



All Party Parliamentary Water Group

Co-Chairs: Angela Smith MP and Baroness McIntosh of Pickering

Vice-Chair: Neil Parish MP

Treasurer: The Earl of Selbourne GBE FRS

Cyber Security and Data Management

Tuesday 31 January, Committee Room 6, House of Commons

The All Party Parliamentary Water Group's January meeting focused on cyber security and data management.

Guest Speakers:

- Professor Jacob Tompkins OBE, Managing Director, Waterwise and Head of OFWAT's Task and Finish group on Resilience
- David Duke, Director of Sales, Information Security, Gemserv
- Reaz Khedarun, Principal Data Protection Consultant, Gemserv
- Paul Horton, Chief Executive Officer, Future Water Association

Baroness McIntosh chaired the session and introduced the guest speakers.

Jacob Tomkins said that cyber security is a growing issue, highlighting that the UK Water Sector currently generates 1% of Europe's data. He explained that, like other sectors, the water sector is beginning to realise that data can be useful for a variety of means such as increasing customer engagement, and developing water usage apps. He questioned why the sector has not yet been "uberized," and said that come April, when the sector opens to competition this could be a possibility. He then discussed the issue of legacy systems within the sector, and said that these systems must be assimilated into new ways of data management. Moving on to the issue of security, he said that the threat comes from malicious individuals taking over data. He noted that smart data could be accessed by other people, and could therefore be used to take over systems in people's homes. Finally, he said that all data should be in the public domain because companies would be more likely to examine the security risk posed by data if it is open.

David Duke said that cyber is gradually being incorporated into daily considerations of the sector. Given that the market opens up to competition in April, he said it is important for companies to begin thinking about the cyber security element more seriously, particularly as effective cyber security can take from 2-4 years to develop.

Reaz Khedarun agreed with David Duke and went on to discuss the need for general data protection regulations, and greater cyber security. He said that data protection regulations



All Party Parliamentary Water Group

Co-Chairs: Angela Smith MP and Baroness McIntosh of Pickering

Vice-Chair: Neil Parish MP

Treasurer: The Earl of Selbourne GBE FRS

are designed to address the challenges faced with data that is increasingly held online. He said that increasing use of data will address the balance between industry and consumer, highlighting that it is likely to increase competition as the user will have greater right over the portability of their own data. He warned that, as part of this change, organisations will be required to demonstrate that they are complying with data protection requirements, which will no longer be a simple tick box exercise.

Paul Horton explained that a rapid increase in data has occurred in the past 2 - 3 years, which represents a challenge, both in terms of the culture surrounding this data and its management. Discussing the retail water market, he said that huge amounts of data is needed to link between different platforms, however, he questioned how better to use data in order to develop more effective, smart networks. Finally, he said that there needs to be a focus on education to ensure that errors surrounding data are minimised, highlighting that most of the cyber security issues come from human error.

Baroness McIntosh then opened the floor to questions.

Lord Mackenzie asked how the sector can effectively manage cyber security risks, when customers technically own their own data. He also questioned whether an assessment has been made of the strength of the security threat, and whether the threat is relating to terrorism, or industrial concerns. **David Duke** said that he is not aware of an industry wide assessment. He added that while the threat of terrorism to the water network is low, this is constantly changing, and so the industry should seek to develop its systems.

Anthony Smith said that there should be more collaboration across the sector to reduce the risk of malicious software propagating across the network. Jacob Tomkins agreed and said that a presumption of open data would reduce this risk as companies currently don't know what data they control.

Concluding the meeting, Baroness McIntosh thanked speakers for their contributions and announced that the next meeting would take place on 28 March on the topic of water resource management and resilience.

Please find a list of those who attended the meeting below:

Name	Organisation
Earl Selbourne	House of Lords
Lord Mackenzie	House of Lords
Justin Dunning	Sales Manager, Chelsea Technologies Group Ltd
Lindani Dlodlo	Southern Water



All Party Parliamentary Water Group

Co-Chairs: Angela Smith MP and Baroness McIntosh of Pickering

Vice-Chair: Neil Parish MP

Treasurer: The Earl of Selbourne GBE FRS

Jean-Paul Penrose	Climate & Environment Department
David Knaggs	Sustainability and Regulations Director, Albion Water
Chris Jones	Cascade
Alan Sutherland	CEO, Water Industry Commission
Fatima Ajia	University of Sheffield
Roger Martin	President, Population Matters
Stephanie Kerr	Capita Property and Infrastructure
Pat Fitzsimons	Director, Thames Estuary Partnership
Mike Jones	Infosys
Gaynor Kenyon	Corporate Affairs Director, United Utilities
Ruth Shin	Policy Adviser, DEFRA
Stuart Ballinger	Principal Consultant, Cascade
Kevin Wellman	Chief Executive Officer, CIPHE
Dr Phil Aldous	Ricardo/Thomson Ecology
Carolyn Roberts	Water and Environment Consultant, Gresham College
Phil Lee	Senior Government Relations Adviser, Environment Agency
Kash Ramli	Behavioural Scientist, Advizzo
Professor John Rodwell	Revd Canon
Ruth Shin	Policy Advisor, DEFRA
Helen Smith	Regulation Manager, Tideway
Jean-Paul Penrose	Senior Adviser, Department for International Development
Karma Loveday	Editor, the Water Report