

It's precious... make it your business
not to waste it



Devices that
help save
water

Find & fix
leaks

Calculate
your water
consumption

SAVING WATER MAKES GOOD BUSINESS SENSE

A practical guide for companies that want to use water efficiently

Saving water makes good business sense

This leaflet is designed to give helpful advice on ways to use water efficiently within your business.

Sutton and East Surrey Water is committed to helping consumers to be aware of their water use and how waste could be reduced. This is in response to the increasing demands placed on water resources from our changing lifestyles, a rise in population and climatic change. Encouraging businesses to implement sensible conservation measures and good management programmes is a key part of our strategy.

Here are five good reasons for acting on the advice given in this leaflet:

- ◆ Conserving water is one way of demonstrating the importance your organisation places on caring for natural resources and the environment
- ◆ Water treatment and its distribution uses energy – so saving water will reduce your ‘carbon footprint’
- ◆ Using water wisely is part of the plan for a sustainable future, and demonstrates corporate social responsibility
- ◆ You may be able to reduce the size of your water (and sewerage) bill
- ◆ You may be able to reduce the energy needed to heat water, and so reduce your electricity / gas bill

Where no previous attempt has been made to save water, financial savings of 20-40% are typical, at little or no extra cost.

If you would like to discuss any aspect of making your business more water efficient, please call our Customer Services team on 01737 772000.

Did you know?

An overflowing toilet cistern can waste 100,000 litres of water a year – around £100 at average commercial water rates.

What can you do within your business?

There are many simple and cost-effective measures that can be adopted to save water at work – measures that have virtually no impact on normal working practices, but can have a significant impact on how much water is actually used.

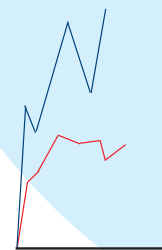
Four steps to a water efficient business

1. Calculate your water consumption
2. Find and fix leaks
3. Set targets for improvements
4. Promote the water efficiency message

A tap left running for 10 minutes loses 100 litres of water – equivalent to a bathful

Step 1: Calculate your Water Consumption

- ◆ Understand the amount of water used at your premises
- ◆ Review water bills from several years
- ◆ Work out the average daily use in each year
- ◆ Plot results on a graph
- ◆ Look for any increasing trend that can't be explained



For offices, divide the annual water use by the number of Full Time Equivalent employees to get a consumption / person / year. Around 6m³ /person/year is considered good practice. Further information is available at: www.watermark.gov.uk

For larger sites and factories using process water, consider fitting low cost sub-meters to identify specifically how much water is being used in each part of the site.

We can arrange for a Water Audit to be undertaken at businesses and organisations. Contact the Water Conservation & Regulations team on 01737 772000.

Step 2: Find and Fix Leaks

Action./Comments

If you have an increasing trend or general high consumption at a site you might have a leak. Use the following checklist to confirm if this is the case.

- ◆ Locate the water meter
- ◆ When the premises is NOT in use, turn off the internal/secondary stopcock
- ◆ Check if the meter dials have moved after 10 minutes (if YES – suspect a leak on the supply pipe to the premises)
- ◆ Open the stopcock again
- ◆ Check the meter readings over a period of NON use, such as over a weekend or overnight
- ◆ If dial has moved – check internal fittings such as a toilet overflow or tap left running, or suspect a leak on an internal pipe (remember, modern toilets have internal overflows)
- ◆ Any water use can be located through a process of elimination, e.g. by turning off urinals.

Location of meter(s)

Results of leak check

Any visible leaks identified (dripping taps, toilet overflows running), damp patches in the grounds?

Five per cent of all water supplied leaks from customers' own pipes before it reaches their taps. If you think you may have a leak, call us on 01737 772000.

Step 3: Set Targets for Improvements

- ◆ Compile a checklist of all water fittings.
- ◆ Check taps. Replace worn washers and consider efficient or self-closing taps – the payback period on these can be just 6 months.

Action / Comments

Do staff or visitors sometimes leave taps running? Is flow rate excessive?

◆ Urinals – automatic flushing cisterns are a frequent source of wasted water running all night and at weekends. It is essential to check controls are set correctly and batteries are still working. Installing a new control system can save up to 50% of your water use with a payback period typically less than 12 months. Waterless urinals are also available.

Are the urinals fitted with water efficient controls? Are they in working order?

◆ WCs – if above 6 litres in capacity install a Hippo or Save-a-flush. Check overflows for any leakage. If replacing cisterns consider dual-flush or ultra-low flush designs.

Are the toilets operating efficiently?

◆ Catering – select water efficient dishwashers and washing machines when replacing equipment.

Are dishwashers / washing machines in need of replacement? Are they only used when full?

- ▶ Showers – fit low flow showerheads or flow restrictors. *Are the flow rates excessive? Would push button controls reduce wastage?*

- ▶ Grounds/Gardens – If you have gardens, select drought resistant plants when restocking. Water sparingly and during hours when evaporation is minimised. Use water butts or rainwater harvesting equipment where possible, and apply mulch or chipped bark to reduce evaporation and weed growth.

Action / Comments

Remember, all plumbing work should be in accordance with the Water Supply (Water Fittings) Regulations 1999. If you need an accredited plumber check the Water Industry Approved Plumber Scheme under www.wras.co.uk

- ▶ All staff should be made aware of the need to be water efficient
- ▶ Think about how you educate new staff
- ▶ Consider giving briefing sessions
- ▶ Consider putting up posters in communal areas to remind staff

Action / Comments

Step 4: Promote the Water Efficiency Message

Finally...

Once changes have been made, it is essential that monitoring and maintenance is planned, otherwise any improvements are likely to deteriorate.

- ▶ Think about designating a member of staff to take responsibility for water usage
- ▶ Read your meters regularly to calculate trends
- ▶ Review progress against targets – it is often easier to track if it is part of your regular performance monitoring
- ▶ Check your fittings frequently, e.g. every 6 months
- ▶ Get problems fixed as soon as possible

Case Studies



Richard Gardner/Rex Features



- ◆ A hotel in Wales investigated its water use patterns and discovered 900 litres per day were being used when the hotel was unoccupied. This was tracked to a leaking supply pipe. Fixing this saved more than £270 a year.
- ◆ Another hotel calculated it was using 15,000 litres per guest per day. On investigation more than a third of this was tracked down to a single uncontrolled urinal.
- ◆ A secondary school in Devon reduced its water use by 46%, saving nearly £6,000 a year by installing:
 - ▶ urinal controls
 - ▶ electronic WC flushvalves
 - ▶ self-closing taps
- ◆ An airport reduced its demand by 40%, mainly by installing urinal controls and infra-red taps

Devices that help save water



DID YOU KNOW
Around one third of all domestic water is flushed down the toilet? Modern toilet cisterns are sized at 6 litres, compared to 13 litres several decades ago.

Cistern Displacement Devices

Save-a-flush sachets and Hippo bags are provided by us free of charge. Placed into the toilet cistern, they will save water every time the toilet is flushed. Water inside the cistern causes the Save-a flush sachet to expand, and so reduces the amount of water needed to refill the cistern by one litre. Hippo bags, used in older cisterns, also work by displacing water volume, and can save up to three litres per flush. The flushing action of the toilet should not be affected by either added device.

Order them free online at www.waterplc.com or call our Customer Services Team on 01737 772000.



Tap inserts

Some taps can be fitted with spout inserts that help ‘spray’ water at a lower rate. Alternatively a flow restrictor can be placed on the incoming pipework.



Push taps

By fitting push-taps that turn off automatically, water used in your organisation or business will not be wasted when a tap is left on. Retro-fit devices are available at a low cost which avoids the need to replace the whole tap.



Infra-red taps

These automatically turn water on when movement is detected, which has the benefit of improving hygiene in addition to reducing wastage.



Buying new equipment?

Always check the volume of water used to decide which is the most water-efficient model. This is different to the ‘Energy Rating’ of the appliance. Check approved products by visiting: www.eca-water.gov.uk



Rainwater harvesting

These systems are being used increasingly in the UK and should be considered at the planning stage for new buildings or extensions. Non-household properties are particularly suited since they often have large roof areas. Rainwater collected from the roof will only require basic treatment for use in flushing the toilets or vehicle washing, which can account for more than half a business’s needs.



Leakage alarms

These provide an early warning of a burst pipe or indicate a faulty fitting such as a dripping tap. They are available at a very low cost and can be easily attached to the water supply pipe.

For a list of suppliers of these products, and to contact companies that offer services to conserve water, visit our website at www.waterplc.com.

What we are doing to conserve water



◆ **Controlling leakage** – we have one of the lowest levels of leakage and consistently meet the targets set by Ofwat. We have a district metering system throughout our supply area which enables us to monitor flow rates so we can direct our leakage detection teams effectively. This has helped us meet our challenging leakage targets.



◆ **Mains replacement** – we have an extensive ongoing programme underway which replaces around 1% of our mains each year. That’s one of the highest rates in the industry and ensures that our distribution system operates efficiently and with minimum wastage.

◆ **Control – under pressure** – we have a regime of pressure management throughout our supply area. Water pressure is maintained high enough to meet customers’ needs, but at a level that minimises leakage.



◆ **Increasing water-metering** – most people believe that metering is the fairest way to pay for their water. Meters are automatically installed in all new properties, and in some areas we are now fitting meters when properties change hands. We ask property developers in our area to include water efficiency products when they are designing and fitting new homes.



◆ **General publicity** – promoting water-saving to all our customers. Local media – newspapers, radio and TV – help us raise public awareness. The media can be especially useful where issues such as rainfall and water conservation are concerned. With the Environment Agency and other water companies in the south-east, we helped set up the website – www.beatthedrought.com, now renamed www.waterinthesoutheast.com



◆ Key water-saving initiatives

Schools - the next generation of water savers

Apart from our water-efficiency work with businesses, we have also developed an extensive educational programme for schools in our supply area. We give talks in schools throughout the area. We give talks in schools throughout the area, as well as in our education centre, and have provided teachers with a range of water-related worksheets and educational games.



Gardening – an area of growing concern

No-one wants to spoil the immense pleasure gardening can produce, but we have to balance it with the need to use water efficiently. We promote water butt sales and provide gardening advice on our website – www.waterplc.com – and in leaflets such as ‘*A Guide to Drought Resistant Gardening*’ which gives advice on how to create a beautiful and healthy garden in the driest conditions.

Special partnerships

We have also formed partnerships with local councils to promote the use of water efficient plants and gardening methods in their parks and gardens and to foster water efficiency in their buildings.

There are other ways in which you can save water within your business. Visit our website www.waterplc.com or call our Customer Services Team on 01737 772000 to find out how.

Further information

Who’s helping to save water?

Water companies, the Government, the Environment Agency, the industry regulator OFWAT and a host of other organisations and interested parties are all looking at the issue of water resources as a matter of urgency. And while water companies have always promoted the need for, and the benefits of, using water efficiently, doing so is now a statutory requirement. We welcome this legal obligation. It adds greater weight and urgency to our efforts.

Useful contacts

Envirowise – provides practical, free advice for businesses including many publications. Tel 0800 585794 or www.envirowise.gov.uk

Environment Agency – range of publications including ‘Conserving Water in Buildings’ and comprehensive list of suppliers. Tel no 01903 832073 or www.environment-agency.gov.uk/savewater

Water Technology List – provides a regularly updated list of approved water efficient products. Also includes details of Enhanced Capital Allowance Scheme which allows businesses to claim 100% of the cost of these products - www.eca-water.gov.uk

Waterwise – A water industry-funded Non Governmental Organisation that provides information to households and businesses. Tel 0207 9574615 or visit www.waterwise.org.uk .

Want to know more?

If you would like more information about what we’re doing to use water more efficiently, and how you can help, call us on 01737 772000, visit www.waterplc.com, or write to:

Sutton and East Surrey Water plc
London Road
Redhill
Surrey
RH1 1LJ



Other information in our series of booklets:

- It's precious... don't waste it
- Keeping your water flowing
- Having a water meter fitted
- How we help you to detect & repair leaks

Any questions?

If you would like further information, please contact:

Customer Services
Sutton and East Surrey Water
London Road
Redhill RH1 1LJ

Telephone: 01737 772000

Office hours:

Monday-Thursday 8.30am-5.00pm

Friday 8.30am-4.30pm

Supply emergencies 24hrs

www.waterplc.com

