

Supersize my Water Efficiency

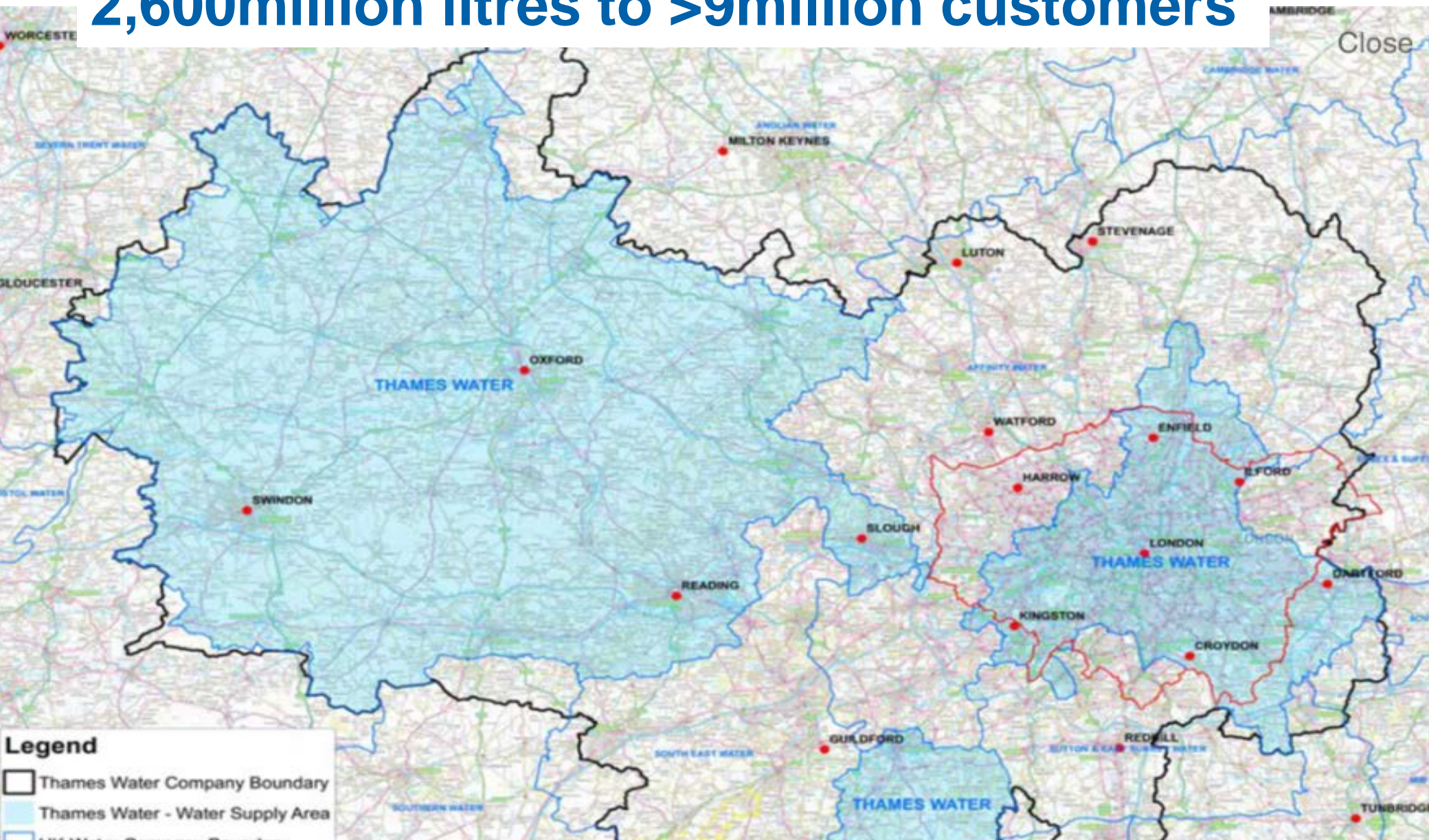
WATEF

September 2014

Andrew Tucker
Water Efficiency Manager



2,600million litres to >9million customers



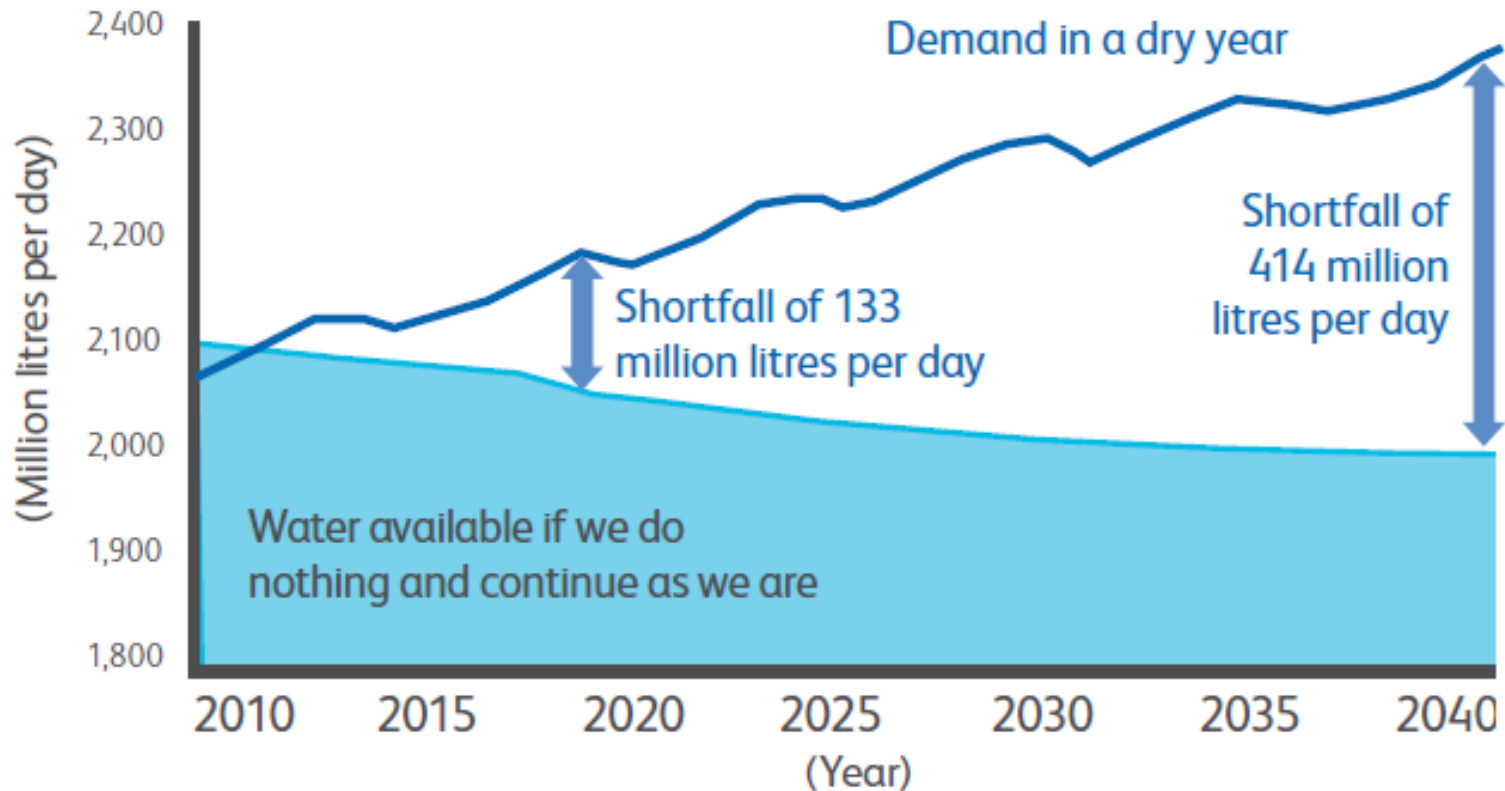
4 billion litres of sewage - 15million customers

Changing times and drivers



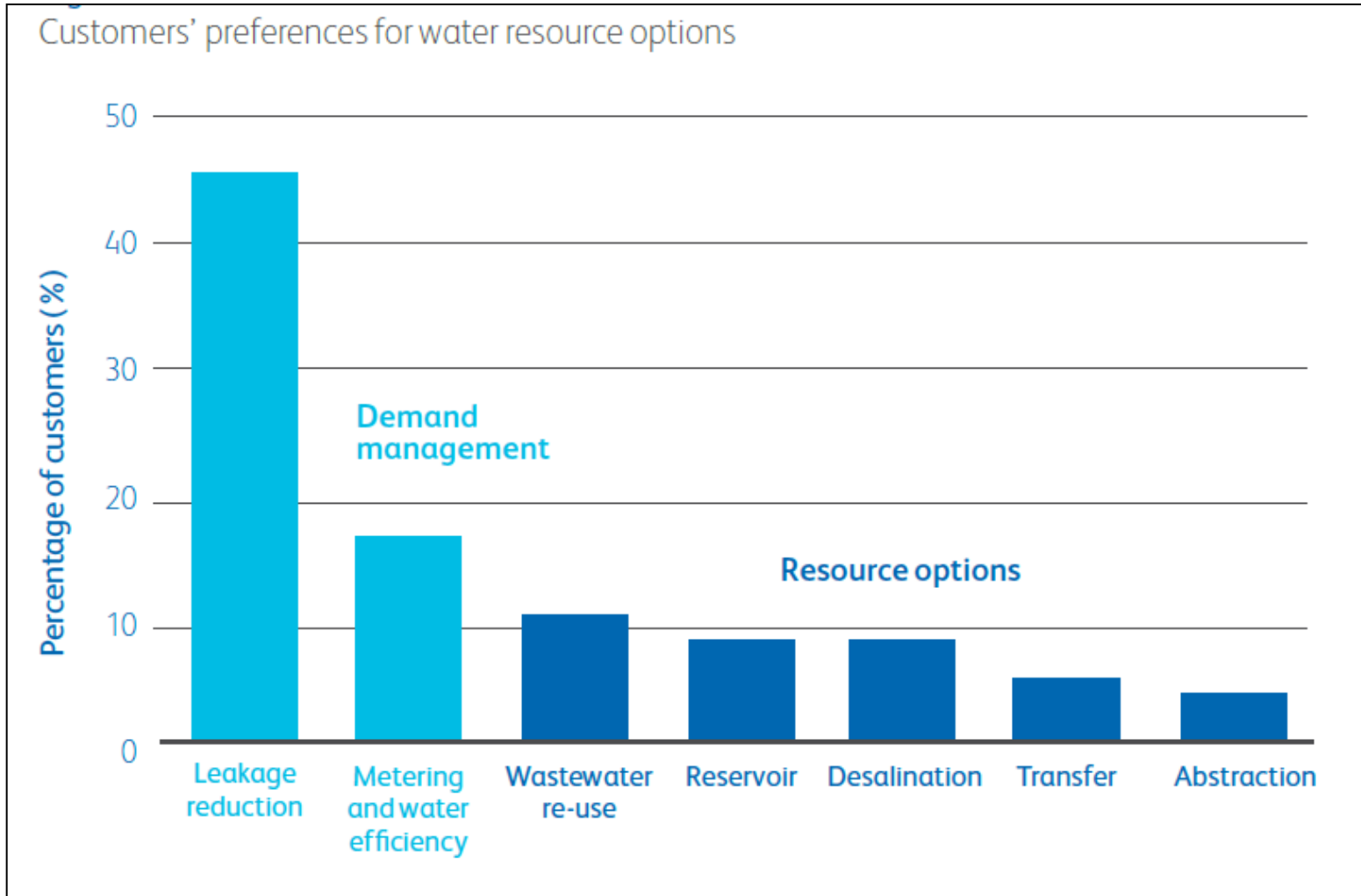
Water Efficiency – Why?

Forecast gap between supply and demand in London



Source: Draft Water Resources Management Plan, 2014

Water Efficiency – Why?



Water Efficiency is a core water resources solution in AMP6

Perception stronger than reality !



Water Efficiency - Targets

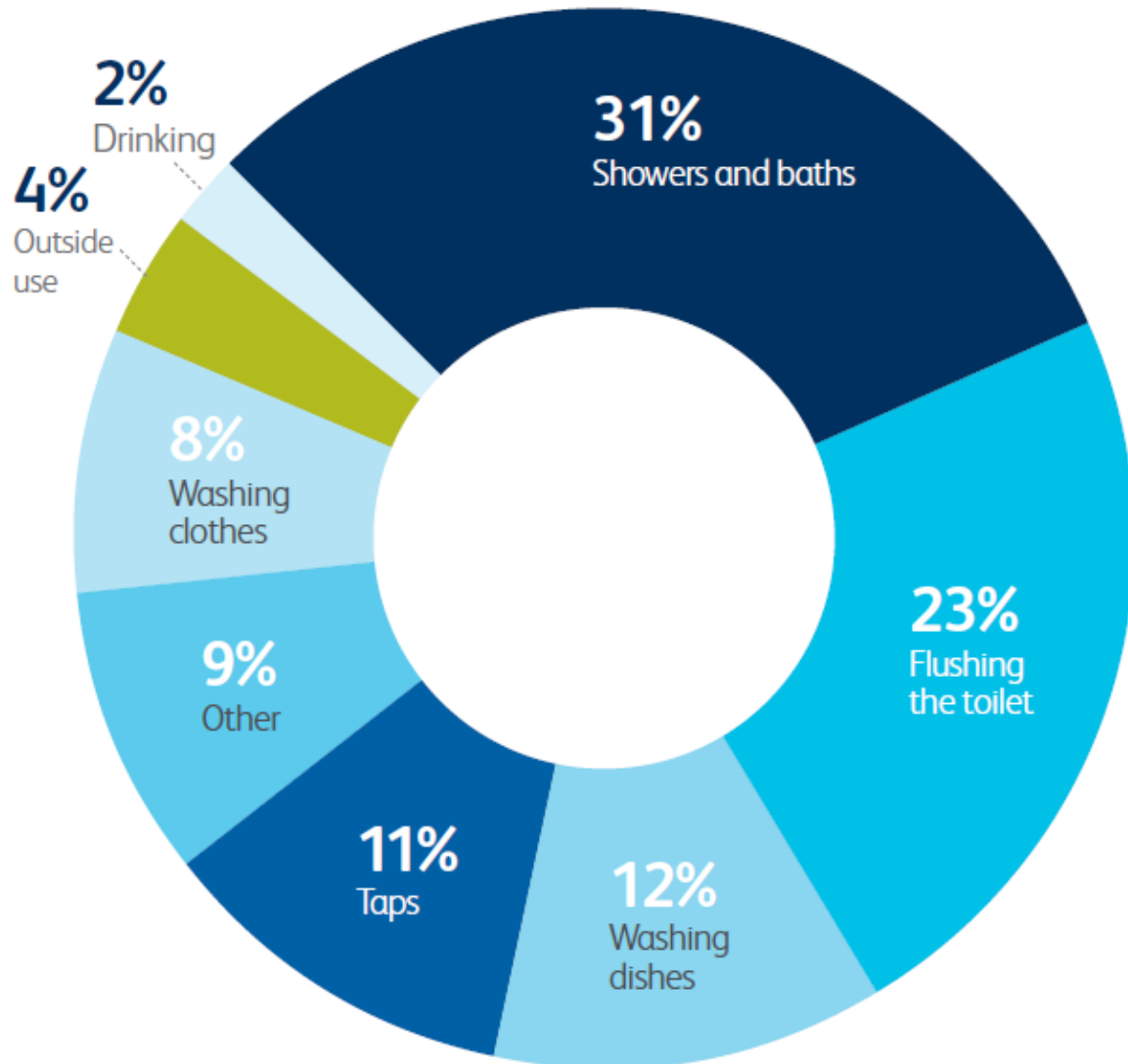
AMP5: Annual Water Efficiency Targets = 3.45ML/Day (17.25ML)

Mission Accomplished !

AMP6: Annual Water Efficiency Targets = 7.76ML/Day (38.76ML)

	Target (ML/day)
Retail: Household	13.8
Retail: Non-Household	3.4
Wholesale: Household	15.5
Wholesale: Non-Household	1.4
Competition in Non-Household	4.7
TOTAL	38.8

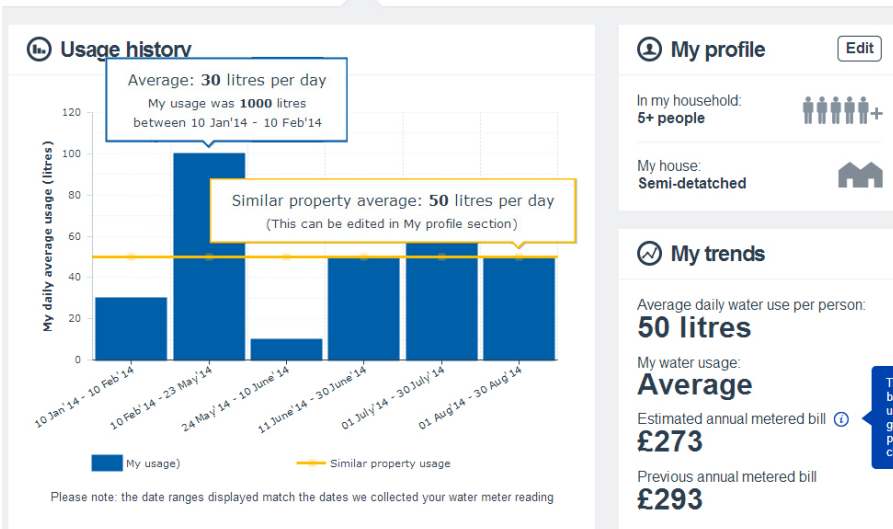
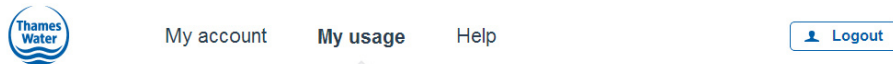
How we use water in the home



Av TW customer uses
= **160** l/person/day

[Av metered customer uses
130 l/person/day]

Progressive Metering Programme



My profile

Edit

In my household: **5+ people**

My house: **Semi-detached**

My trends

Average daily water use per person: **50 litres**

My water usage: **Average**

Estimated annual metered bill: **£273**

Previous annual metered bill: **£293**

Water saving advice



Turn off the tap when brushing your teeth...
A running tap can use six litres of water per minute.



Freebies

Take a look at our range of water-saving devices that can be delivered free to your door.

[Browse our freebies](#)

Switch to a meter

Think you're better off on a meter? Switch early to take advantage.

[Switch now](#)

Summer offer for Bexley homes on a water meter

Our experts can help you save **water** 
energy  and **money** 

We've teamed up with environmental charity Groundwork for a limited time to offer **free Smarter Home Visits** to homes already with a water meter in the borough of Bexley.

This includes professionally installing free water and money-saving gadgets around your home that could help you reduce your home's water use up to a quarter.

For more information please see inside.

thameswater.co.uk/visit



At the heart of daily life

Smarter Home Visit



Thames Water – ‘TAP App’

Interactive water efficiency in-home engagement software

Water Efficiency “TAP app”
(Talk And Products)



Thames Water – ‘TAP App’

Washing machine 1 of 2

How many times do you use your washing machine per week?

0

0 20+

What temperature do you generally wash your clothes at?

30° 40° 60° 90°

Back **Next**



WATER COST	£ 84.00
ENERGY COST	£ 0.00
TOTAL COST	£ 0.00


Thames Water – ‘TAP App’

Water Report


Water Energy Calculator results Save Results

Your household usage per year


Water (L)	Energy (Kwh)	Carbon (KG)
120729	003217	000829



x 1509



x 286



x 2535 miles

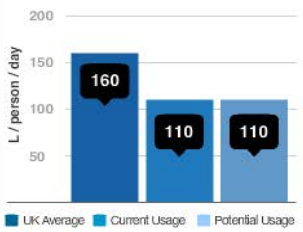
Your household bills

Water £324.00

Energy £254.00

£578.00

Your water comparison




■ UK Average ■ Current Usage ■ Potential Usage

Your current report

+ General

Number of people in your home: 3 Water company: Thames Water
 Water meter: yes Water heating method: gas

+ Kitchen

Your current usage		
Washing Machine	£70.00	 x 320
Dishwasher	£104.00	
Sink	£4.00	
Kettle	£25.00	


+ Find out your potential savings

+ Bathroom

Home
Information
Devices
Leaks & Misc

Water Energy Calculator results Save Results

+ Bathroom

Your current usage			Potential saving	
Shower	£71.00	 x 778	Shower	£26.00
Bath	£66.00		Bath	£0.00
Sink	£50.00		Sink	£0.00
Toilet	£38.00		Toilet	£0.00

+ Find out your potential savings

Shower

A What kind of shower do you have?

Power Electric
 Standard mixer None

B Do you have a low flow or eco shower head (not suitable for electric showers)?

Yes No

C How many showers does your household take per week?

7

D How many minutes, on average, one shower last?

4

Usage per year		
Water (L)	Energy (kWh)	Carbon (kg)
11211	492	91

Cost per year	
Water	£22.00
Energy	£23.00
Sub Total	£45.00

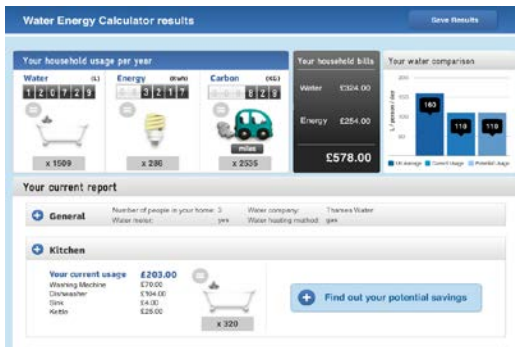
Home
Information
Devices
Leaks & Misc

Thames Water – ‘TAP App’

Interactive water efficiency in-home engagement software



TAP App



TAP Report emailed / posted to customer



Database

Water Saving Device stock management system

Water Savings Reports

Thames Water – ‘Water Energy Calculator’



Your account

Help and advice

Save water

Search...



Save water

- ▶ Save water at home
- ▶ Water-saving freebies
- ▶ Save water at work
- ▶ Save water at school
- ▶ Water efficiency campaigns

Ask us a question:

Type your question here... 

Water Efficiency “TAP app” (Talk And Products)



Love your river



Water Efficiency – online ‘Freebies’ portals

Household, Trade Partners, Non-Household



Order your freebies

Before we start...

These products are available free-of-charge to Thames Water clean water supply customers only. To check whether you are eligible, please tell us your postcode.

Postcode*

Check



At the heart of daily life

© 2001 - 2014 Thames Water Utilities Limited. All rights reserved.

[▶ FAQs](#)

[▶ Legal](#)

[▶ Privacy](#)

[▶ Cookies](#)

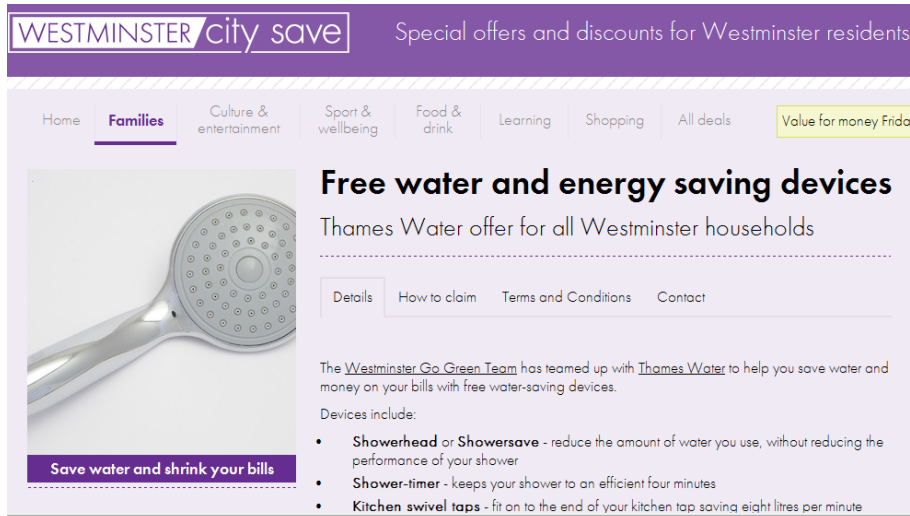
Social Housing Providers

Embedding water efficiency retrofits and advice



Local Authorities

Water Efficiency 'Freebies' offer



WESTMINSTER city save Special offers and discounts for Westminster residents

Home Families Culture & entertainment Sport & wellbeing Food & drink Learning Shopping All deals Value for money Friday

Free water and energy saving devices

Thames Water offer for all Westminster households

Details How to claim Terms and Conditions Contact

The Westminster Go Green Team has teamed up with Thames Water to help you save water and money on your bills with free water-saving devices.

Devices include:

- **Showerhead or Showersave** - reduce the amount of water you use, without reducing the performance of your shower
- **Shower-timer** - keeps your shower to an efficient four minutes
- **Kitchen swivel taps** - fit on to the end of your kitchen tap saving eight litres per minute

Save water and shrink your bills



FREE

Water and money saving gadgets



MAKE EVERY DROP COUNT

Did you know that about a quarter of your energy bill comes from hot water used in the home? Save money on your energy bills by fitting simple water saving devices in your home.

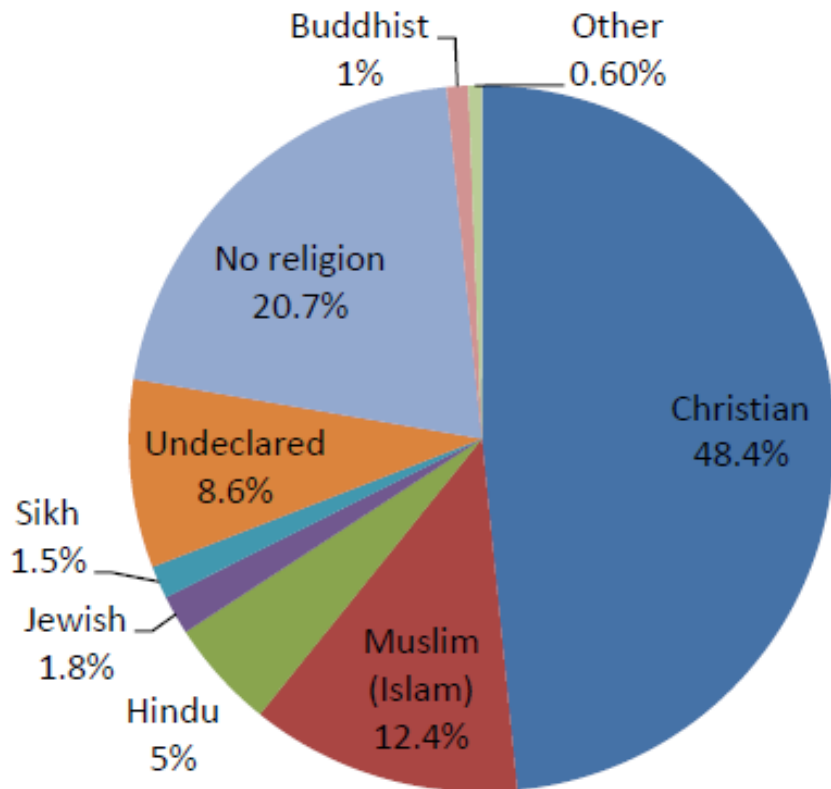
For free gadgets to time your shower, manage the flow of your tapwater and more, visit www.thameswater.co.uk/freebies

For more water and money saving tips visit www.newham.gov.uk/everdropcounts



Multi-Faith water efficiency study

- Work in partnership with London's key faith/cultural groups
- Identify religious/cultural specific water requirements
- Develop messaging/materials to help each group



Boil a cupful, not a kettleful

એક ભરેલો કપ ઉકાળો, ના કે ભરેલી કીટલી

एक भरा कप उबाले, न कि भरी केतली।

ਇੱਕ ਪਿਆਲੇ ਜਿੰਨੀ ਮਾਤਰਾ ਨੂੰ ਉਬਾਲੋ ਨਾ ਕਿ ਇੱਕ ਕੇਤਲੀ ਜਿੰਨੀ ਮਾਤਰਾ ਨੂੰ

கோப்பை நிறைய கொதிக்கவிடவும், கெண்டி நிறைய அல்ல



Save Water Swindon & Care for the Kennet



Free savings...

...No catch

Save water, energy and money every year with our **FREE** water-saving gadgets.

From showerheads to shower timers, these freebies could save you up to £85 a year on your water and energy bill. Better for you, your local river and your pocket.

Plus, if you live in Swindon, we can fit them in your home free of charge.

Order yours now

0800 358 6665*

thameswater.co.uk/swindon



Working together to
save water and wildlife



waterwise



Swindon
BOROUGH COUNCIL

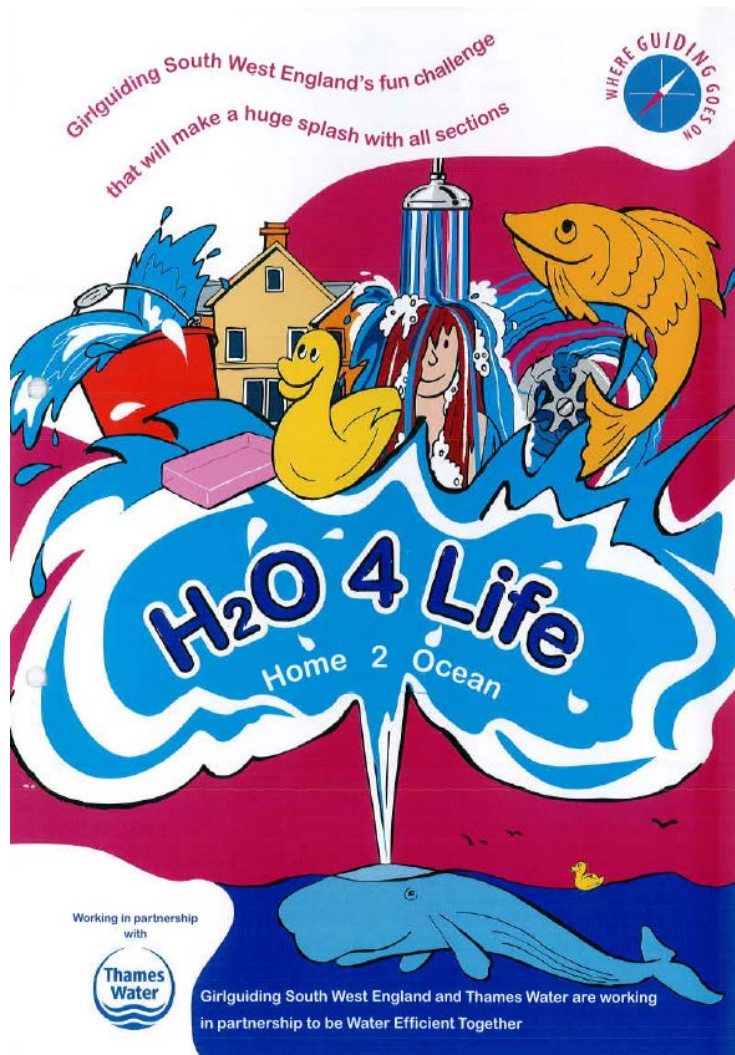
SAVE WATER SWINDON

*Lines open Monday to Friday 8am-7pm Saturday 10am-midday

Free fitting & water saving kits are only available for Swindon Borough Council areas, including residential properties, and are subject to the availability of both products and water fitting services. There is a small charge for the fitting of water saving kits. There is no charge for the fitting of water saving kits. There is no charge for the fitting of water saving kits. There is no charge for the fitting of water saving kits.



....and, we've even got a Girl Guide badge!!



Thank you!