

SEVERN

TRENT

WATER

Water saving guide

You really can save water, energy and money with this wonderful guide.



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Introduction

visit www.stwater.co.uk/savewater

Despite all our rain, parts of the UK has less water available per person than Spain or Australia! Climate change, a growing population and our modern lifestyles will mean we have even less water available in the future, so we need to do something now.

Increased use of washing machines, dishwashers, modern bathrooms, as well as a growth in gardening, have contributed to a huge increase in the amount of water we use in our daily lives. At Severn Trent Water we are working hard to reduce water

waste by reducing leakage, fitting water meters free on request and providing tips to businesses and households on how to save water. It's increasingly important that we preserve our natural environment for future generations. Scientists are predicting that climate change

could lead to significant changes in our weather patterns, including the prospect of longer, hotter and drier summers.



I've never used much water, but by following this guide I have found new ways to save water, energy and money. Having a water meter installed also reduced my water bill too.

Let me guide you to savings.



In the bathroom

visit www.stwater.co.uk/savewater

Take shorter showers - Why not challenge yourself and your family to shower one minute quicker? In a year you could save up to 10,000 litres of water! Visit our website to view a range of water saving showerheads, shower timers and other water saving products.

Take a shower instead of a bath - One bath can use up to 100 litres of water, whereas an efficient shower uses under 50 litres. But remember power showers can use more water than baths.

Turn off the tap - Simply turning off the tap while brushing your teeth, washing your hands or shaving can save over 5 litres of water every minute! Customers who have done this, have reduced water waste by over 4,000 litres of water a year – proving that every one of us can make a difference.

Use a save-a-flush bag in your toilet cistern - If you have an older single flush toilet, you could save up to 12 litres of water every day by putting one of these free bags in your cistern. See page 15 to order one. And remember, only toilet paper and human waste should be flushed down the loo!



Me? Wasting too much water in the shower? Well, the mere suggestion.... I installed one of those ShowerSave thingamajigs and I've saved water as well as money off my energy bill. See page 14 for details.

Oh it's an absolute must!

In the kitchen

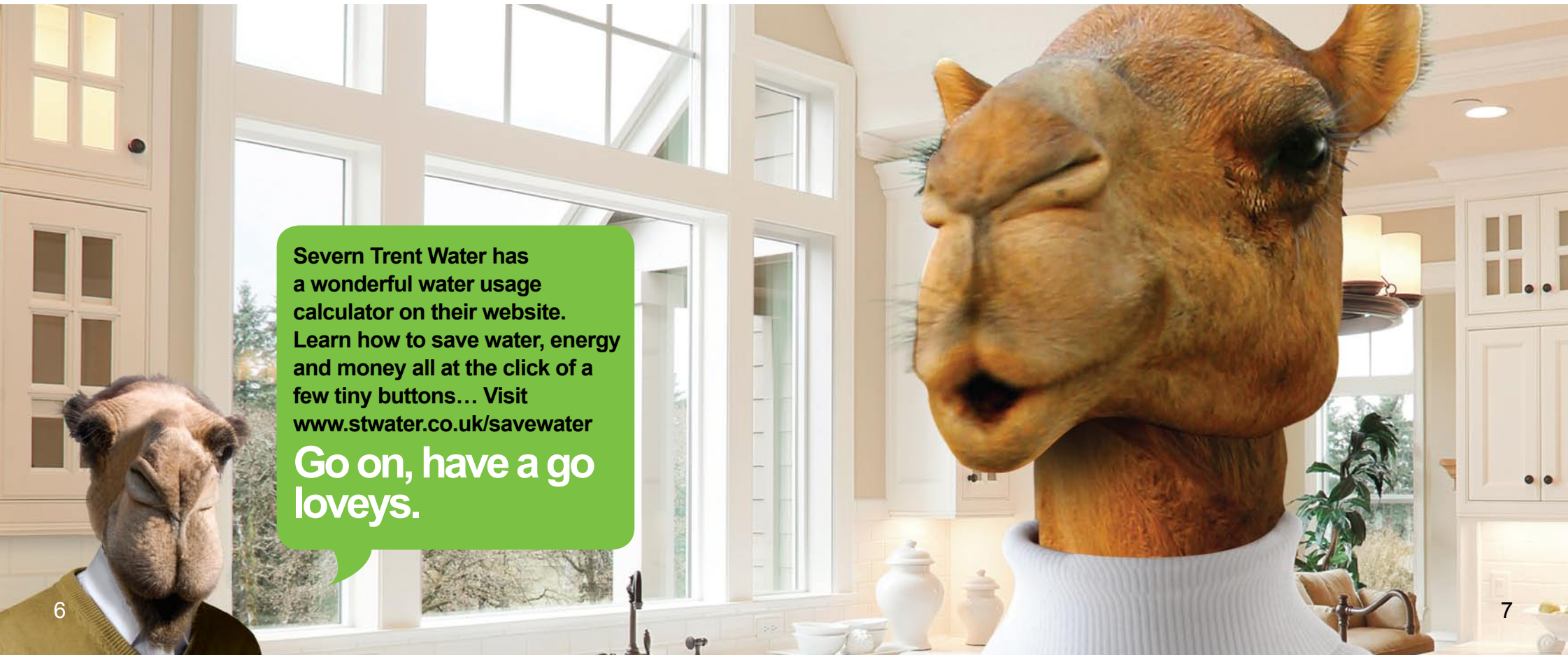
visit www.stwater.co.uk/savewater

Use a bowl for washing vegetables - A running kitchen tap can use up to 20 litres of water every minute. You can reduce water waste by using a bowl to wash and prepare your vegetables. Then you can use the water to give your house plants a drink.

Repair dripping taps - A dripping tap can waste up to 5,000 litres of water every year, fixing a dripping tap can be as simple as replacing a tap washer.

Make full use of your washing machine - Half load programmes on washing machines use more than half the water and energy of a full load, so wait until the machine is full before switching it on.

Make full use of your dishwasher - Did you know that modern efficient dishwashers can use less water than washing up by hand? And did you know that pouring fats, oils and grease down the kitchen sink can cause major blockages that can lead to sewer flooding? See pages 18 and 19 for more information.



Severn Trent Water has a wonderful water usage calculator on their website. Learn how to save water, energy and money all at the click of a few tiny buttons... Visit www.stwater.co.uk/savewater

Go on, have a go loveys.

In the garden


visit www.stwater.co.uk/savewater

In the garden - Many of us have taken up gardening, even growing our own food. This means we spend more time in the garden, a great place to easily save water. Make sure you only water plants that really need it. Plants in containers and

newly planted ones are of highest priority. The others will extend their roots out into the soil and can manage quite well on rainfall alone. To avoid water evaporation, water your plants early in the morning or early in the evening.

Collect rain water in a water butt - Water butts are great for collecting rain water. A large 190 litre water butt should be able to provide you with all of the water your garden needs if you use it wisely.

Lawns are great survivors - Even when they look dry and brown, they'll spring back with the first heavy rain, so try to avoid watering them wherever possible. If you are planting a new lawn consider one of the more drought tolerant varieties such as Xeris.



Did you know young' un?

Hosepipes and lawn sprinklers can waste 1,000 litres of water an hour - that's about the same as a family of four can use in two days. Try using a watering can for size instead.



Doing your bit

visit www.stwater.co.uk/savewater

If you would like to find out how much water you use in your home try our water use calculator below. If there are four people living in your home, don't forget to multiply your answers. For example, if everyone in your home has a four minute shower every day of the week, you would

need to multiply four by seven and then multiply this answer by three to calculate your household use. Alternatively, if you have Internet access, try the online calculator at www.stwater.co.uk/savewater

| Activity | Your Household Use | Multiply By | Your Household's Annual Use |
|---|--------------------|---|-------------------------------------|
| Example Calculation Number of showers you take per week $4 \times 7 = 28$ $\times 3$ $= 84$ | | | |
| Number of baths you take per week | | $\times 4$ | |
| Number of showers you take per week | | $\times 3$ (<5 minute shower) $\times 6$ (>5 minute shower) | |
| Number of times you brush your teeth per week | | $\times 0.5$ (with tap left running) $\times 0.1$ (with tap turned off) | |
| Number of times you wash your hands/face per week | | $\times 0.5$ (with tap left running) $\times 0.3$ (with the plug in) | |
| Number of times you flush the toilet per day | | $\times 3$ (single flush toilet) $\times 2$ (for dual/low flow toilets) | |
| Number of loads of clothes washing per week | | $\times 3$ (<10 years old) $\times 4$ (>10 years old) | |
| Number of loads of dish washing per week | | $\times 0.5$ (<10 years old) $\times 1$ (>10 years old) | |
| Number of times dishes are washed by hand per week | | $\times 0.5$ (in a bowl, with tap off) $\times 1.5$ (under a running tap) | |
| Total number of hours a hosepipe is used per week during summer (12 weeks) | | $\times 12$ | |
| Number of dripping taps | | $\times 5$ | |
| < = less than Red = high water use > = more than Green = low water use | | 1. Add up your household's annual use | |
| | | 2. Multiply total by 1000 | litres per year |
| | | 3. Divide your annual household use by 365 to get litres per day | your daily household use in litres |
| | | 4. Divide the daily household use by the number of people living in your home | your daily individual use in litres |

How did you score?

The average person in the Severn Trent Water region uses about 130 litres of water a day. If you are using more than this, you can save water by following the tips below.

- Have a shower instead of a bath
- Reduce the number of baths you take per week
- Use the washing machine with a full load
- Reduce the time you spend in the shower
- Use the dishwasher with a full load
- Brush your teeth with the tap turned off
- Use a watering can to water the garden instead of a hosepipe
- Fix dripping taps
- Use a bowl for washing food/vegetables
- Use a wash basin for face washing/shaving

You can save even more water by using some free water saving products in your home, see pages 14 and 15 for details.



Doing our bit

Free water saving products

We offer our customers a selection of free water saving products. For more information see the next page.

Repairing and preventing leaks

One of the ways we are tackling water waste is through our investment to prevent leaks from our water pipes.

Between 2005-10 we invested £197m in reducing leakage and replacing water mains. We are the only large water company planning to reduce leakage substantially over the next five years.

We plan to invest £168.5m in replacing mains between 2010-15, and £38m on other measures to control leakage. Long term, we aim to continue to reduce leakage by improving the distribution network, improving detection methods and speeding up response rates.

Education programme

We have a dedicated team who will come out free of charge and visit primary and secondary schools, colleges, universities and adult community groups. Our team offers interactive presentations, fun group activities and fascinating workshops all focused on water efficiency. For more information on what we can offer go to:

www.stwatereducation.co.uk

Fitting free water meters

As well as working hard to reduce leaks, we also install water meters for free. Opting for a water meter could mean smaller bills because you only pay for the water you use. Visit our website

www.stwater.co.uk or call us on 0845 709 0646 and we will arrange for one of our fitters to come to your house and fit a free water meter. For more information see page 16.

Free water saving products

visit www.stwater.co.uk/savewater

As part of Severn Trent Water's commitment to saving water and energy, we are offering customers the opportunity to order some fabulous water saving products.

ShowerSave



This ShowerSave device will help save water, energy and money on your utility bills. This easy to install product saves water but still allows you to have an enjoyable shower.

The ShowerSave device is not suitable for electric showers or those with multiple jets.

Shower timer



Take the shower challenge with this four minute shower timer. It's a simple sand timer that you can stick to the wall or screen of your shower with its suction pad.

By taking shorter showers this simple device will help you save water, energy and money on your utility bills, as well as saving you time!

Three ways to order your free products:

Online: www.stwater.co.uk/savewater

Phone: 0845 603 4413

SMS: Simply text CAMEL followed by a space and the letters of products you would like (A,B,C or D) to 88008*

Save-a-flush bag



This bag is simply placed in the toilet cistern and will save 1 litre of water with every flush of the toilet.

This device will help save water, and only takes a few seconds to install.

Save-a-flush bags are not suitable for low or dual flush toilets.

Tap inserts



Tap inserts are designed to regulate the flow rate on taps in your home. They can save up to 12 litres of water a minute.

This device will help save water, energy and money on your utility bills.

Tap inserts are suitable for separate hot and cold taps and mixer taps - fitting up to 85% of taps with screwed outlets.

All products subject to availability.

* Texts received will be charged at the standard message rate, which may vary by operator. Two texts are required to complete an order.

Could you save with a water meter?

If you use relatively little water, opting for a free meter should mean smaller bills. So, if you have a small household or use water saving methods and appliances you could benefit from having a meter fitted.

Many people find that they make a conscious effort to use less water once they have a meter fitted. This is both economically and environmentally beneficial. If you are using less water you are also heating less water and this can help you to save on your energy bills and reduce your (and our) carbon footprint.

Asking Severn Trent Water to fit a free meter is easy. You can make an application online at www.stwater.co.uk or over the telephone on 0845 709 0646.

Apply today!



Trouble paying your water bill?

Do you know the average person spends around two years (or 16,848 hours) of their lifetime worrying about debt? This equates to 730 sleepless nights.*

At Seven Trent Water, we don't want our customers to have sleepless nights; that's why we offer support and services for those struggling to pay their water bill.

Payment plans - Set up a payment plan and pay a little off each week, fortnight, or month: whether that's through Direct Debit using a water card at local Pay Point outlets.

Water Direct - If you're on benefits you can request to have small deductions paid direct from your benefit, helping you to reduce debt and in turn reduce stress.

Free meter option - just pay for the amount of water you use. This is ideal for single occupancy or low water use.

WaterSure - is a special tariff with a capped charge. It can help customers who have a water meter but experience difficulties as a result of high water usage due to a medical condition or have a low income.

Severn Trent Trust Fund - this assists those in extreme financial difficulty.

As soon as you feel you are having financial difficulties please speak to us and help us to help you by calling direct on **0845 604 3772**.

*Research conducted by the Cooperative Bank

Don't pour fat and oil down the drain...

On average Severn Trent Water attends around 20,000 blockages each year. More than half of these blockages are caused by putting fats, oils and other domestic waste down the plughole. Many of these blockages go on to cause pollution and sewer flooding.

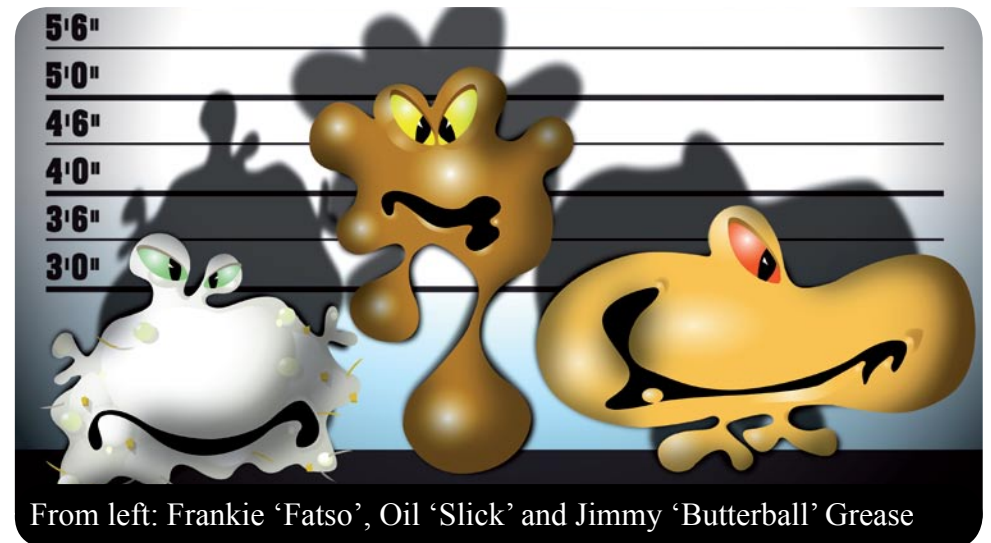
Fats and greases may be in liquid form when first poured down sinks, but they will quickly solidify when meeting the cold wall of the sewer even if you pour hot water down after them.



The fats stick to the side of the sewer pipe, forming a concrete-like solid that attracts other debris, eventually causing a blockage. With no way through, the waste water backs up in the pipes, coming out of drains and sewers in roads or even inside homes.

Severn Trent Water offers free disposable 'fat traps', which are available by visiting www.stwater.co.uk/fattrap or calling 0845 603 4413, which can help customers avoid blocked sewers and can help save water too.

Help combat **The Slimy Suspects** - Frankie 'Fatso', Oil 'Slick' and Jimmy 'Butterball' Grease - in their new game at www.theslimysuspects.com.



From left: Frankie 'Fatso', Oil 'Slick' and Jimmy 'Butterball' Grease

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