

# SAVE EVERY DROP



*How you can save water*



wessexwater.co.uk

Wessex Water  
YTL GROUP



FOR YOU. FOR LIFE.



# LET'S ALL DO OUR BIT TO SAVE WATER

Everyone can save water by making simple changes to their daily habits.

Using less water means more is left in the environment, less energy is used, and less carbon is produced in treating and transporting your water.

This guide will take you through your water use and has lots of simple tips to help you save.

Our water use calculator will help you understand where you consume most water and energy in your home.

There's also plenty of advice on our website where you can also request free water saving devices that will help you save water in your home - visit [wessexwater.co.uk/savingwater](https://www.wessexwater.co.uk/savingwater)

If you're not already on a water meter, it's worth having one fitted as the less water you use, the lower your bill. It's normally free to have a meter fitted, and with our money back guarantee, it's risk free too. Find out more on page 13.

We're continuously investing to renew ageing water mains to reduce leakage and our engineers use the latest technology to locate and fix leaks. You can help us by reporting any leaks you see by visiting [wessexwater.co.uk/leaks](https://www.wessexwater.co.uk/leaks) and filling out the simple form or calling 0800 692 0 692.

Since 1995, we've halved the amount of water that leaks from our network. We are committed to continuing to reduce leakage in the future.

EVERYONE CAN  
SAVE WATER  
BY MAKING  
simple  
CHANGES TO  
DAILY HABITS

## WORK OUT HOW MUCH WATER YOU USE

To work out your daily water use, fill in the table opposite or do it online at [wessexwater.co.uk/savingwater](http://wessexwater.co.uk/savingwater)

When completing the table, remember:

- different appliances use different amounts - we've used average figures in the table
- try not to underestimate how many times you use each appliance and for how long
- consider everyone in your home.

Hosepipe use is affected by:

- garden watering during the year
- washing cars
- jet washing patios or slabs.

Once you have filled in the table, you can see how much water you're using on average and try to reduce this.

### Switch to a meter

If you don't already have a water meter, it is free to switch and on average customers save £100 per year. And with our Money Back Guarantee switching to a meter is risk free. Find out more on page 13.

House	Average use in litres	How often a day?	Daily total in litres
<b>Dishwasher*</b>			
Normal	18	x	=
Water efficient	12	x	=
<b>Washing machine*</b>			
Old (pre 2000)	70	x	=
New	55	x	=
Water efficient	31	x	=
<b>Bath*</b>			
Bath	80	x	=
<b>Shower †</b>			
Normal shower	45	x	=
Power shower	80	x	=
Eco shower	32	x	=
<b>Toilet</b>			
Standard flush	7.7	x	=
Dual flush	5 (on average)	x	=
<b>Miscellaneous</b>			
Cooking, cleaning, drinking, washing up and personal hygiene (not bathing or showering)	50 litres per person daily	x	=
<b>Garden/outdoor use</b>			
Watering can	9 litres per can	x	=
Hosepipe	9 litres per minute	x	=

\* If you do not use daily, add up the number of times you use it in a week and divide by seven to get a daily average.

† Assumes a five-minute shower based on average flow rates.

**Total household daily water use**

litres

Convert your daily water use (litres) into annual use (m<sup>3</sup>)

x 365  
÷ 1,000

**Estimated annual water use**

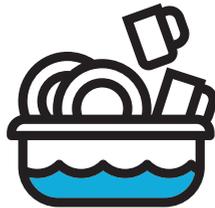
m<sup>3</sup>

# IN THE KITCHEN



## DISHWASHING

- ✓ Use a washing up bowl and turn the tap off to save up to nine litres of water a minute.
- ✓ Scrape plates into a food waste bin instead of rinsing them under a running tap - it will save water and help to avoid sewer blockages too.
- ✓ Wait for a full load before starting your dishwasher.
- ✓ Regularly clean your taps and use a mild disinfectant. This prevents the build-up of limescale which could provide a base for bacteria to grow on.



New dishwashers can be more efficient than washing by hand in a bowl. Some use less than 12 litres per cycle!

## CLOTHES WASHING

- ✓ Make sure you always do full loads.
- ✓ Using an eco setting or doing the washing at 30 degrees will help you save money on your energy bill.



A standard washing machine uses around 50 litres per wash. Your washing machine instruction manual will have information on how different wash programmes affect the amount of water and energy used.

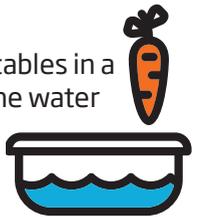


## DRINKING WATER

- ✓ Fill the kettle with only what you need to save water and energy.
- ✓ Fill a jug or a re-useable bottle with water and keep it in the fridge to use in cool summer drinks.
- ✓ Drink eight glasses of water a day to feel good.
- ✓ Swap sugary drinks for tap water with slices of fruit in it, to protect your teeth from decay.
- ✓ Remember, tap water is fresher and cheaper - it costs up to 300 times less than bottled water.

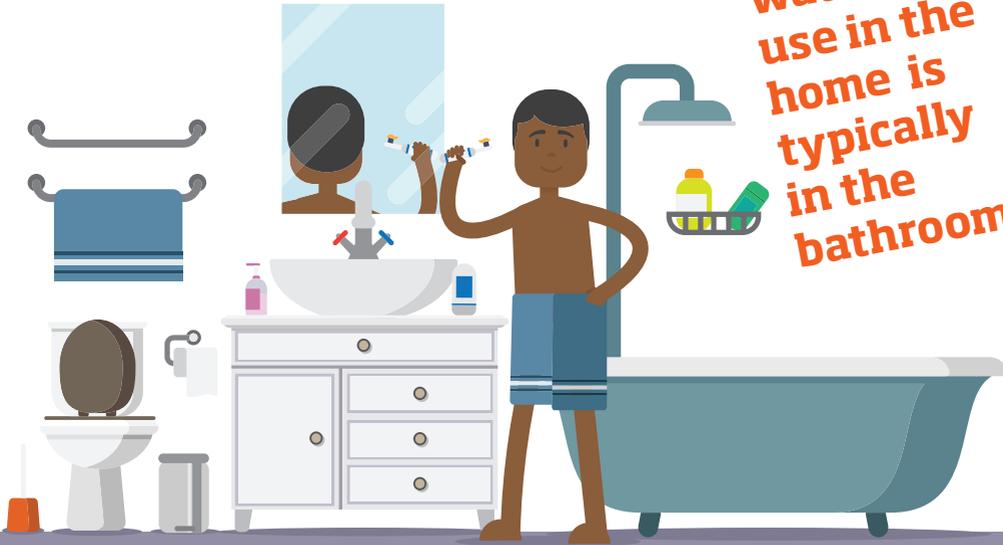
## FOOD PREPARATION

- ✓ Try washing vegetables in a bowl and re-use the water for garden watering.
- ✓ Cooking water from boiling or steaming food can be used to make soup, stock or gravy and is a great way to ensure you consume all the nutrients.
- ✓ Leave fat, oil and grease to cool before scraping the solid fat into your food waste bin for recycling or putting it in the fridge for later use. Or pour them into a non-recyclable container and put it in with the household waste.
- ✓ Keep raw meat away from taps - the Food Standards Agency and NHS advise against washing raw chicken.



# IN THE BATHROOM

73% of the water you use in the home is typically in the bathroom.



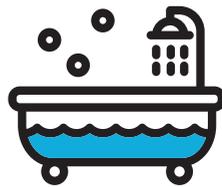
## SHOWERING



- ✓ Try the four-minute shower challenge or try to take a minute less than usual by not washing your hair or shaving every day. Each minute less could save you 10 litres of water.
- ✓ Fit a water efficient shower head or flow regulator which restricts the flow to eight litres a minute\*.

An average mixer or electric shower typically uses around 10 litres of water a minute, but power showers may use up to 20 litres of water a minute.

## BATHING



- ✓ Lower the level of your normal bath by a couple of centimetres to save around five litres.
- ✓ Replace one of your weekly baths with a short shower - it could save around 40 litres of water.

It takes 80 litres to fill an average bath two-thirds full for a relaxing soak.

## TOILET



- ✓ Order a free save a flush for your single flush toilet cistern and save one litre of water per flush\*.
- ✓ Consider flushing the toilet only when you need to. Each saved flush could save seven litres.
- ✓ Know which dual flush button is for the large volume and which is the small - it's not always easy to tell.

\* Not suitable for dual flush or small toilet cisterns.

About 22% of household water is used for flushing the toilet and 67% of single flush toilets use more than six litres per flush.

## BASIN



- ✓ Turn the tap off when brushing your teeth, washing or shaving.
- ✓ Collect water from taps as they run to hot and use it for plant watering or even flushing the toilet.

A running tap can use nine litres of water a minute.

## LEAKS IN THE HOME



- ✓ Check your toilet to see if it has a leak by placing a piece of toilet paper on the back of a dried toilet pan overnight. If the paper is wet or torn in the morning, your toilet could be leaking.
- ✓ Contact a Watersafe plumber to fix any large or complicated leaks or drips. Watersafe plumbers can be found on [watersafe.org.uk](http://watersafe.org.uk) or by phoning 0333 207 9030.

Leaking toilets, taps and appliances can waste up to 200 litres of water a day.

**STOP  
THE BLOCK**

## AVOID A PAIN IN YOUR DRAINS

So-called 'flushable' wipes, sanitary products and nappies don't break down in the same way as toilet paper and they are responsible for more than two thirds of blockages, costing us £5million a year to remove.

Stop the block by only flushing the three Ps to keep your pipes blockage free:

- paper
- poo and
- pee.

[wessexwater.co.uk/stoptheblock](http://wessexwater.co.uk/stoptheblock)

\* Most water efficient shower heads and regulators are not suitable for electric showers.

# IN THE GARDEN



## GARDEN PLANTS

- ✓ Most plants prefer rainwater to tap water. Install a water butt to catch rainfall from the roof of your house, shed or greenhouse. Depending on the size of the water butt, size of your roof and how many plants you have to water, you could save 1,000 litres a year.
- ✓ Use mulch around plants and only water in the morning or evening as it reduces evaporation and wastage.
- ✓ Think about choosing plants that can thrive without too much water, such as lavender, geranium, verbena and alliums.
- ✓ Let your lawn go brown over the summer, it'll soon recover with a few autumn rain showers and it can help reduce the weeds too.
- ✓ Allowing your lawn to grow a little longer than normal will also help it retain moisture and is better for pollinators such as bees.
- ✓ Cut off the bottom of an empty, plastic bottle and sink it in the ground next to plants. Pour water into the bottle - it ensures water reaches the roots.
- ✓ Use water retaining crystals or gel to improve soil water retention in pots.
- ✓ Choosing a watering can over a hosepipe reduces wastage.



**Hosepipes and sprinklers can use up to 540 litres of water an hour.**

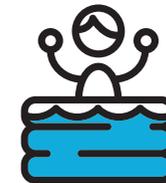
## CAR WASHING



- ✓ Wash your car with a bucket of water and microfibre car wash mitt which retains water better than a sponge and wastes much less water than a hosepipe.
- ✓ Think about washing your car less often (make sure your car is safe to drive).

**Washing a car with a hosepipe can use between 100 and 300 litres of water if the hose is left running.**

## POOLS AND PADDLING POOLS



- ✓ Cover pools when they're not in use to reduce evaporation and to keep them clean.
- ✓ Reuse paddling pool water on your garden plants or lawn.

**An average sized paddling pool needs around 200 litres to fill it up - that's more than an average person normally uses in one day.**

### Good to know

Around 25% of energy use in homes is for heating water. So, reducing hot water use will save energy, reduce your carbon footprint and reduce your energy bills - you can save money even if you are not on a water meter.

When you're thinking about buying new appliances, consider water and energy efficient products. Look out for WRAS (Water Regulations Advisory Scheme) approved items - these comply with Water Supply (Water Fittings) Regulations, to ensure high-quality, safe products.

WRAS approved products also comply with Water Supply (Water Fittings) Regulations and Scottish Byelaws.



# LOOKING OUT FOR LEAKS

Around 30% of leaks are on the section of pipe between your home and the boundary between your property and the street. While this pipe is your responsibility, we will help you to fix a leak if you find one.

It is worth bearing in mind that if you notice any of the following you may have a leak.

- Areas of lush vegetation.
- Damp patches on the ground.
- A big drop in water pressure.
- An unexpected change to your bill.
- A 'hissing' noise near your internal stop tap.

You may have a leak on your private supply pipe, please contact us to see how we can help.

## Locating the leak

If you are on a water meter and the meter dial is turning when you are not using any water, it is likely you have a leak.

Turn off your internal stop tap and check the meter. If the dial has stopped turning you may have a leak inside your property. If the meter is still turning when internal stop tap is off, it is likely you have a leak on your private supply pipe and you should contact us.

If you think you have a leak you will need to locate your internal stop tap and check to see if it shuts off the water to all of your property. If it isn't working, please call a plumber - see page 8.



## Leakage allowance

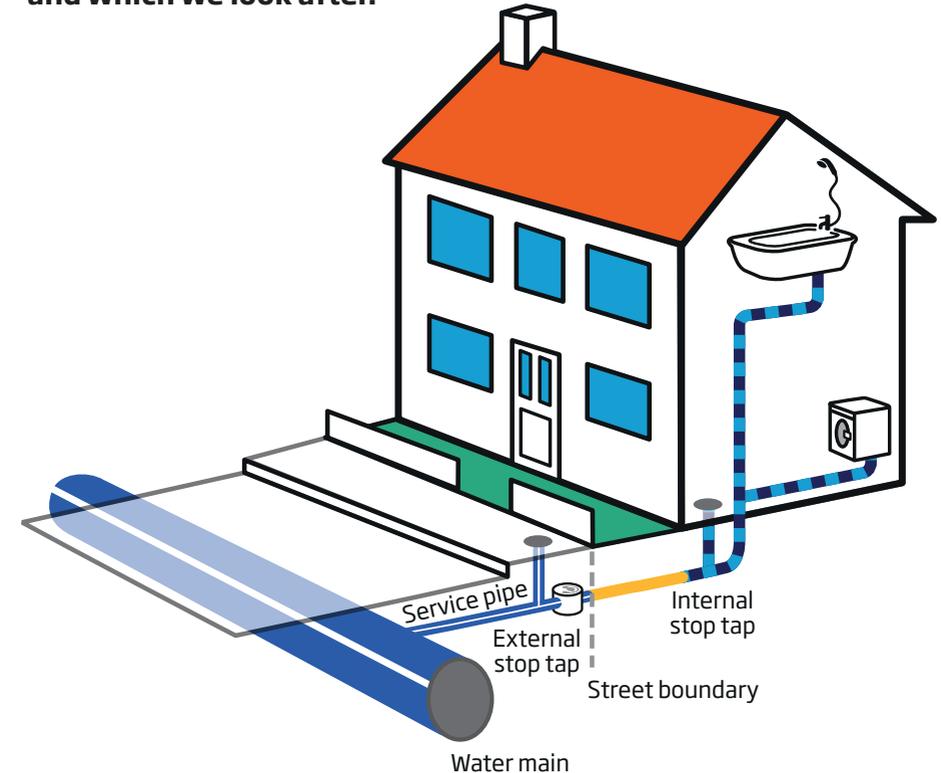
If you are on a meter, our leak allowance policy means that you don't need to worry if you have a leak and it has affected your bill - you generally won't pay more than you usually would. We normally give a full allowance for water and sewerage charges when the leak has been repaired.

If we know that a leak has been repaired and we have the information we need, we'll automatically make the allowance on your account.

If you think you are entitled to an allowance, you can apply by completing our online form at [wessexwater.co.uk/leakageallowance](https://www.wessexwater.co.uk/leakageallowance) or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

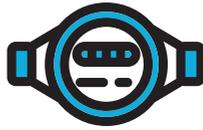
# WHOSE PIPEWORK IS IT?

It is important to know which pipes you are responsible for and which we look after.



- Our pipework**  
We maintain it and fix leaks as quickly as we can.
- Your pipework**  
Your responsibility, but we'll help you look after it.
- Your pipework and fittings**  
Your responsibility, and you'll need to contact a plumber if you have any problems with them.

# SWITCH TO A METER



More than two thirds of customers now have a water meter and only pay for what they use.

## Why switch to a meter?

- It's free to have a water meter fitted for most homes.
- You can control the size of your bill - the less water you use, the lower the cost.
- You could also save energy, reduce your carbon footprint and lower your energy bills, as around 25% of energy used in the home is for heating water.
- You could save money - on average £100.

## Money Back Guarantee

If you decide within two years that a meter is not for you, you can switch back to your current unmetered charges.

We're offering our Money Back Guarantee to household customers who opt to have a meter installed.



We promise that if your total metered bill after two years is higher than you would have paid had you remained unmetered, you can revert as if you had never been on a meter and we will credit any overpayments.

The overpayment will be credited towards your new unmetered bill.

- You can revert at any time during your first two years with the cut-off date being 30 days following the bill at the end of the second year. To qualify for the money back guarantee, you must keep the meter for the full two years and then ask to revert.
- The guarantee is only available to customers who switched after 28 December 2017 and does not apply if you've had a meter fitted through our change of occupancy scheme. Other terms and conditions also apply.

For more information see:  
[wessexwater.co.uk/metering](https://www.wessexwater.co.uk/metering)

# WATERSURE PLUS

If you have a meter and need to use a large amount of water for reasons you can't control, WaterSure Plus may be able to help - it puts a limit on the amount you have to pay.

To qualify, you must receive one of the means-tested benefits or tax credits, such as:

- income support
- income-related employment and support allowance
- working tax credit
- housing benefit
- universal credit.

## Pension Credit discount

If you receive Pension Credit or state pension is your only form of income we may be able to offer you a discount of around 20% off your bill.

For an application form, visit [wessexwater.co.uk/pensioncredit](https://www.wessexwater.co.uk/pensioncredit) or call 0345 600 6 600 (24 hour automated service).

In addition, you must either:

- receive child benefit for three or more children under 19 living in your household, or
- have someone in the household with a medical condition that causes them to use significantly more water.

Our website has more information:  
[wessexwater.co.uk/watersureplus](https://www.wessexwater.co.uk/watersureplus) or call 0345 600 3 600 (Monday to Friday, 8am to 8pm, Saturday 8am to 2pm).

## Need some extra support?

We know that some customers need extra help due to age, ill health, a disability, mental illness or additional needs. This may include easy access to water during a leak or outage, help reading your meter, or setting up a password for when we visit. You can register for Priority Services on our website at [wessexwater.co.uk/priorityservices](https://www.wessexwater.co.uk/priorityservices) or call us on 0345 600 3 600.



## CONTACT US

### Claim a leak allowance or for any other billing enquiry

Call: **0345 600 3 600**

(Monday to Friday, 8am to 8pm, Saturday 8am to 2pm)

Submit an online enquiry via our website: [wessexwater.co.uk/contactus](https://www.wessexwater.co.uk/contactus)

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### Get advice about a possible leak or for any other questions on water supply or sewerage services

Call: **0345 600 4 600**

(Monday to Friday, 8am to 6pm, emergencies only at other times)

Submit an online enquiry via our website: [wessexwater.co.uk/contactus](https://www.wessexwater.co.uk/contactus)

### Report a leak

Visit: [wessexwater.co.uk/leaks](https://www.wessexwater.co.uk/leaks)

Call: **0800 692 0 692** (24 hours)

## Further information

We welcome calls via the Next Generation Text service.

*Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.*

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