

# Every drop counts

A guide to saving water at home



water

# Why we need to use water wisely

Save water,  
save energy,  
save money

Using water wisely helps the environment and could save you money.

Water is precious: by using water wisely you will help to protect the environment, conserve supplies for the future, and it could save you money as well.

If your water supply is metered, using less will reduce your bill. But even if you don't have a meter, reducing the amount of hot water you use will save money on your fuel bills.



The south-east of England is one of the driest areas of the UK. We also use more water than anywhere else in the country – each person uses approximately 160 litres per day.

We normally get enough rainfall over the winter to replenish the underground aquifers which provide 85% of the water in our supply area. But since 1990 rainfall has tended to be lower than average between October and April. We've also had some of the severest droughts in the last 100 years, which puts a lot of pressure on water resources. This leaflet aims to provide simple hints and tips that will help you save water at home and in the garden.

*Each person uses about 160 litres of water a day*

## Did you know

Cutting just a minute off your shower time saves around 7 – 10 litres of water

## How do we use water?

**30%**  
toilet flushing



**21%**  
baths/showers



**18%**  
washing machine



**10%**  
kitchen sink



**10%**  
basins



**9%**  
outdoor use



**2%**  
dishwasher



# In the bathroom

30%  
toilet flushing



The bathroom is a good place to start saving water, over half the water in the home is used in here.

## Down the pan

Many toilet cisterns installed before 2001 flush more water than they need to.

21%  
baths/showers



By putting a Save-a-Flush or a Hippo bag into your cistern you can save one or two litres with every flush – a family of four could save up to 14,600 litres a year!

10%  
basins



You can request up to 3 Save-a-flush or Hippo bags by calling Customer Services on 01737 772000 or visiting the Saving Water section of our website [www.waterplc.com](http://www.waterplc.com).

If you have a dual flush toilet, use the short flush if possible and encourage family members to do the same. When buying a new toilet, find out what options are available as some use less water than others.

A dripping overflow pipe, or a cistern which is constantly refilling, are signs that the cistern could be leaking.



## Why not take the four-minute shower challenge?

### Baths and Showers

In the past, taking a shower instead of a bath always used less water, as a bath uses around 100 litres. However, with more households installing power or pumped showers this isn't necessarily the case – these can use more water in five minutes than a full bath.

### Top tips

- Turn off the tap while brushing your teeth or shaving – this will save you six litres every minute.
- Put the plug in the basin when washing.
- Don't waste water by flushing away tissues, cotton wool and plastic – it's not a waste bin!
- Consider replacing your shower head with an aerated one, which uses less water – the air in the water increases the force making it feel more powerful.



# In the kitchen

The amount of water used in the kitchen depends on your washing up habits and how efficient your appliances are. It can account for a large proportion of water used in the home.

## Tap into savings

Apart from washing up, the kitchen sink is used for washing vegetables, rinsing containers for recycling and rinsing dishes. You don't need the tap on full flow for any of these things, so either use a bowl or fit a tap adaptor, which creates a 'champagne flow' - in other words, a mixture of air and water! Washing up under a running tap uses about five times more water than filling a bowl.

## Appliances

Only start your washing machine and dishwasher when you have a full load. Check the water usage of different wash cycles and avoid using the pre-wash setting.

When buying a new appliance, choose one that uses less water - they often use less energy as well. A new washing machine uses about half the water and energy of the average ten year-old machine.

**18%**  
washing machine



**10%**  
kitchen sink



**2%**  
dishwasher



## Top tips

- Fix dripping taps - usually a replacement washer is all that is needed.
- Reduce your washing machine use by one load a week and save 5,000 litres of water a year.
- Keep a jug of water in the fridge instead of running the tap for a cool drink.
- Use the plug or a bowl to wash dishes or vegetables.
- Rinse containers for recycling with the water left after washing up.

**Start your washing machine and dishwasher when you have a full load**



# The great outdoors

When the weather is fine everyone loves to get outside and enjoy the garden.

We understand that water is more in demand over the summer months, especially with the trend towards 'growing your own'. But there are ways to keep the garden looking its best and still save water.

9%  
outdoor use



## Catch that rain

Fitting a water butt, or two, is an ideal way to collect rainwater from the roof of your house, garage, greenhouse or shed. Plants prefer rainwater, and to avoid carrying watering cans about, you can attach a hand pump.

## Watering tips

Firstly, choose the right plants for each part of the garden. Plants which have a tolerance for dry conditions tend to have grey

or waxy leaves, and are suitable for sunny spots. Thirsty plants are best positioned in shady areas.

Water your plants in the early morning or evening to minimise evaporation, and aim for the roots.

Using "watering holes" or inverted cut-down plastic bottles partially buried at the base of the plant will stop water running away during watering. Mulches or groundcover plants will lower soil temperature, keep weeds away and hold moisture in the soil.

For hanging baskets, using water storing crystals and



190 litres



100 litres

## Did you know

A hosepipe or garden sprinkler can use more water in one hour than a family of four uses in two days



gel mats will retain water for when the plants need it. Make sure the containers are lined to stop water draining straight through.

## Is your grass always greener?

Cutting your grass less frequently in dry weather and raising the cutting height of your lawnmower will help keep it greener. Don't over water your lawn as this encourages roots to grow closer to the surface, which makes it more susceptible in

dry periods. A lawn may brown, but will quickly recover in wetter months.

## Wash day

Cleaning your car with a bucket and sponge instead of a hosepipe saves around 80 litres of water. If you do use a hose, use a trigger attachment so that the right flow rate is used and less water is wasted. Waterless cleaning products are also available for washing vehicles and bikes.

# More information

**Our website provides up-to-date details about our latest offers and projects to help save water.**

There's also an online water usage calculator. If you want to buy devices to make your home more efficient, our Water Efficiency shop can be found at [www.suttonandeastsurreywater-savewatersavemoney.co.uk](http://www.suttonandeastsurreywater-savewatersavemoney.co.uk)

## Water metering

Most people accept that paying for water by meter is the fairest way, because you pay for the water you actually use. And, depending on your circumstances, you could pay considerably less with a meter. A meter can also detect unusually high flows which might be caused by a leak on your supply pipe.

Meters are now installed in all new properties and, where possible, at properties where there has been a change of occupancy, either rented or privately owned.

If you want to find out more about water meters call our Metering Team on 01737 773477 and ask for a copy of our leaflet 'Having a water meter fitted', or download it from our website where you can also apply to have a meter fitted free of charge.



## What are we doing to save water?

Sutton and East Surrey Water have an on-going programme to ensure that our distribution system and water treatment works operate efficiently and to the highest standards.

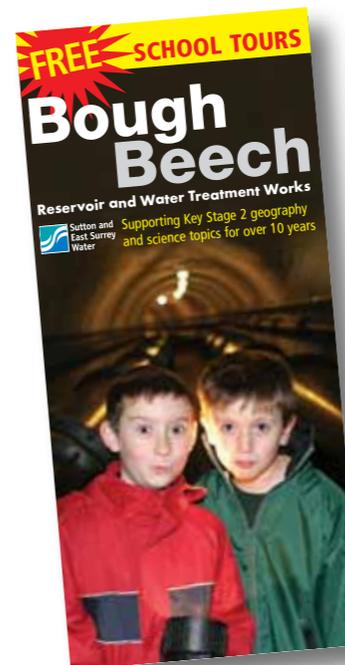
Every year we renew about one per cent of our water mains, which is one of the highest rates in the industry. And our leakage rate is also one of the lowest in the country.

We manage water pressure very carefully, by ensuring the pressure is high enough to meet customers' needs, but not so high that it causes pipes to burst.

We work with property developers in our area about including water efficiency measures when they are designing and fitting new homes.

## Helping to find and fix leaks

About a third of all water lost through leaks escapes from customers' own supply pipes. We offer free advice and assistance in locating and repairing leaks. For details of our leak detection and repair scheme, please contact our Customer Services team.



If your water supply is metered, we recommend you check your bills for any unexplained rise in water used, which could indicate a leak.

## Supporting schools

The next generation will have to conserve water even more than we do, so we have developed an extensive Educational Programme supporting Key Stage 2 water topics for schools in our supply area.

We give FREE talks in primary schools - including a 'Saving Water' talk - and offer FREE tours of Bough Beech Reservoir and Treatment Works from our dedicated Education Centre. Thousands of children visit us every year.

### Want to know more?

Call Customer Services on  
**01737 772000**

visit [www.waterplc.com](http://www.waterplc.com)

write to Sutton & East Surrey Water, London Road, Redhill, RH1 1UJ

# How much water do you use?

To help you understand the amount of water your household uses, complete this checklist. By sending us the results, we can improve the ways we help customers save water. Alternatively you can complete the online water use calculator on our website, [www.waterplc.com](http://www.waterplc.com).

## In the kitchen

	Per week	Litres*	Total
How many times do you use a washing machine	<input type="text"/>	x 60	=
How many times do you use a dishwasher?	<input type="text"/>	x 20	=
How many times do you wash dishes by hand?	<input type="text"/>	x	=
<small>*6 litres if without tap running, 30 litres if tap left running to rinse</small>			
How many glasses/mugs of water	<input type="text"/>	x 0.3	=
How many saucepans for cooking	<input type="text"/>	x 2	=
How many sinks filled for food preparation?	<input type="text"/>	x 2	=

## In the bathroom

	Per week	Litres*	Total
How many times is the toilet flushed	<input type="text"/>	x	=
<small>*8 litres if standard, 7 if saving device added, 6 if dual flush</small>			
How many times is tap run for cleaning teeth, washing hands/face etc?	<input type="text"/>	x 10	=
How many baths taken?	<input type="text"/>	x 100	=
How many showers (per 5 minute use)?	<input type="text"/>	x	=
<small>*30 litres if regular shower, 70 litres if power shower</small>			

## In the garden/outside

	Per week	Litres	Total
How many minutes do you use a hosepipe?	<input type="text"/>	x 20	=
How many minutes do you use a sprinkler?	<input type="text"/>	x 20	=
Number of watering cans filled using tap water?	<input type="text"/>	x 6	=

## How do you measure up?

- Add the figures in the orange Total boxes
- Divide by the number of people in your household
- Divide by seven to calculate the daily consumption per person

=
=
=

**a water saver uses less than 120 litres per day**

### Less than 120 litres per person per day

You are a water saver!  
Please continue to use water wisely and encourage younger family members to do the same.

### Between 120-160 litres per person per day

You could save more water, for example by fitting more water efficient appliances or taking showers instead of baths.

### Over 160 litres per person per day

You are a high water user! You could reduce your consumption by using water efficient appliances, or reducing the use of hosepipes or sprinklers. If you are on a meter you could reduce your bill significantly by using less water.

Would you like to receive our Every Drop Counts e-newsletter?  Yes  No

Would you be interested in testing new water efficiency products?  Yes  No

If yes, please provide your phone number or email address below:

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BUSINESS REPLY SERVICE  
Licence No. RCC 1957

SUTTON AND EAST SURREY WATER plc  
London Road,  
REDHILL,  
Surrey,  
RH1 1BR



## Contact information

### General and non-billing queries:

W: [www.waterplc.com](http://www.waterplc.com)  
E: [customer\\_services@waterplc.com](mailto:customer_services@waterplc.com)  
T: 01737 772000 (including 24 hour emergency)

### Billing enquiries:

W: [www.waterplc.com](http://www.waterplc.com)  
E: [customer\\_accounts@waterplc.com](mailto:customer_accounts@waterplc.com)  
T: 01737 764444

### Metering enquiries:

W: [www.waterplc.com](http://www.waterplc.com)  
E: [meter\\_installation@waterplc.com](mailto:meter_installation@waterplc.com)  
T: 01737 773477

**Office hours:** Mon – Thurs 8:30am to 5:00pm (Fri 4:00pm)

### Sutton and East Surrey Water plc

London Road  
Redhill  
Surrey  
RH1 1LJ

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### Other information leaflets:

- Having a water meter fitted
- Finding and fixing leaks
- Keeping your water flowing
- Saving water is good for business

