

Smart,
secure,
sustainable:
**The digital
future of
water**

Meet regulatory demands and create long-term outcomes through strategic digital innovation.



Shaping the future of water, together

Creating outcomes that matter

Ofwat's 2024 Price Review (PR24) framework shifts the dial for the UK water sector. Sustainability, resilience and customer outcomes are central to long-term success.

Delivering this ambition and creating long-term value means overcoming the challenges of ageing infrastructure, climate impacts, regulatory change and rising demand.

This journey will be built on asset optimisation and operational improvements. To succeed, it is essential you prioritise digital transformation that enables secure, cyber-resilient and data-driven operations.

Achieving lasting impact starts with choosing the right partner

We deliver **IT and business consulting**, **systems integration** and **managed services** that help you turn strategy into action and deliver measurable outcomes.



Drawing on **nearly 50 years experience** in the utilities sector



Delivering **digital solutions** that **accelerate progress** to net zero



Combining **global insight** with **local expertise**



Generating tailored innovations aligned to Water UK's 2050 vision

“Our strength lies in partnership. We work side-by-side with our clients, bringing local experts who understand their specific challenges, from customer experience to leakage and resilience, and co-create digital solutions that drive measurable improvement.”

Stuart Brand

Vice President Consulting Services, Utility Networks, CGI



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Data-driven transformation

Turn data challenges into operational outcomes

The water industry is generating more data than ever.

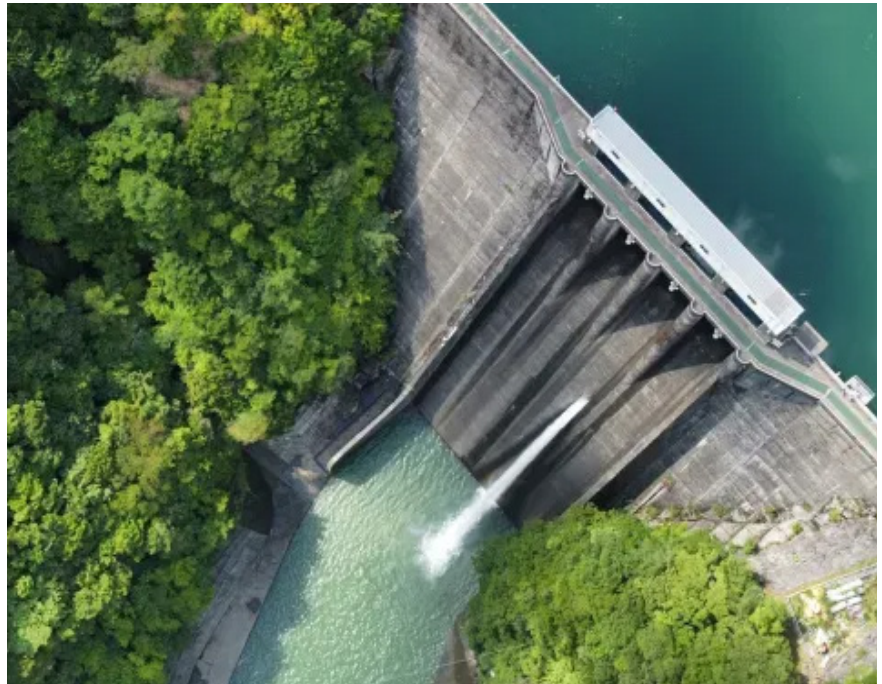
Millions of IoT sensors, smart meters and SCADA systems are capturing everything from usage and asset condition to network and environmental performance.

AMP8 alone will see around 10 million smart meters rolled out by 2030, shifting utilities from occasional data points to millions of real-time readings each day.

The challenge? Making that data visible, connected and useful.

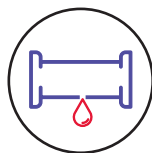
A robust data strategy is essential to achieving this. With the right digital foundations, water companies can unlock real-time insight to reduce leakage, optimise treatment and meet regulatory goals.

At CGI, we help you turn data into action. From smart metering and AI to cyber-secure platforms and geospatial analytics, we bring the expertise to transform growing data streams into intelligence that drives performance, resilience and measurable outcomes for customers and the environment.



10 million

smart meters planned across England and Wales under PR24¹.



3 billion+ litres

of water are lost to leaks every day across the UK².



17% by 2030

the sector-wide target to reduce total leakage (from the 2024-25 baseline)³.

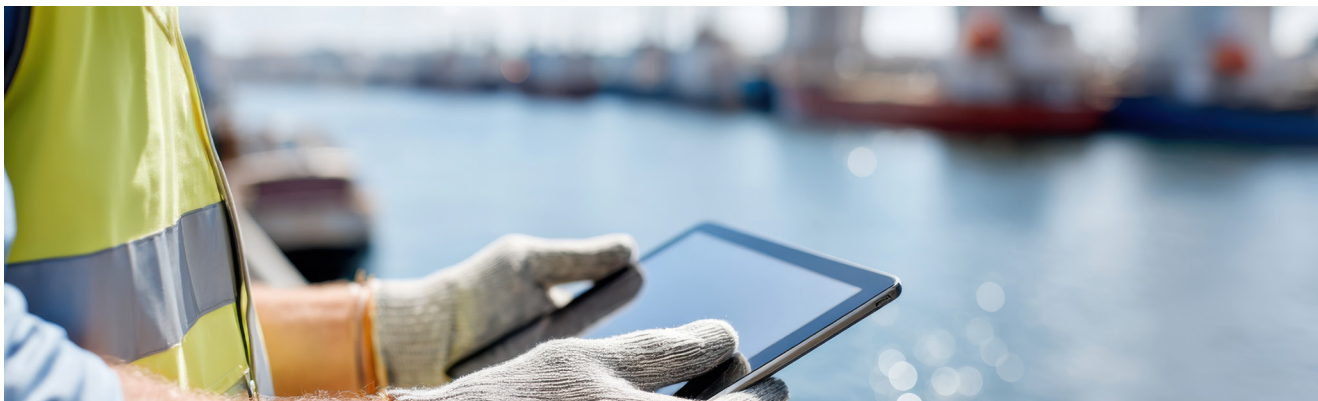
1. Ofwat, PR24 draft determinations consultation, Nov 2024, <https://www.ofwat.gov.uk/wp-content/uploads/2024/11/Respondent-164-Arqiva.pdf>

2. Public Accounts Committee, England faces "serious risk of running out of water within 20 years, UK Parliament, July 2020, <https://committees.parliament.uk/committee/127/public-accounts-committee/news/115817/england-faces-serious-risk-of-running-out-of-water-within-20-years/>

3. Department for Environment, Food & Rural Affairs, Water demand Environment Act target delivery plan, December 2025, <https://www.gov.uk/government/publications/water-demand-environment-act-target-delivery-plan/water-demand-environment-act-target-delivery-plan>

Our value proposition

Smart. Secure. Sustainable.



Smart

Turning data into actionable insights

We help you unlock the full value of smart meters, IoT sensors and real-time network data. Using analytics and AI capabilities, we help transform data into clear, practical insight that supports leak detection, demand forecasting, network optimisation and measurable performance improvement.

Ask us about: Smart metering integration | IoT and sensor analytics | AI and optimisation | Cloud data platforms | Practical data solutions



Secure

Embedding cyber security designed for critical national infrastructure

We secure your most important systems end-to-end, across IT, OT, SCADA, treatment works and smart network environments. Tailored cyber strategies will address your sector-specific risks, support innovation and operational resilience, while our 24/7 Security Operations Centre delivers continuous monitoring and rapid incident response.

Ask us about: IT and OT security | SOC services | Threat detection and response | Secure deployment of emerging technologies | Zero Trust security



Sustainable

Delivering measurable environmental outcomes

Meet your sustainability commitments, improve water quality, reduce carbon and strengthen catchment resilience by applying our geospatial intelligence, Earth observation data and predictive analytics. We've developed data-driven tools to protect ecosystems, reduce spills and improve performance across the whole water cycle.

Ask us about: Geospatial analytics | Pollution and overflow prediction | Carbon and emissions modelling | AI-powered tools | Earth Observation data

Proven experience

Trusted to deliver complex things well

We're proud to be a trusted partner across the UK and global utilities landscape, known for successfully delivering complex end-to-end IT services.

With nearly five decades of hands-on experience serving the electricity, gas and water sectors, we drive innovation. Our work supporting national smart metering initiatives, such as with the **Data Communications Company (DCC)**, proves we can deliver large-scale, secure, reliable and impactful digital infrastructure.

We design, build and operate the systems that power competitive utility markets globally, bringing deep expertise across both the retail and wholesale water markets. Since 2015, we've partnered with **Market Operator Services Ltd (MOSL)** to deliver and operate **CMOS**, the central system underpinning England's business retail water market, enabling secure retailer-wholesaler interactions, settlement and data exchange.

We're now developing the **Smart Meter Read Hub** to provide the market-wide data capability to accelerate the sector's smart meter rollout. The hub standardises the collection and sharing of granular non-household meter data, improving market transparency, and creating the digital foundations for smarter operations, better planning and more efficient service delivery.

We've also delivered digital, operational and workplace transformation initiatives with leading water utilities in the UK and Australia, including **Dŵr Cymru Welsh Water**, **Northumbrian Water Group**, **Severn Trent Water** and **Melbourne Water**. From intelligent monitoring and environmental sensing to cyber-secure collaboration platforms and asset-focused operational systems, our work helps improve resilience, efficiency and service outcomes.

250+

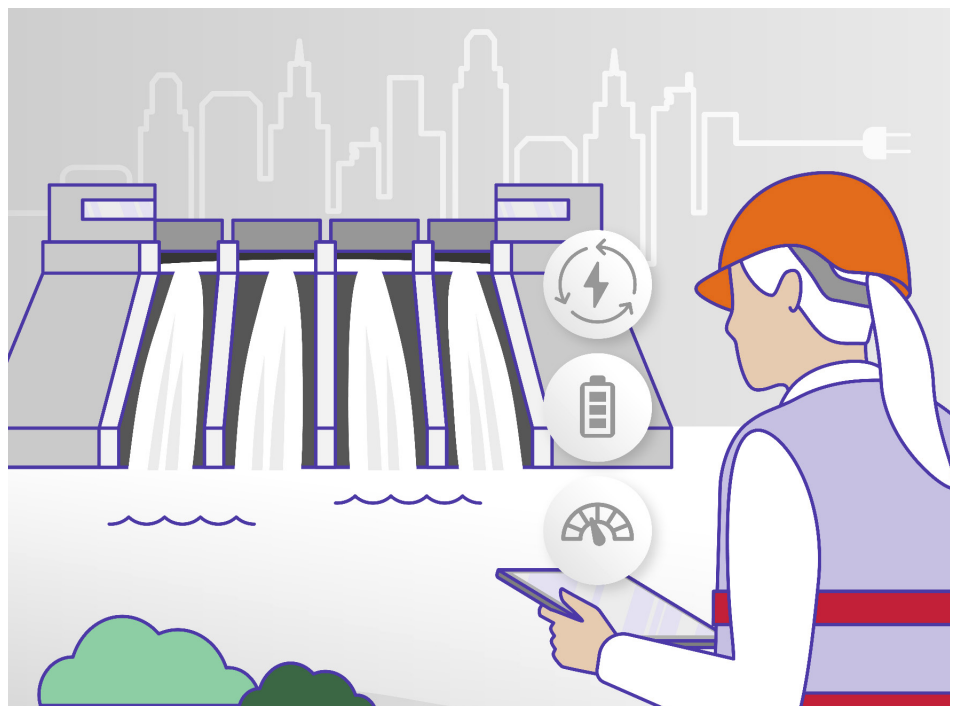
electric, water and gas clients across four continents partner with CGI.

1.2 million+

non-domestic customers in England have the ability to choose their water retailer thanks to MOSL's CMOS.

53 million

smart gas and electricity meters in Britain will be supported by CGI systems.



Differentiation that matters

Why our utilities teams stand out



In your community

Our people-centred culture and commitment to collaboration mean we operate where our clients live and work, advancing our shared communities by building trusted relationships and solutions that work for the long term.



By your side

We work side by side with UK utilities, combining local delivery experience with global expertise. Our proximity model gives you direct access to experts who understand your region, assets, priorities and pain points.



Insights you can act on

Combining digital expertise with a deep understanding of your sector, we help you integrate analytics and AI tools to deliver the actionable insights you need to achieve efficiency, resilience and sustainability outcomes.



Living your priorities

Our engagements prioritise the continuity of essential water services, public health protection and compliance with evolving sector regulations. With experts embedded within the UK water sector, your objectives matter to us.

“We sit at the intersection of policy, regulation and technology, helping utilities not just to collect data, but turn it into actionable insight.”

Paul Buxton

Senior Vice President, Energy & Utilities, CGI



Our service offerings

Smart, secure and sustainable
water sector solutions



Focused expertise

Tap into our deep expertise to drive smarter decisions, resilient networks and better outcomes for the water industry.

- Artificial Intelligence (AI)
- Asset management
- Cloud and hybrid IT
- Data analytics
- Digital transformation
- Emerging technologies
- 5G and connectivity networks
- Sustainability



Services

Call on our expert services to enhance operational performance, protect critical assets and support long-term sustainability.

- Agile digital services
- Business consulting and advisory services
- Business process services
- Cyber security services
- Geospatial services
- Managed IT services
- Sustainability advisory services
- Systems integration



CGI solutions

Use our tailored solutions to improve efficiency, strengthen resilience and support sustainable outcomes across your water operations.



CGI DataTwin360

Aggregate complex data sets from multiple sources and transform them into actionable insights. Usage examples include:

- Earlier leakage detection
- More accurate demand forecasting
- Proactive maintenance scheduling



CGI GeoData360

Process satellite and geospatial data at scale, turning it into decision-ready insight. Usage examples include:

- Earlier pollution risk identification
- More accurate flood modelling
- Tracking land-use changes that affect water quality



CGI OpenGrid360

Use this flexible, modular asset management solution to integrate network data and applications to create a single trusted view and unlock the value of data. Usage examples include:

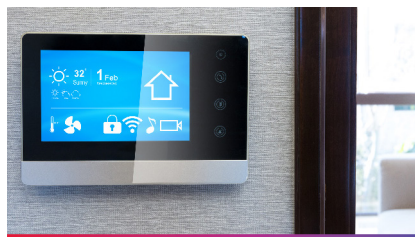
- Optimise asset and operational decision-making
- Accelerate innovation
- Drive greater efficiency and resilience



CGI Machine Vision

Apply edge AI and machine learning to automate the analysis of videos and images of your assets in a human-like way. Usage examples include:

- 24x7 monitoring of unmanned facilities
- Produce alerts for predictive maintenance or asset failure
- Produce alerts for unusual people-related activity



Sm@rtering

Use this secure, integrated, meter data management system for metering and power network supervision, management and optimisation, including:

- Optimising smart meters already implemented
- Managing and supervising data collection
- Energy data management and smart grid capabilities



Cyber security advisory and managed services

Safeguard IT, OT and IoT environments across treatment plants, networks and customer systems with our end-to-end portfolio of services and tailored security strategies. Usage examples include:

- 24x7 protective monitoring and advanced threat investigation
- Improving resilience against ransomware and service disruption
- Securing remote access to operational assets and field devices

Collaborate for impact

Let's build the future of water, together

Achieving lasting impact starts with the right collaboration.

It's essential to unlocking data, building cyber resilience and embedding sustainability to deliver a smarter, more secure and sustainable digital future for the UK water sector.

Together, we can turn your strategy into measurable outcomes that serve your customers, your communities and the environment.



Get in touch to discuss how we can help your organisation deliver for PR24 and beyond.



About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

visit: **cgi.com/uk/en-gb/utilities/water**

email: **enquiry.uk@cgi.com**

