

Water Efficiency and Scottish Water



Andy Wilson – April 2015



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Scottish Water

Scottish Water – key facts:

- We supply 1,300 ml/d of water to 2.45m homes (circa 5m domestic customers)
- We take away and treat 842 ml/d of waste water

We operate and maintain:

- 256 WTW
- 1836 WWTW
- 2156 WW pumping stations
- Approx 100,000km of miles of pipes and sewers



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- Scottish Water has **statutory duties** both to provide adequate and wholesome water supplies and to secure efficient and **sustainable water use**.
- With competing pressure on our water resources due to a **growing population**, emerging environmental legislation, **climate change** and weather variability, we must consider the sustainability of the water we abstract to avoid detrimental environmental impacts.
- Reducing the demand for water is key to achieving our sustainability objectives whilst providing opportunities for creating surplus water. This will support our **resilience strategy** for providing more flexibility to move water around our supply networks and meeting the Government's Purpose of creating a Hydro Nation.



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Scottish Government

- Do not support domestic metering
- Water Framework Directive
- Can savings be achieved in another way
- Can they be sustained



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Why Be Water Efficient in Scotland?

From Scottish Water's perspective, there are opportunities to:

- Reduce customer bills
- Reduce operational costs
- Avoid or minimise need for capital schemes
- Link through to wastewater systems
- Link to energy bills
- Reduce carbon footprint
- Be more climate change resilient
- Enable growth
- Encourage responsible consumption which values water



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2003

TAYSIDE



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2003

Driest 9-month period for Scotland since 1955.

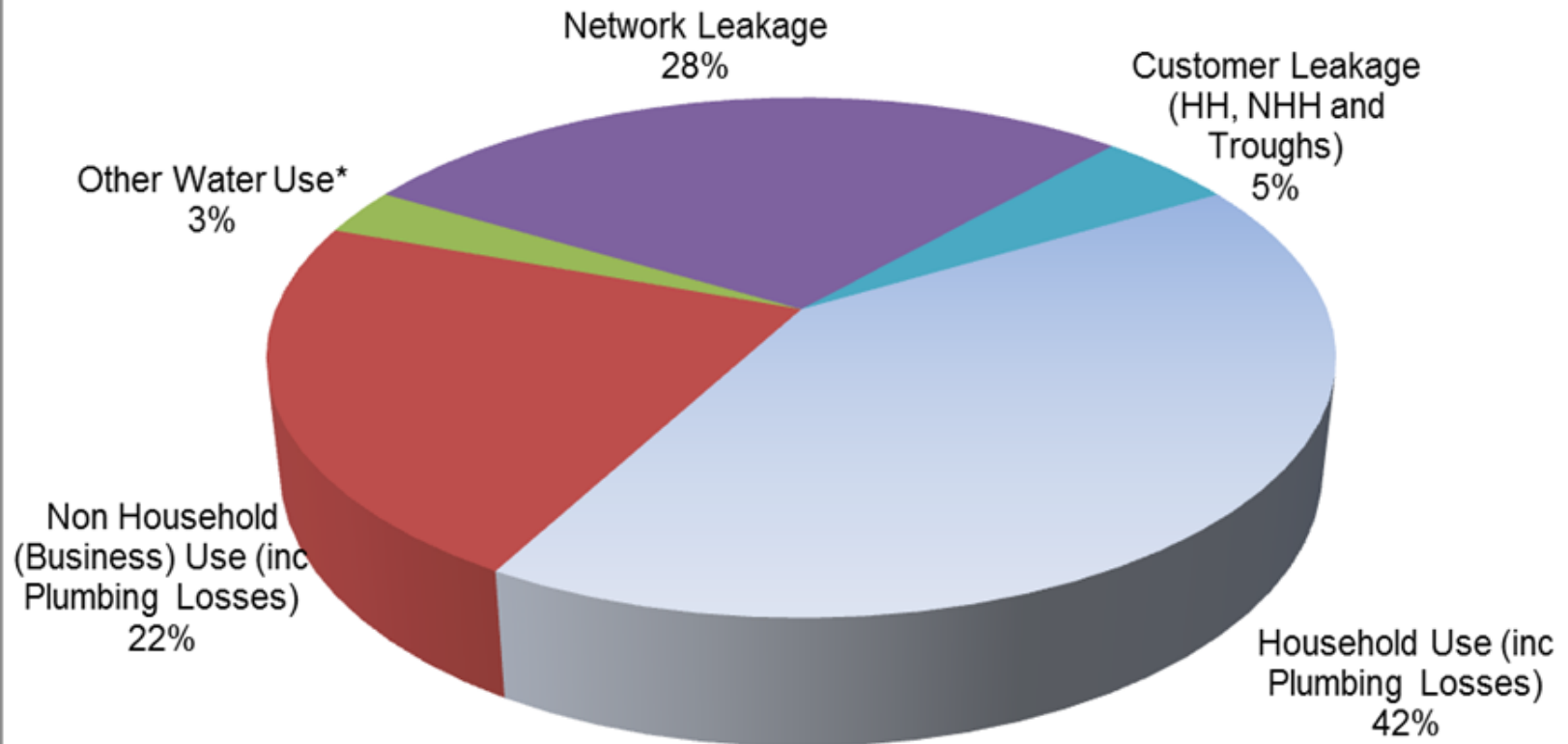
TAYSIDE



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Components of Demand (13/14)



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Leakage

Scottish Water achieved its Economic Level of Leakage (ELL) target of 600 MI/d in year 2012-13, one year ahead of regulatory expectation.



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Water Efficiency Plan

Current plan is 2010 – 2015.

Our approach to water efficiency is framed around three key areas:

- Engaging with our customers.
- Improving our assets.
- Working with our stakeholders and policy makers.



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Current activities

- Trials
- Staff education
- Our own offices
- Benchmarking
- Building Standards
- Restructuring
- 2015 - 2021 plan



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Future activities

- What did we learn
- Communication
- Repeated messages
- Our operational sites
- What is acceptable to customers
- How low do we want to go
- Will this cause us problems



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UEA students urged to urinate in shower



Chris Dobson and Debs Torr want people to declare their support for their shower challenge on social media

University students are being urged to urinate in the shower in a bid to save water.

The Go with the Flow campaign is the brainchild of students Debs Torr and Chris Dobson, from the University of East Anglia (UEA) in Norwich.

They want the university's 15,000 students to take their first wee of the day while having their morning shower.

Mr Dobson, 20, said the idea could "save enough water to fill an Olympic-sized swimming pool 28 times".

The pair want those taking part to pledge their allegiance on Facebook and Twitter and have offered gift vouchers to the first people to join the challenge.

Related Stories

[University halls to 'meet demand'](#)

[Survey reveals showering habits](#)



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1.5 Litre flush toilet

propelair®



Saves 84 per cent water; 80 per cent energy



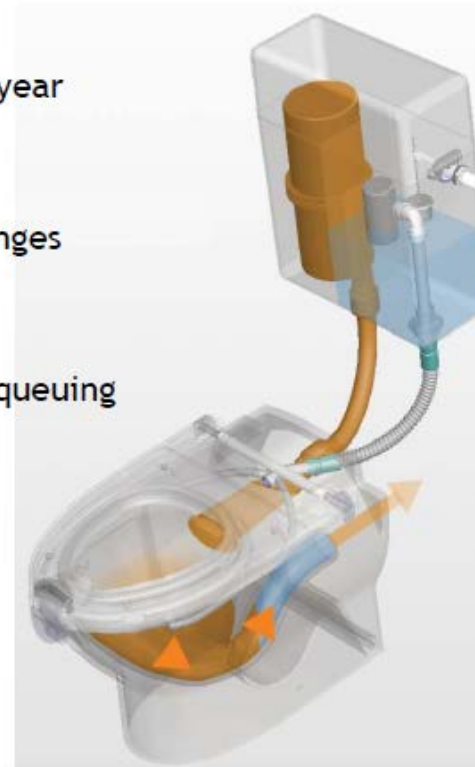
Payback from less than one year



Improves hygiene; better hinges



High performance; reduces queuing



Garry Moore
CEO Propelair Ltd



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Current Trials

- Improve our understanding of water use in and around homes.
- What factors influence water efficiency
- 2000 new and nearly new homes
- 400 existing homes for rent
- Rainwater harvesting
- Energy efficient homes
- All using smart meters (monitors) + loggers



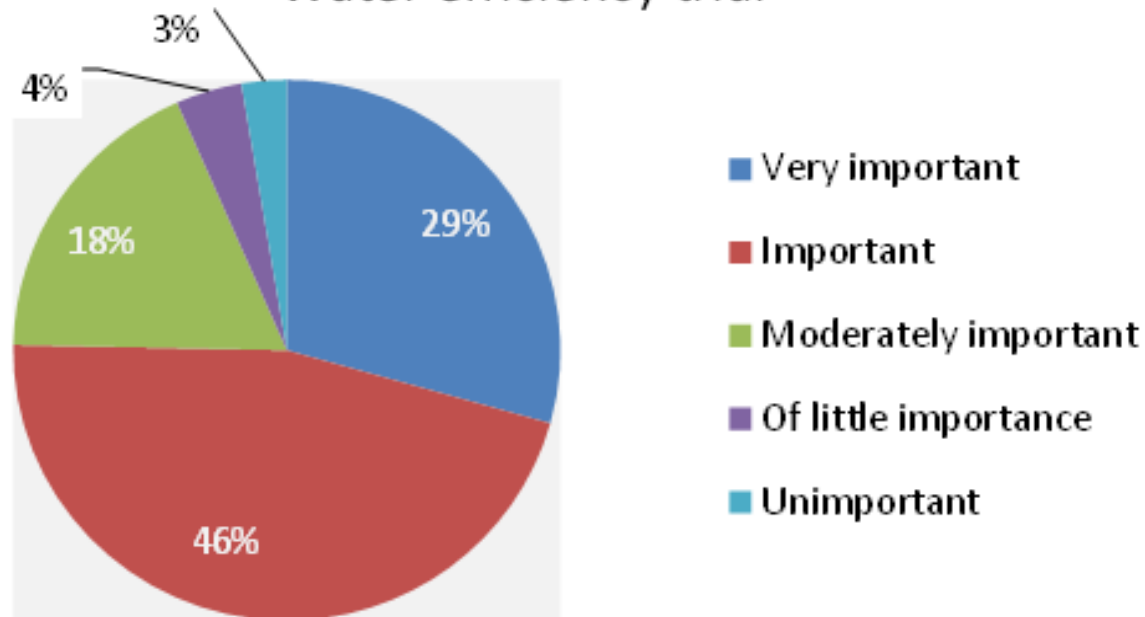
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Water Efficiency Trial – all customers surveyed

How important do you believe it is to reduce the amount of water you/your family uses

Water efficiency trial



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Water Efficiency

- The future in Scotland
- SR 15 plan: 2015 – 2021
- Customer communications
- Stakeholder communications
- Building Standards
- Our own assets
- Use what we have learned



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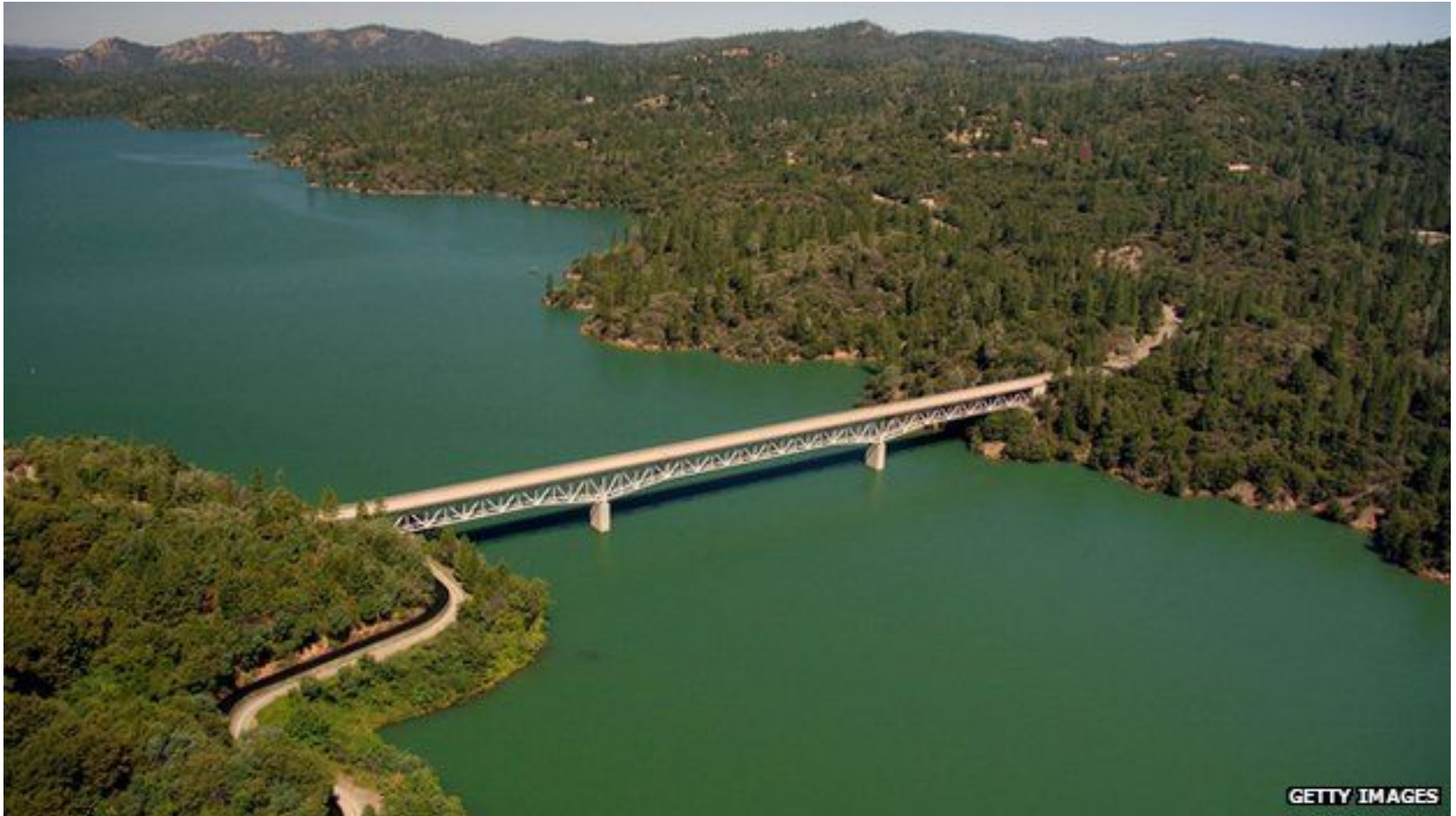


Water is a precious resource.



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Questions?



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Thank you



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