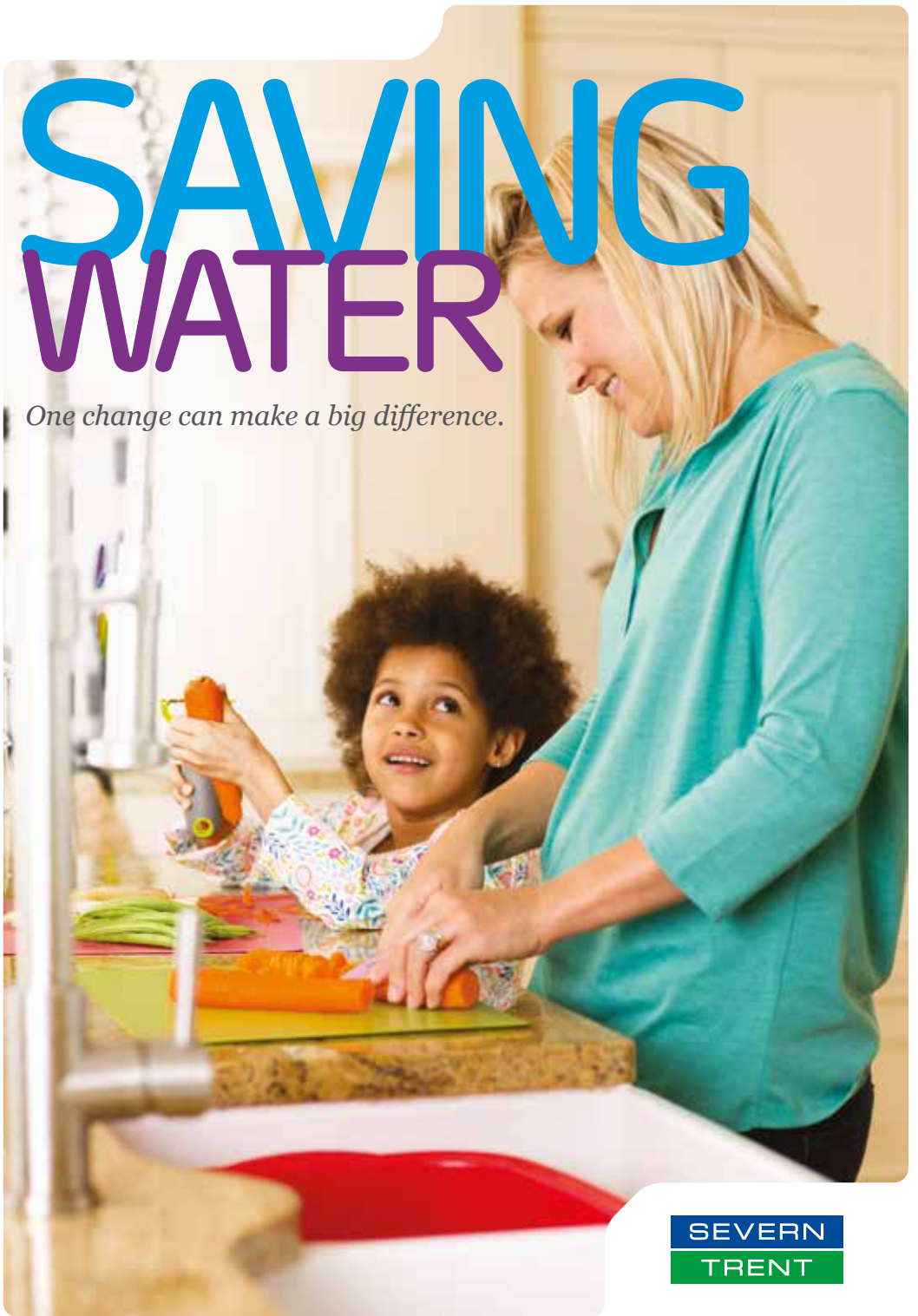


# SAVING WATER

*One change can make a big difference.*



SEVERN  
TRENT

# A small change can make a big difference.

*That's why we're working  
hard to save water by  
reducing the amount we use.*



A young boy with dark hair, wearing a colorful plaid shirt, is sitting at a dark table and drinking water from a clear glass. He is looking off to the side with a thoughtful expression. The background is blurred, showing what appears to be an indoor setting with large windows.

# Why we need to save water

*By making small changes around your home, you can help save water and make a big difference to your family, your local community, the environment and even your pocket too.*

Our customers are strongly supportive of our approach to water efficiency and told us they wanted us to help them to use water more efficiently and provide access to free and discounted products to help them achieve this.

In response we have increased our water efficiency targets and committed to increase in the number of customers we will directly engage about water efficiency and the misuse of sewers.

In this guide we offer advice and signpost where you can order free and discounted water efficiency products.

**This guide is packed with tips on how you can make a big difference by making a small change to how you use water.**

# What we're doing to save water



*We're doing everything we can to save water. There's lots of information about how we're trying to save water on our website.*

Go to [stwater.co.uk](http://stwater.co.uk) to find out more.

## Finding, fixing and preventing leaks

We're saving water by replacing old or damaged pipes, using better ways to spot leaks and repairing them faster. But we still need your help. If you spot a leak, give us a call straight away on **0800 783 4444** or go to [stwater.co.uk/reportaleak](http://stwater.co.uk/reportaleak) to let us know about it.



## Fitting water meters for free

Fitting water meters is an important part of our plan to help manage the demand for water. We believe it's a fairer way for customers to pay as they only pay for the water they use.

Find out how you could benefit from having a water meter fitted on page 13.


## Offering free water saving products

Our free water saving products are the easiest way to help you save water. Order a full kit or individual items, including:

- ShowerSave flow regulator
- Shower timer
- Save-a-flush or Hippo bag
- Toilet leak detection tablets

For more information see page 11.





## Providing education and advice

*Our education team visits primary and secondary schools, colleges, universities and community groups.*

They offer interactive presentations, fun group activities and workshops all focused on saving water - and it's all free. Find out more at [stwater.co.uk/workshops](http://stwater.co.uk/workshops)

# Saving water in the bathroom

## Take a short shower instead of a bath

One bath can use over 80 litres of water, compared to an efficient shower using under 50 litres. By heating less water, you could save on your energy bills too. But remember, power showers can use even more water than a bath.



*Go on, challenge yourself  
and your family to spend two  
minutes less in the shower.*

*In a year you could save up  
to 10,000 litres of water.*

## Turn off the taps

By turning off the tap while brushing your teeth, washing your hands or shaving, you can save over 6 litres of water every minute. Over a year, that's a saving of around 4,000 litres.

## Fit a toilet 'save-a-flush'

If you have an older single flush toilet, you could save a litre of water every time you flush by putting one of these bags in your cistern. And remember, only toilet paper, human waste and a small amount of cleaning products should be flushed down the loo!

## Toilet leak detection tablets

It's not always easy to spot a leaking toilet which could be wasting hundreds of litres of water a day. These tablets make it easy for you to find any leaks.



# Saving water in the kitchen

## Use a bowl for washing dishes and vegetables

A kitchen tap can use up to 20 litres of water every minute so use a bowl when washing and preparing your vegetables, or doing the washing up. You can use the leftover water to water plants or rinse out your cans and glass jars ready for recycling.

## Repair dripping taps

A dripping tap can waste up to 5,000 litres of water every year. Fixing a dripping tap is usually as simple as replacing a tap washer – so do it today!

## Fill your dishwasher

If washing by hand always use a bowl. Modern dishwashers use less water than washing up by hand, but make sure it's full before you start.

# Saving water in the garden

## Collect rain water

Water butts are great for collecting rain water. A large water butt should be able to provide you with all of the water your garden needs if you use it carefully. You could also use the water to wash your car.

## Use watering cans

Water your garden with a watering can rather than a hosepipe or sprinkler, giving priority to new plants and those in pots. To reduce water evaporation, water your plants early in the morning or early evening.

## Don't worry about your lawn

Even when lawns look dry and brown, they'll soon spring back to life after a rain shower, so there's no need to water them. If the weather is dry and warm try not to cut your grass too short, this will help it to retain moisture and keep it greener for longer. And if you are planting a new lawn, consider one of the more drought tolerant varieties such as Xeris.

## Direct water

Save plastic water and soft drinks bottles, cut off the bases and bury them upside-down next to newly planted trees and shrubs. They'll act as funnels and direct water straight to the roots.

## Pick the right plants

Use plants that need less watering - those with the full sun on the label in the garden centre or check out a list of drought-tolerant plants on the Royal Horticultural Society website [rhs.org.uk](https://www.rhs.org.uk).

Encourage your plants to develop deep root systems by watering them less frequently. Plants watered regularly will have shallow roots, because they do not need to delve deep into the soil in search for water.

## Look after your soil

Use a mulch - a layer of material such as decaying leaves, bark, or compost placed on the surface of the soil - to help to stop weeds from flourishing, prevent water evaporation from the soil and improve its condition.





**Check out our special offers  
on water butts. Turn over  
for more information**

# Buy water saving products...

## Shower heads

Take a relaxing shower with one of our water efficient shower heads and you'll be using less water than a conventional shower head, without losing any of the pressure. And by heating less water, you'll also be saving on your energy bills.

Plus, all of our shower heads are cheaper than the high street.

## Water butts

Using a water butt in your garden is a great way to save water. By using water that would usually go down the drain, a large water butt could provide all of the water your garden needs.

We offer a range of styles and sizes, as well as a variety of handy accessories so you can get the most out of your water butt. Look out for the special offers on our website [stwater.co.uk/savewater](http://stwater.co.uk/savewater)



**Don't forget, there's  
free delivery on  
all orders**

# ...and pick up a **FREE** water saving kit



## ShowerSave

The ShowerSave regulator lowers the flow rate of your shower without reducing the pressure, so you can save water and energy. Simply attach the regulator to the hose near the outlet and you're ready to go.



## Shower timer

Use the 4 minute shower timer as a guide to help you reduce your showering time.



## Toilet Leak Detection Tablets

Modern push-button toilets can often leak and it's not always easy to spot, as water flows down the back of the pan. Save money and save water by detecting silent leaks with these dye tablets.

Simply put the tablets into the toilet cistern and in a few moments you'll know if your cisterns leaking into the toilet bowl. There's no mess and the dye will disappear in a few flushes.



## Save-a-flush or Hippo bag

These bags are easy to install and are a proven to help save water every time you flush. Just place the bag in the toilet cistern and you'll be saving over one litre with each flush.

Take advantage of our special offers or order your FREE water saving products at [stwater.co.uk/savewater](http://stwater.co.uk/savewater)

# Are you water wise?



Take our quick quiz to find out how water wise you are.

## Question 1

*When bathing do you:*

- a. Always take a shower
- b. Always take a bath
- c. Sometimes a shower and sometimes a bath

## Question 2

*If you take a shower:*

- a. Do you spend less than 5 minutes showering
- b. Do you spend longer than 5 minutes
- c. Don't know how long you spend

## Question 3

*Does your toilet have:*

- a. A dual flush or a single button flush
- b. A traditional flush handle/chain
- c. A traditional flush handle/chain with a save-a-flush bag installed

## Question 4

*When you brush your teeth do you:*

- a. Always turn the tap off
- b. Always leave the tap running
- c. Sometimes turn it off

## Question 5

*When watering your garden do you:*

- a. Use water from a water butt
- b. Use a hose or sprinkler
- c. Use a watering can filled from the tap

## Results



### Mostly 'a's

You're water wise! You're already saving water and helping the environment.

### Mostly 'b's

Follow our top water saving tips to help you get water wise.

### Mostly 'c's

You're on your way to being water wise. Follow our top water saving tips to help you save even more.

# Only pay for the water you use

## Have a water meter fitted – it's free!

If you don't use lots of water, installing a free water meter could save you money.

If you've got a small household, use water efficient appliances or work hard to save water, you could benefit from having a meter fitted.

A lot of people find that they make a real effort to use less water once they've had a meter fitted, which benefits your pocket and the environment. Using less hot water means less water needs to be heated, so you will save on your energy bills too.



To find out if you could save with a water meter, go to [stwater.co.uk/meters](http://stwater.co.uk/meters)

# Can't pay your bill?

*It's a worry when you can't pay your bills. But we're able to help and ease the stress by offering you a number of ways to get back on track.*

## Payment plans

Pay a little off each week, fortnight, or month – whether that's through Direct Debit or using a water card at local Pay Point outlets.

## Water Direct

If you're on certain benefits you can arrange to have small deductions paid directly from your benefit.

## Severn Trent Trust Fund

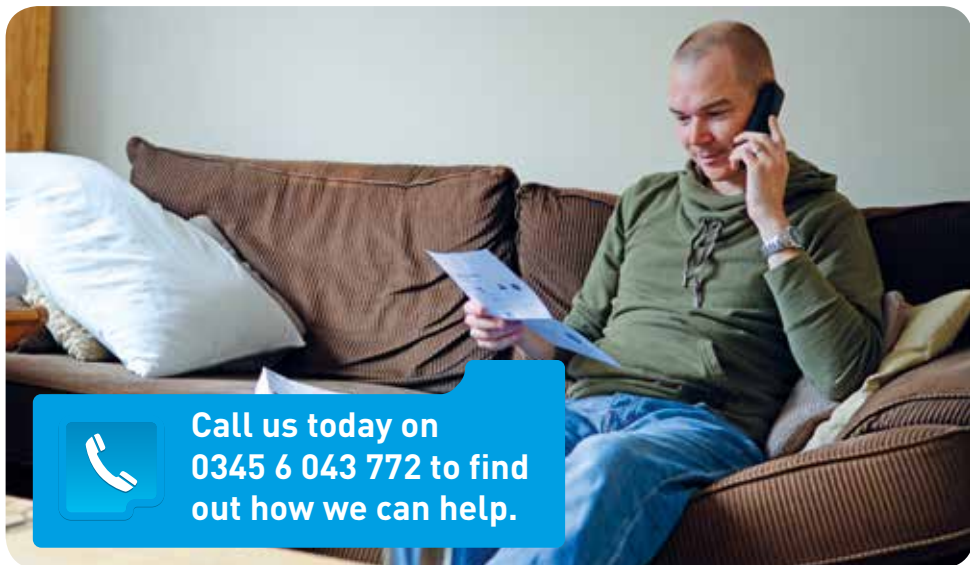
The Severn Trent Trust Fund can help you out if you're in extreme financial difficulty.

## Free water meter

With a meter you just pay for the amount of water you use. This is great for small households or for those who generally only use a small amount of water.

## WaterSure

This is a special tariff with a capped charge and can help if you have a high water use because of a medical condition, you have a water meter and a low income.



**Call us today on  
0345 6 043 772 to find  
out how we can help.**

# We also need your help to stop sewer blockages

*We clear over 55,000 sewer blockages every year, and a whopping 75% of them are caused by the wrong items being put down the sink or toilet.*

We're always investing to clean and improve the sewerage network but we need you to do your bit too. Many blockages can be avoided by being careful about what you pour down your sink and try to flush away in your toilet.

Don't pour fats, oils and greases down the sink or the toilet – even the tiniest amount causes problems. As soon as they hit the cold walls of the sewer they solidify and build up.

Only human waste, toilet tissue and a small amount of household cleaning products should be flushed down the toilet – never flush nappies, baby or facial wipes, sanitary towels or tampons as they block the sewer.



Find out more and order a free disposable fat trap at [stwater.co.uk/fatrap](http://stwater.co.uk/fatrap)

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This publication is available in alternative formats, including large print and Braille.

For more information:



Call **0345 7 500 500**

Textphone **0800 328 1155**



**[customercare@severntrent.co.uk](mailto:customercare@severntrent.co.uk)**

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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The logo for Severn Trent Water, consisting of a white rectangle divided into two horizontal sections. The top section is blue with the word 'SEVERN' in white, and the bottom section is green with the word 'TRENT' in white.

**SEVERN**  
**TRENT**