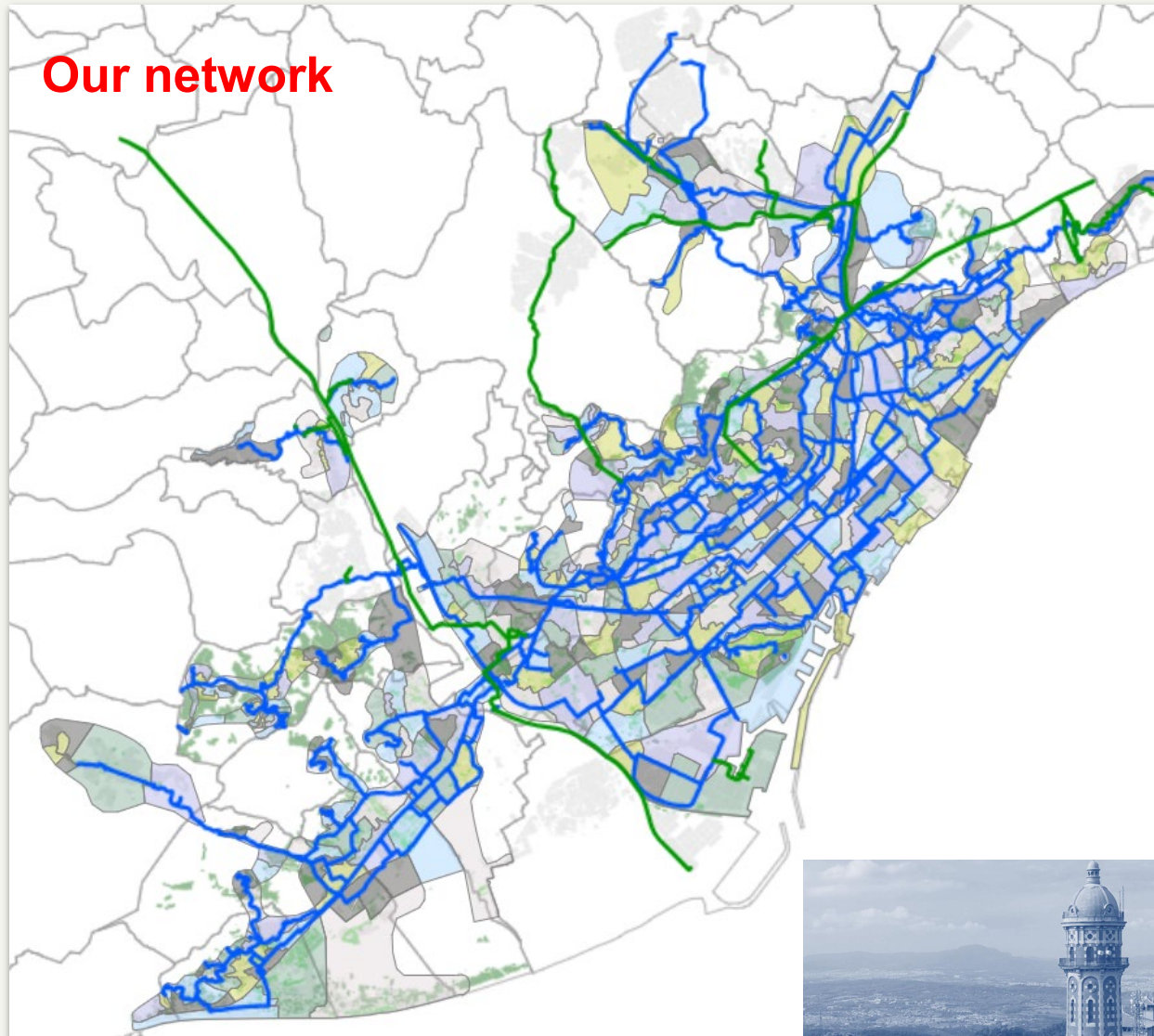
 InfoWorks ICM

 ICMLIVE

03

Water supply network InfoWorks Digital Twin

Water Supply Network Digital Twin



544 km Transmission network

162 pressure zones (From sea level to 541 m)
115 control valves
65 pumping stations (239 pumps)
78 water tanks
33 inlet points (own or third parties)
3 different water sources (surface water, desalinated water, groundwater)

4,202 km Distribution network

351 DMA (602 control points: 462 PRV)
213,164 service connections (1,5 million customers)

Water Supply Network Digital Twin

Our hydraulic modeling journey



**APIC
(1984)**

Piccolo (1998)



InfoWorks WS Pro

IWLive Pro

(2026)

Water Supply Network Digital Twin

Our hydraulic modeling journey



- Network divided into 21 models
- Design and analysis of existing/future facilities and elements (pipes, DMAs, valves, pumping stations, water tanks, fire hydrants, service connections)
- Pump scheduling
- Chlorine decay
- Not connected to SCADA (telemetry) in real time
- Tailor-made software to connect to GIS, consumptions or telemetry databases
- Updated annually

**Not a decision-making tool for
Operation in near real-time**



Water Supply Network Digital Twin

Our hydraulic modeling journey

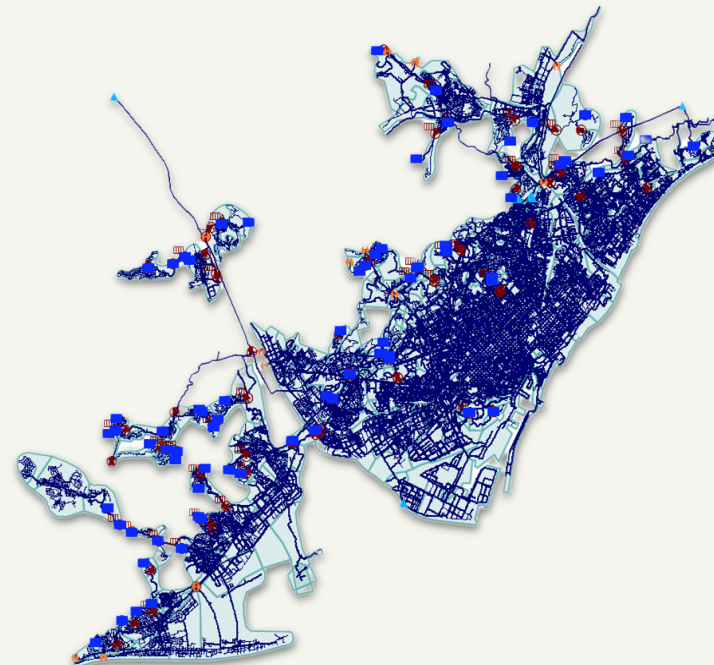
2024-2026 → PERTE project to build a water supply network **Digital Twin**



 **AUTODESK**

 InfoWorks WS Pro

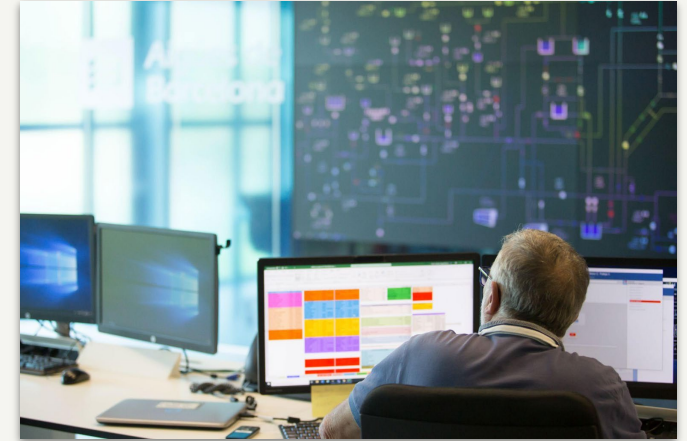
 IWLIVE Pro



Water Supply Network Digital Twin

Digital Twin challenges

- Not having experience with InfoWorks software. Difficulty in hiring experts.
- Relevant changes in team in the middle of the project
- Model size and complexity (one model with Transmission and Distribution network)
- To fulfill cybersecurity requirements (Purdue Model for ICS Security)
- Connection with telemetry (many different databases, each one with some particularities and almost 2,000 signals)
- IT network performance



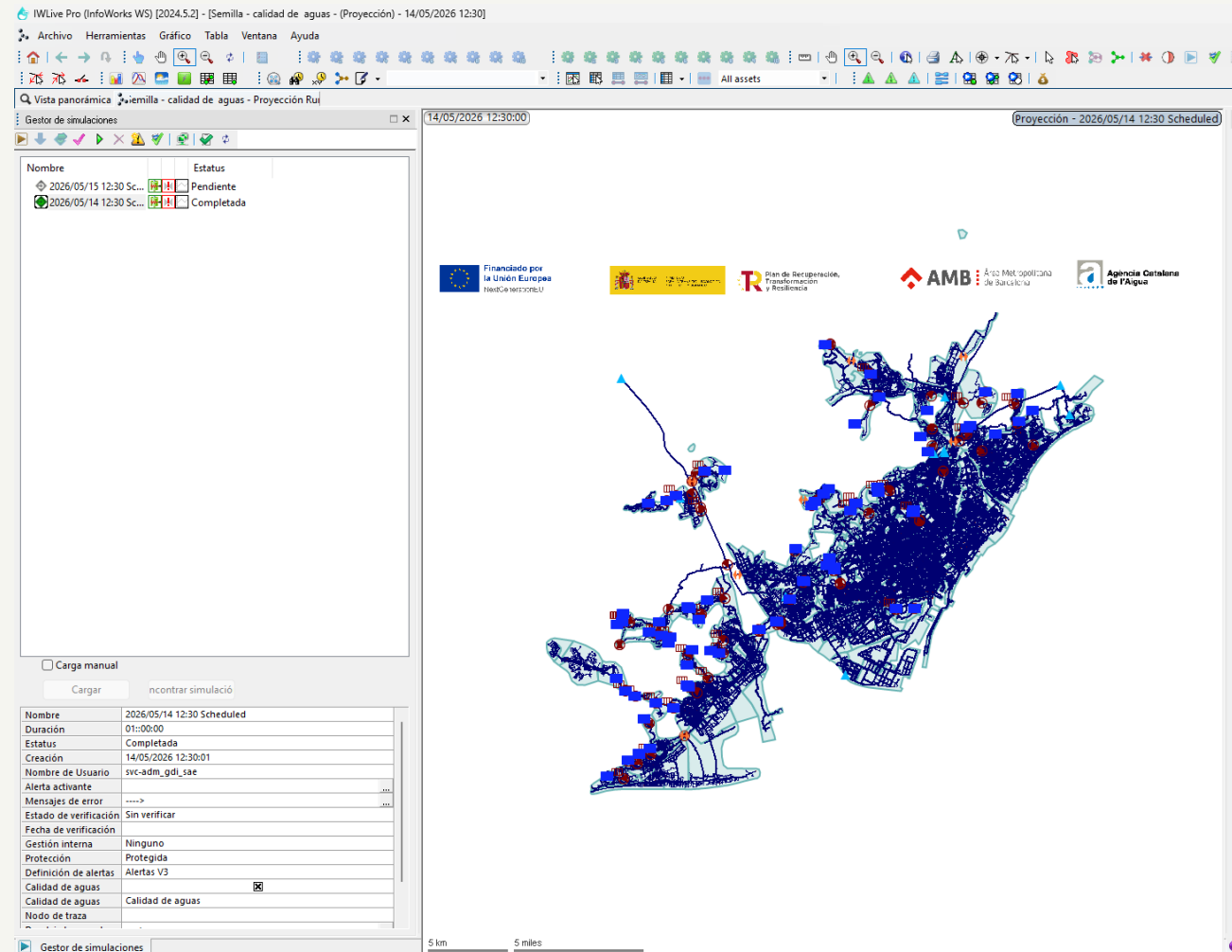
and Solutions

- To get technical support from an experienced company in hydraulic modeling, digital twins and InfoWorks products
- Cross-functional collaboration with IT and cybersecurity departments
- Plan-and-Act
- a lot of patience and perseverance from all the project team

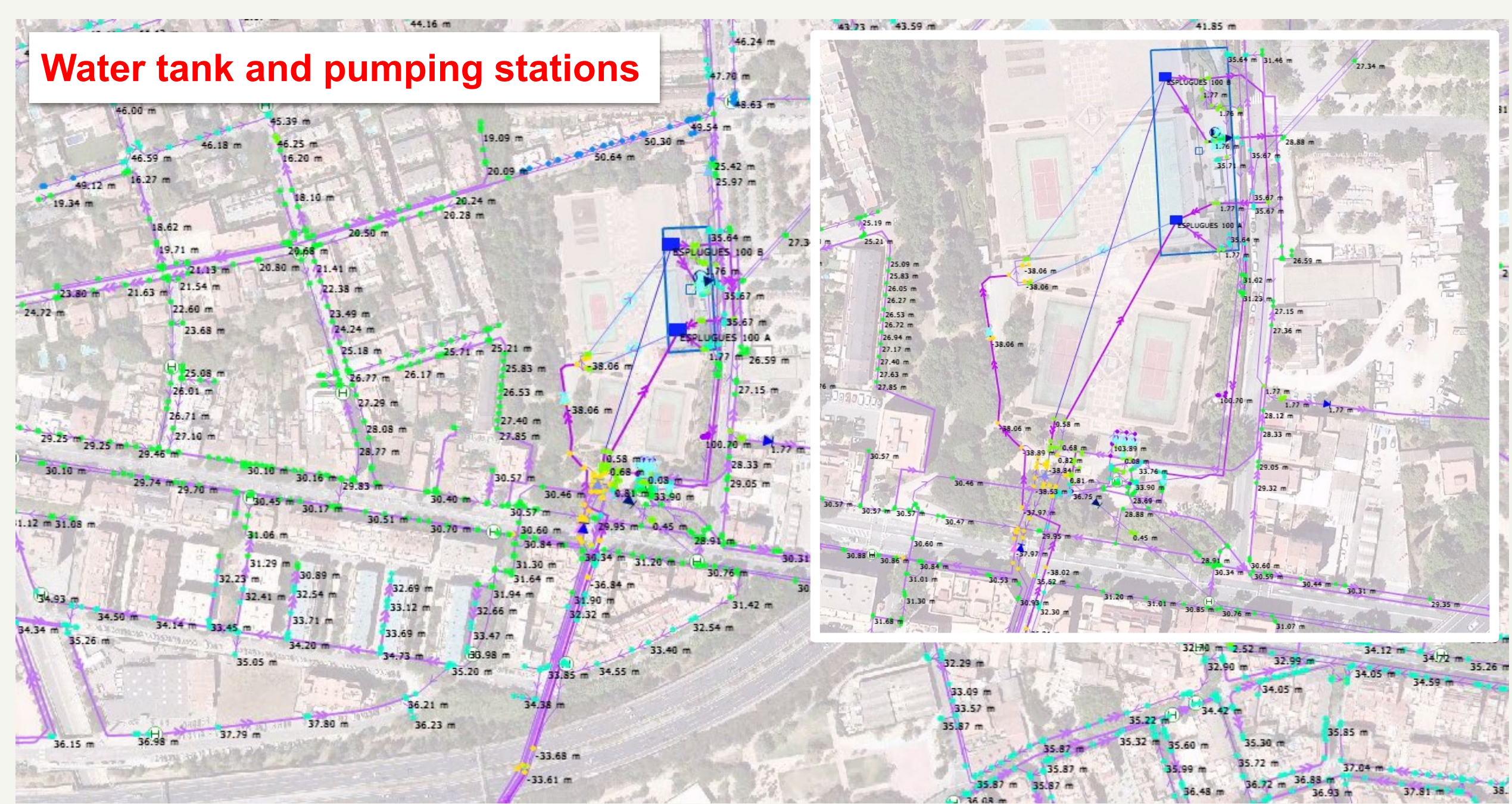
Water Supply Network Digital Twin

Our hydraulic model and Digital Twin

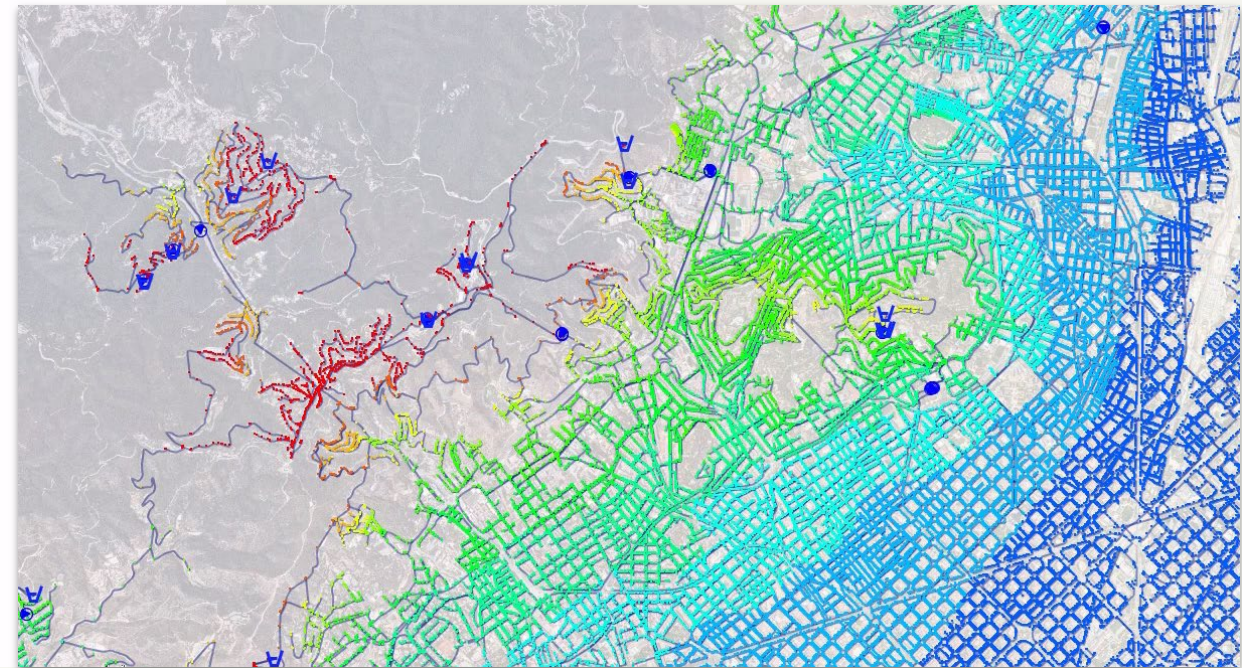
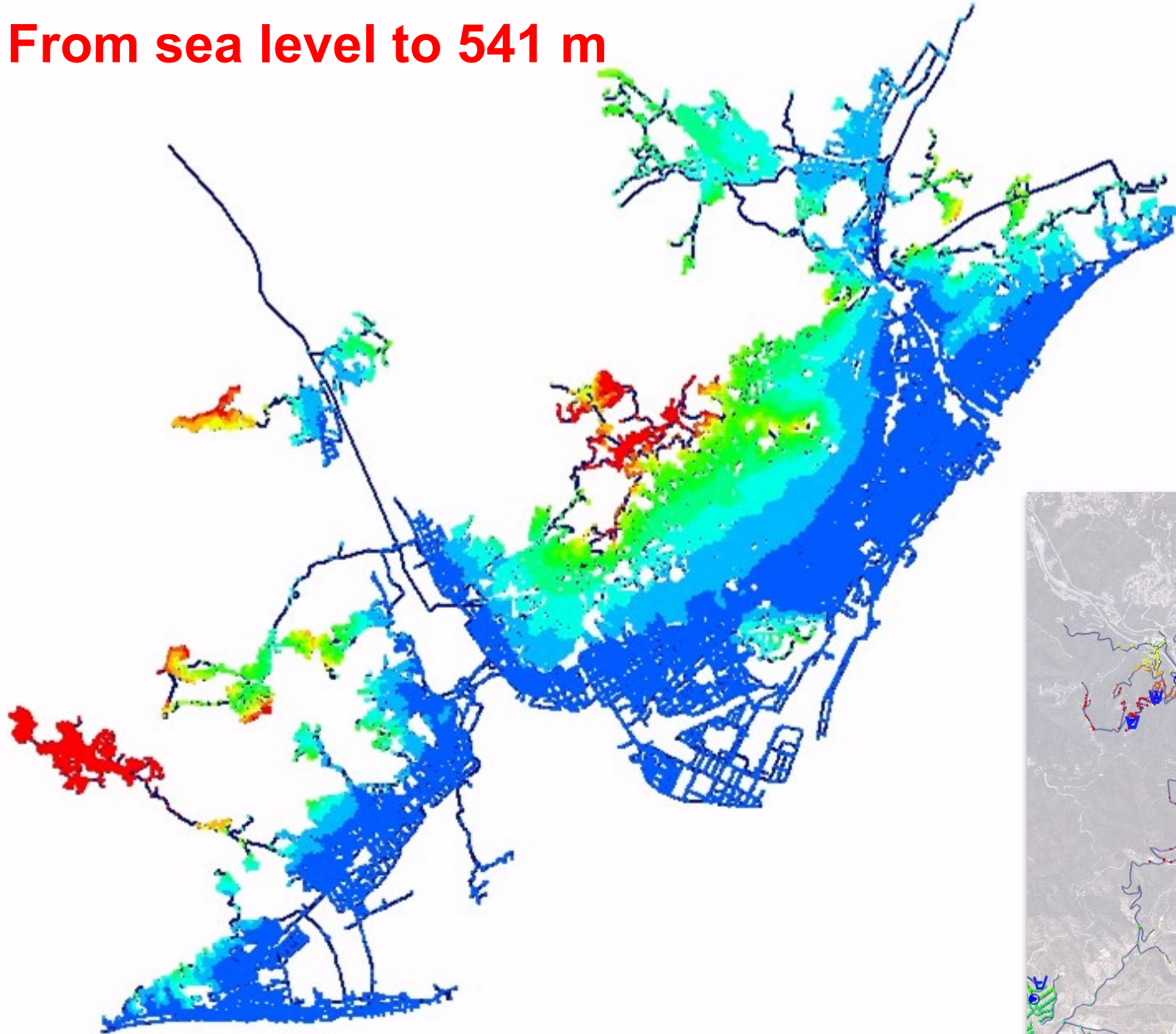
	Entire Network
Nodes	518835
Transfer Nodes	13
Fixed Heads	10
Reservoirs	78
Hydrants	7628
Wells	0
Total Reservoir Volume (MI)	277.22
Total Pipe Volume (MI)	450.68
Demand Nodes	212417
Demand Categories	337
Total Demand (l/s)	
Total Leakage (l/s)	
All Links	536351
Pipes	467732
Pumping Stations	227
Pumps	239
Variable Speed Pumps	239
Pump Types	190
Control Valves	67507
Float Valves	56
Non Return Valves	31
Meters	798
Open Channels	0
Areas / Zones	874
Leakage loss (l/s)	0.50
Customer Points	0
Spatial Data Items	0
Mains Length (m)	4857457.00
Mains Size (mm)	15 - 3000
Mains Year	-999 - 1998
Mains Materials	17



Water tank and pumping stations



From sea level to 541 m



Water Supply Network Digital Twin

...and now



Water Supply Network Digital Twin

in the near future

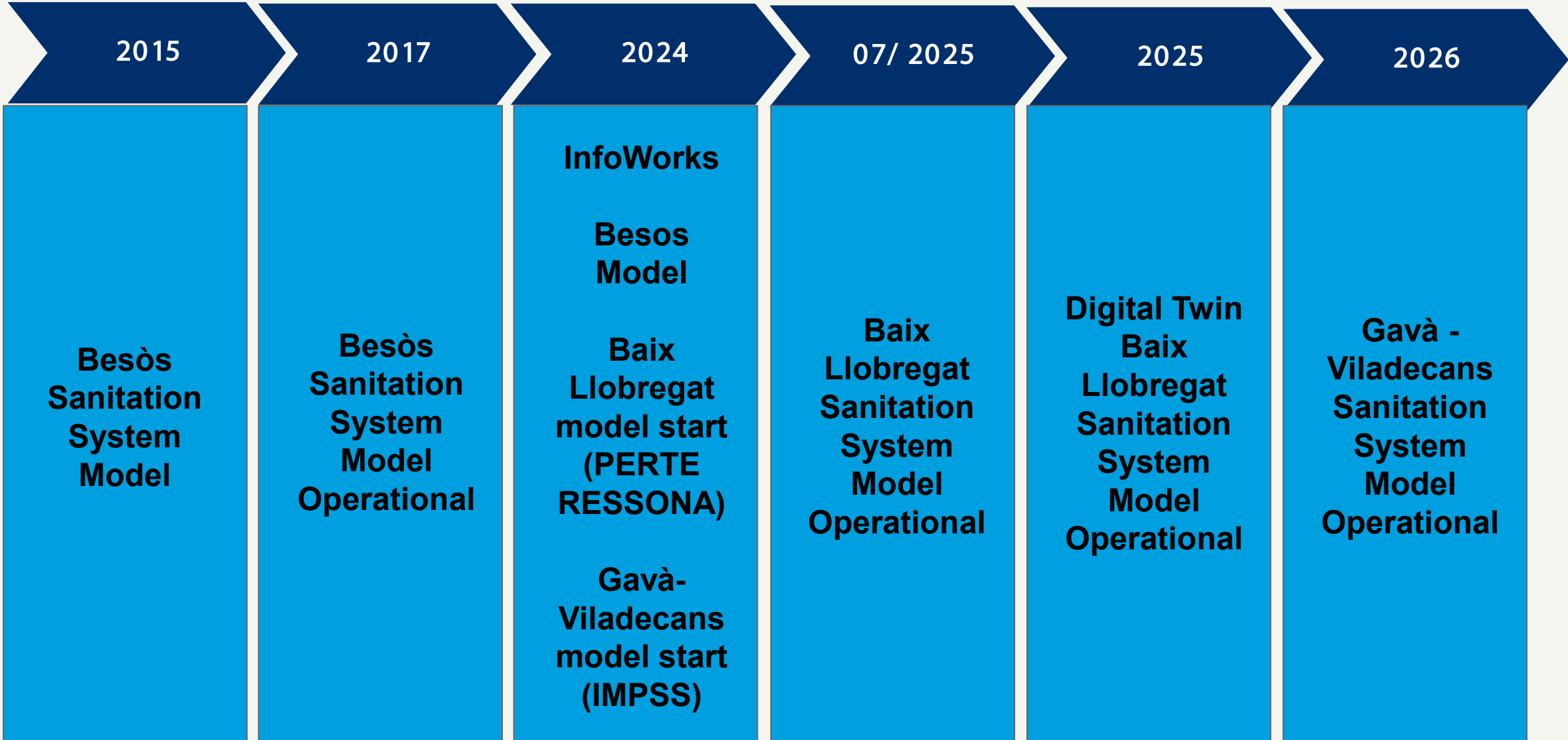
- Start playing, know in detail InfoWorks tools, recalibrate the model, align the organization (define new roles) → **build confidence** and **trust** in the Digital Twin
- Integration with a new GIS
- To improve/simplify databases structure
- Water quality modeling (chlorine, THM)
- Explore new possibilities: NRW analysis, Leakage locator, transient analysis
- To become an useful decision-making tool for our Control Center operators (back-office and front office)



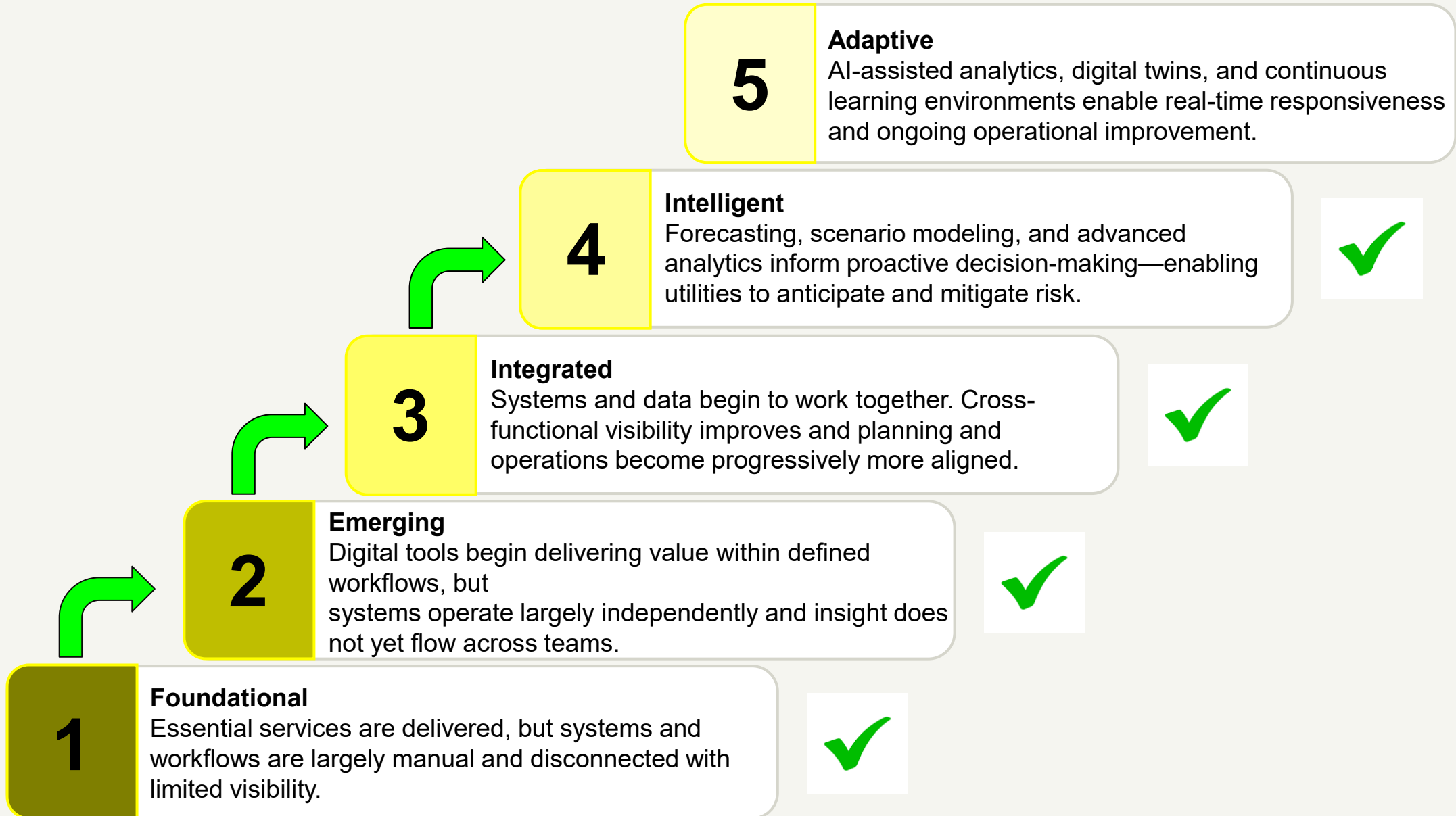
04

Wastewater network InfoWorks Digital Twin

Operational Problem, and evolution

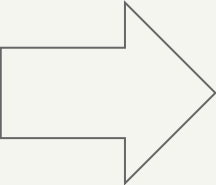


Maturity Stage: Where are we?

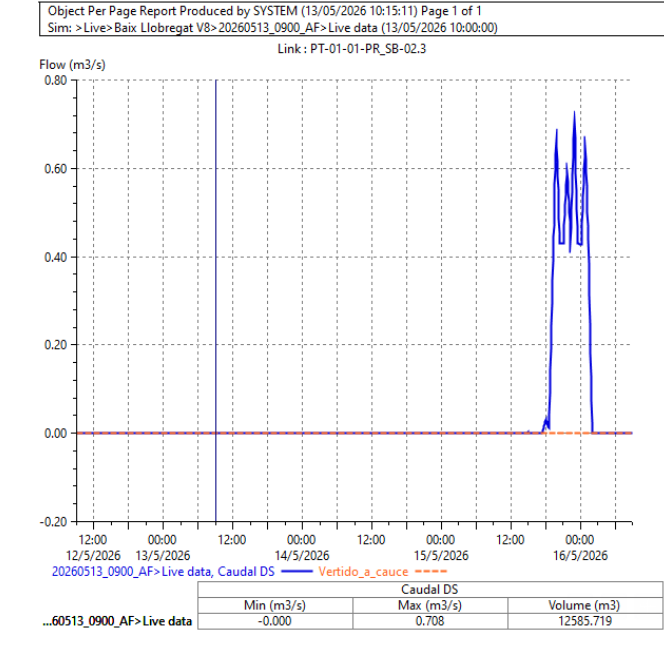
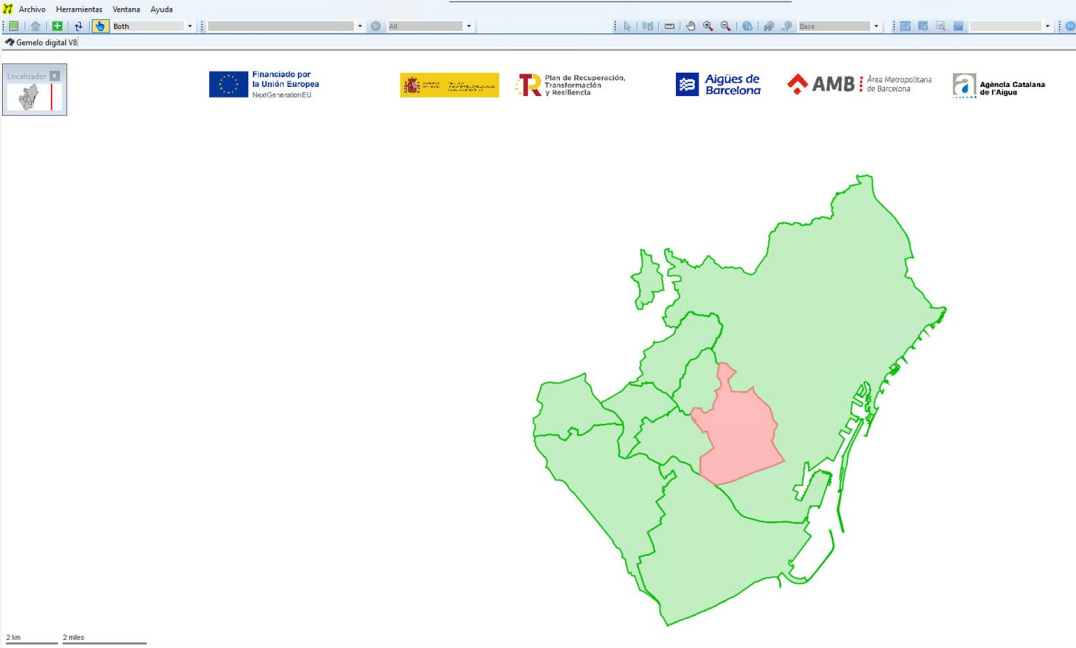


Changes

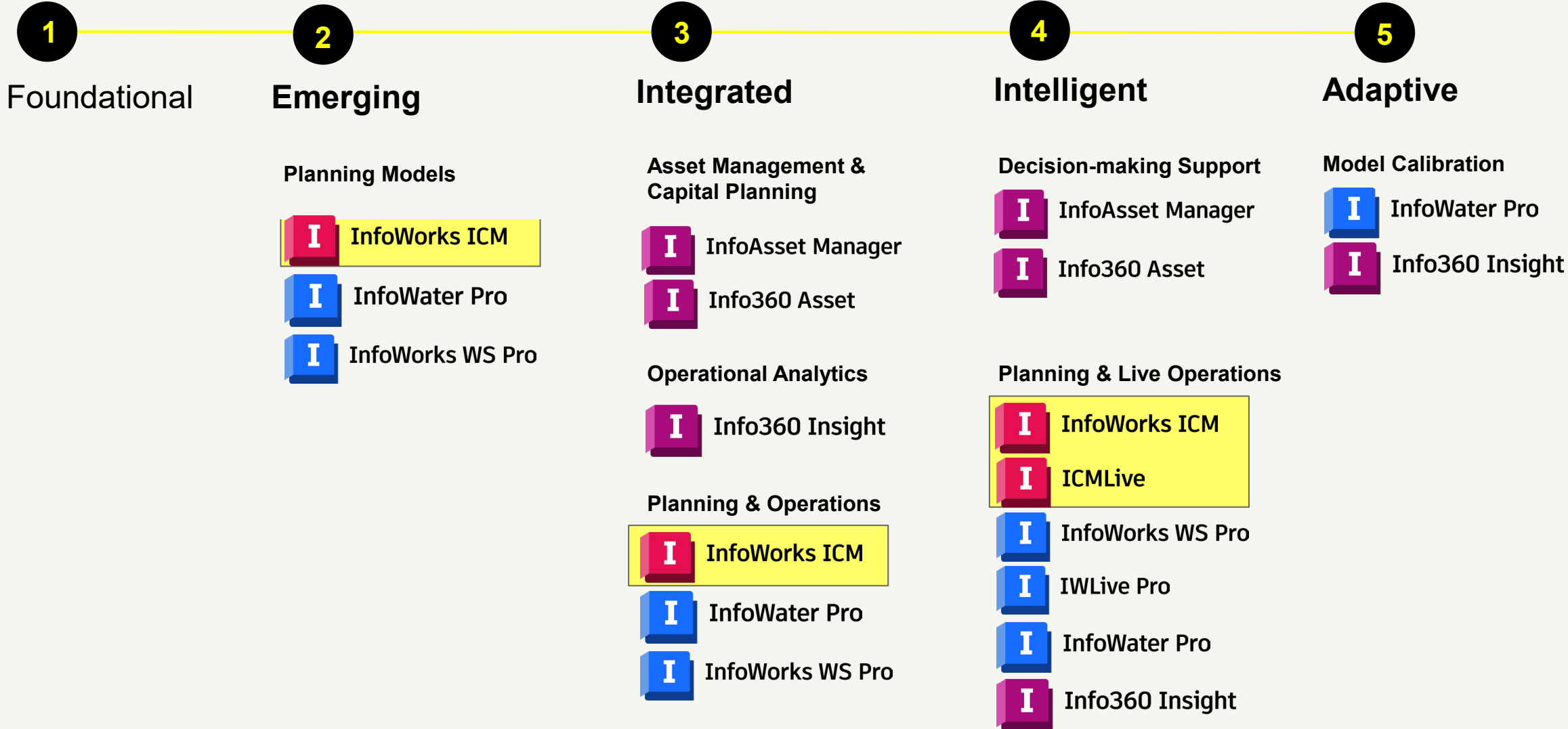
From this:



To this:



Autodesk products



Results

- Alerts
- Rain forecast
- Rain gauge
- Prediction
- Quantity
- Quality





The screenshot shows a software application window titled 'Gemelo digital V8' with a sub-window 'Baix Llobregat V8'. The interface is divided into several sections:

- Operaciones de simulación:** A list of actions including 'New run', 'New run with current parameters', 'Simulate run', 'Compare with other simulations', 'Verification run', 'Select another run', and 'Manage run in library'.
- Configuración de simulación:** A table of simulation parameters.
- Map:** A satellite-style map showing a watershed boundary in green and a river network in yellow and blue. A scale bar indicates 2 km and 2 miles.
- Alerts Table:** A table at the bottom of the window listing simulation alerts.

Parámetros	Valores
Fuente	Manifiesto
Nombre	20260506_0900_AF
Inicio	05/05/2026 09:00
Punto de partida	06/05/2026 09:00
Final	09/05/2026 09:00
Retrospectivo	1 days 0 hours 0 mins
Pronóstico	3 days 0 hours 0 mins
Estado guardado	<input checked="" type="checkbox"/>
Tiempo de estado gu	06/05/2026 08:00
Utilizar estado inicial	06/05/2026 02:00
Simulación hidrológic	<input type="checkbox"/>
Incluir acciones	<input checked="" type="checkbox"/>
Protegida	<input type="checkbox"/>
Modo histórico	<input type="checkbox"/>
Ejecutar variantes	<input type="checkbox"/>
Exportar resultados	<input checked="" type="checkbox"/>

ID de definición de alerta	Sim	ID de objetivo	Tipo de objetivo	Prioridad	Categoría	Tiempo de inicio	Final	Valor punta	(Unidades)	Tiempo de punta	Notas
Vertido_a_cauce	Live data	ND0570.1	Conducto	4	Vertidos a cauce	07-05-2026 19:45	09-05-2026 02:35	0,054322	m3/s	08-05-2026 13:20	
Vertido_a_cauce	Live data	ND0572.1	Conducto	4	Vertidos a cauce	07-05-2026 12:05	08-05-2026 10:25	0,041246	m3/s	07-05-2026 22:25	

Next steps: EXPANSION

SANITATION SYSTEM	OFFLINE MODEL	LIVE
Baix Llobregat		
Besòs		
Gavà		
Sant Feliu		
Montcada		
Municipal Wastewater Network		

Thank you for your attention



Delivering the Future of Water: How connected workflows, platforms & AI deliver real outcomes

Moderated panel discussion



Moderated panel discussion



Boaz Brunder

Senior Director, AI & Software Engineering
Autodesk
Autodesk
(Moderator)



Ignacio Casals

Director of Innovation
Aguas de Alicante



Jo Vertigan

Head of Digital, Data and Innovation Anglian
Water @ one Alliance



Q & A

Global Water Summit Session
Feedback: From digital ambition to
digital maturity



Share your feedback



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