

A woman with long dark hair, wearing a red and white striped sweater, is shown in profile, drinking from a white mug. She is in a kitchen setting with wooden cabinets and a countertop visible in the background. The lighting is warm and natural, suggesting a window nearby.

Saving wonderful water
the easy way

WONDERFUL ON TAP

SEVERN
TRENT





Saving wonderful water the easy way

Looking after every drop

We all enjoy water every day, from that first cuppa when we wake, to the cuddly hot water bottle in bed. When water is this wonderful, we need to look after every drop.

We want everyone to experience the wonder of water - today, tomorrow and for generations to come. We manage it carefully, working hard to reduce the amount we use, and work with you to help make saving water easy.

If we all save just a little water it makes a big difference - so we've put together this short guide to let you know:

- Just how important saving water is to us - and what we're doing about it
- Some useful advice and easy ways to save water and money on your bills in the bathroom, kitchen and even the garden
- Where you can get products to help you save water in your home. Our free water-saving kit could start saving you water and money instantly.

Here's what we do to save water

Dealing with leaks

We're committed to stopping water leaking on its way to you. The best way to do this is investing to prevent leaks from happening in the first place, and fixing them as quickly as possible if they do.

But sometimes, we need a little help from you along the way. So if you ever spot a leak, please let us know by calling **0800 783 444** or reporting it at **stwater.co.uk/reportaleak**

The quicker we know, the quicker we can take action, and the sooner all our customers can carry on enjoying reviving showers and freshly washed sheets.

Simple.

We fit water meters for free (yes - free!)

Water meters help us manage our network as we know how much water is used. But did you know they could also help you save water and reduce your water bill? To see just how much you could save with a water meter, use our handy calculator at **stwater.co.uk/calculator**

If you're interested in getting a water meter fitted, you can find lots more information on our website at **stwater.co.uk/watermeter**

Still unsure? Don't worry! If you do have a meter fitted and decide it's not for you, we'll give you two years to change your mind and go back to your rateable value charge.

Making a difference

We work hard to help every single customer where we can - so we have been investing in our home audit programme. We've visited over 23,000 homes across the region to help customers save water by providing advice and installing free water-saving devices.





Helping you save

Customers have asked us how they can reduce their water use, so we've created a range of things to help.

Water-saving products

We have a range of free water-saving products that you can fit yourself, so no need for a plumber. We also offer discounts on water butts and shower heads, so you can make every drop count.

Head to stwater.co.uk/save to find out more.

Water efficiency checks

We're working our way around the region to carry out free water efficiency checks on customers' homes. These include an audit on your current water use, fitting free water-saving products and providing tips on how to save water. We'll let you know when we're in your area.

Spreading the word about the wonder of water

We love getting out and about, working with children, running interactive workshops and fun group activities all focused on ways to save our amazing natural resource.

Interested? Find out more at stwater.co.uk/workshops





In the bathroom

Saving while you scrub

A long hot soak in the tub is a wonderful way to relax - but did you know that just one bath can use over 80 litres of water? By showering, you could save 30 litres every time (and avoid wrinkly fingers).

Lefty loosey, righty tighty

Some people still leave the taps running when brushing their teeth, shaving or washing their hands. But simply turning them off could save over 6 litres of water every single minute.

Putting a hippo in your loo?!

Yes, one of our hippos will fit in your loo. It's a water-saving bag that you simply pop in your toilet cistern. It can save over a litre of water with every flush.*

Eek - a leak

It's not always easy to spot a leaking loo, even a little trickle will be wasting hundreds of litres a day.

Our toilet leak detection tablets make it easy for you to find any leaks (you could call them the toilet police).

* Suitable for a toilet cistern with a flush greater than 7 litres. Not suitable for dual-flush toilets.



Water, water everywhere - and saving it is easy

In the kitchen

Drip, drip, drip

No one likes an annoying drip, especially not on a tap. Not only is a dripping tap a pain, it can waste up to 5,000 litres of water every year. Fixing it could be as simple as replacing a tap washer - an instant fix and no need for a plumber.

This will bowl you over

Whoever's turn it is, using a bowl to wash the dishes or peel the vegetables will help save loads of water - up to 20 litres every minute. And to be a super water saver, you can use what's left to rinse out cans and glass jars ready for recycling, or even give your plants a drink.

Let the dishwasher take the strain

Hang up the rubber gloves! Did you know that most modern dishwashers use less water and energy than washing up by hand? Just make sure it's full up before you start it.

In the garden

Nothing butt the best

Water butts are great for collecting rain water, and if you use the water carefully then a large water butt should be able to provide you with all the water your garden needs.

Saving in the can

A watering can is a great way to save water, instead of using a hosepipe and sprinkler. Remember to look after your potted plants and your newest plants first!

Don't worry about your lawn

Even if it looks dry and brown, don't worry! Your lawn will soon spring back to life after a shower of rain, so there's no need to water it. If the weather is dry and warm, try not to cut your grass too short - this helps it stay greener for longer.

Picking the right plants

This will help you save water and time. Simply keep an eye out for plants with a full sun symbol on the label in the garden centre, or check out the Royal Horticultural Society's list of drought-tolerant plants at [rhs.org.uk](https://www.rhs.org.uk)

Looking after your soil

A layer of decaying leaves, bark or compost placed on your soil's surface can help stop weeds from growing and prevent water from escaping.







Small changes really do make a big difference

Together, let's continue to enjoy our wonderful water every day. Here are our top tips on how you can help, by making little changes around your home.

1 Pick up a FREE water-saving kit

Our range of free water-saving products make it easier for you to save water and energy - and can also help save money on your bills. They're simple to fit and you can start saving water instantly. Find out more on the next page.

2 Fixing leaky loos

Sneaky leaky loos can be easy to miss, but could be wasting hundreds of litres a day. Keep an eye out for any water running down the back of the pan, or use our leak detection tablets to check.

3 Turning off the tap

As you go about your washing your hands or brushing your teeth, simply turning off the tap can save up to six litres of water a minute.

4 Stopping the drip

A tap that's constantly dripping can waste up to 5,000 litres of water every year. Make sure you turn the taps off completely. If it's still dripping, it will need fixing.

5 Taking a short shower instead of a bath

A bath can use twice as much water as a quick shower, so save the bath for best!

6 Choosing a short, cool wash cycle

If your clothes aren't too dirty, this will save water, energy, money and your time.

7 Only filling the kettle with the water you need

You'll save water and you'll get to enjoy your tea sooner!

8 Avoiding the hosepipe and sprinkler

Unlike a watering can, hosepipes and sprinklers can use up to 1,000 litres of water in just one hour. That's more water than a family of four uses in two whole days.

9 Installing a water butt

Plants prefer natural rain water to tap water, so collect the rain to water them instead.

10 Hang up the rubber gloves!

Did you know that most modern dishwashers use less water than washing up by hand? Just make sure it's full up before you start it.

What's in our wonderful water-saving kit?

ShowerSave

Our cleverly designed ShowerSave can save up to 20 litres in every shower, while making sure the pressure stays the same so your shower still feels as good as ever.*

Shower timer

An egg timer for the shower - so simple but so effective! Stick it to the wall of your shower, and let the grains of sand help you shower quicker and save water.

Hippo bag

Have you never thought that a hippo in the toilet could be just what you need! These bags are quick and easy to install in the cistern and will help you save over one litre of water every time you flush.**

Toilet leak detection tablets

These handy little tablets will help you find out if your toilet is leaking, which is often hard to spot. Put one of the dye tablets in your cistern, and you will see a trickle of blue water running into your toilet pan. Don't worry - the dye will disappear after a few flushes.

Water-saving gel

By simply adding this useful gel to the soil before you water your plants, you can reduce the amount of water you need to use. These are just for pot plants and hanging baskets.

Want to find out more or order a kit? Visit stwater.co.uk/save or call **0345 6034413**

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

** Suitable for a toilet cistern with a flush greater than 7 litres. Not suitable for dual flush toilets.



Fancy a discount?

We are passionate about helping all our customers be as efficient as possible with water use in their homes. So we've worked with suppliers to make sure we can offer you a choice of shower heads, water butts and water-saving products at great prices.

Shower heads

Ah bliss... nothing like a refreshing shower to wake you up in the morning. With one of our water efficient shower heads, you can enjoy the same shower, with the same pressure, knowing that you're using less water. And by heating less water, you'll also be saving money on your energy bills.

Water butts

Using a water butt in your garden is one of the easiest ways to save water. All this water would usually be lost down the drain, but a large water butt can save it to provide all the water your garden needs. We've got a range of styles and sizes so you can find the one that's right for you, as well as a variety of handy accessories that will help you get the most out of your water butt.

All that's left to say is a big thank you for helping us look after your water.

If you have any questions about this leaflet, or there's anything you want help with, get in touch.

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

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.

Severn Trent Water Ltd
PO Box 409
Darlington DL1 9WF

stwater.co.uk

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