CHALLENGE 2: Encouraging reporting of leaks

1. **Aim**

   The specific aim of this challenge is to create greater customer involvement, as well as from society in general, in localising and minimising leaks (and theft). Our water is distributed across society. It is that society we wish to address as 'feelers' for water loss and theft. We are thinking here about both the 'man on the street' and the contractor carrying out work in the area of the water supply pipe. We are searching for means and methods for encouraging and achieving this in an efficient manner. There may be some partners we can find in this who can help us here.

2. **Current approach and limitations**
   - The customer is not involved in searching for water loss and theft. In the event of a calamity, they do have the ability to contact a (free) reporting number. This number mainly sees use in calamities that cause harm to people or businesses.
   - When people notice a leak, they generally have to search on the Internet for an e-mail address, website or telephone number to be able to report the leak.
   - A report that does come through is generally by telephone and imprecise. It is difficult for the water company to assess this correctly.

3. **Desired solution**

   No specific determination of requirements has yet been established by the water companies for summarising the approaches needed for raising involvement. There is therefore by all means the freedom to propose a creative approach here.

   How can a drinking water company mobilise society (customers, users, passers-by, contractors, etc.) to actively help look out for water loss and/or thefts? We want to lower the threshold and receive as many reports as possible. What are the methods for encouraging customers in this and raising their awareness, e.g. a simple, easy, popular communication channel, nudging methods, etc.

   The challenge in this is to obtain a report that is as true-to-life as possible, so the number of pointless efforts can remain limited. So, what is the optimum chain for processing the reports, such that these lead to finding leaks as well as they can? Consider (automatic) quality checks, dispatching to the right drinking water company and the right people at the drinking water company, reporting the action taken back to the reporter, etc.). Gamification or other methods might also be used to encourage reporting of leaks.

   The initial contact is via customer services, who process the incoming reports and then assign them to the relevant technical services. These technical services have specialist tools at their disposal to analyse the reports further. Ideally, they can match them up with a deviation in the measurement of the drinking water network flow rate. If the report is deemed reliable, a (leak detection) technician will be dispatched.

4. **Specific preconditions**
   Open to innovative approaches within the legal limits.

5. **Knowledge and solutions already available on the market**
   Applications that can generate reports and are easy to operate are already well-established with the population (e.g. 112)
   Nudging is another known methodology for encouraging actions.
   Legislation / raising awareness / motivation tools.

   E.g. from UK: https://vyntelligence.com/blog-vyn/1180-vyn-improves-customer-experience-and-enables-faster-leak-fix-with-remote-triage

6. **Known research and development projects or pilot projects**
   None known.

7. **Why do the existing (partial) solutions not fully meet our needs?**

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