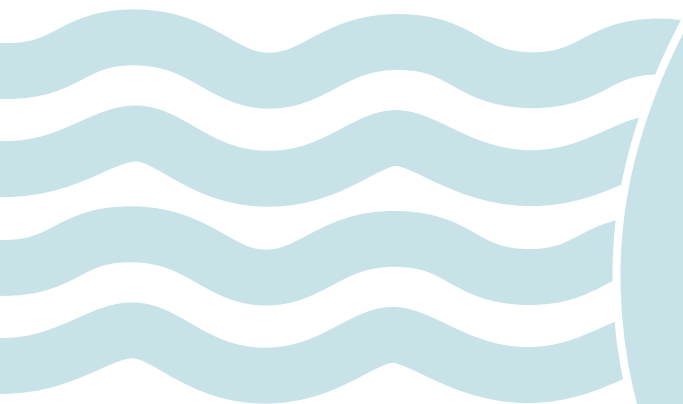




**EVERY
DROP
COUNTS**



WATER
is precious...

...we all need to
use it wisely

Did you know the South East has 50 per cent less rainfall than the rest of the UK?

People in our region are amongst the highest water users in the UK

Like all water companies, we depend on rainfall for the water we supply to our customers. Over the last 30 years, winter rainfall has gradually fallen below the historic average. To recharge the water sources we draw from, we need enough rain between October and March, so levels are ready for summer when demand is at its highest.

With higher than average water use putting more pressure on supplies, we must all do our bit to use water wisely. This booklet provides some useful tips to help you save water around your home.



The average usage per person per day in our supply area is

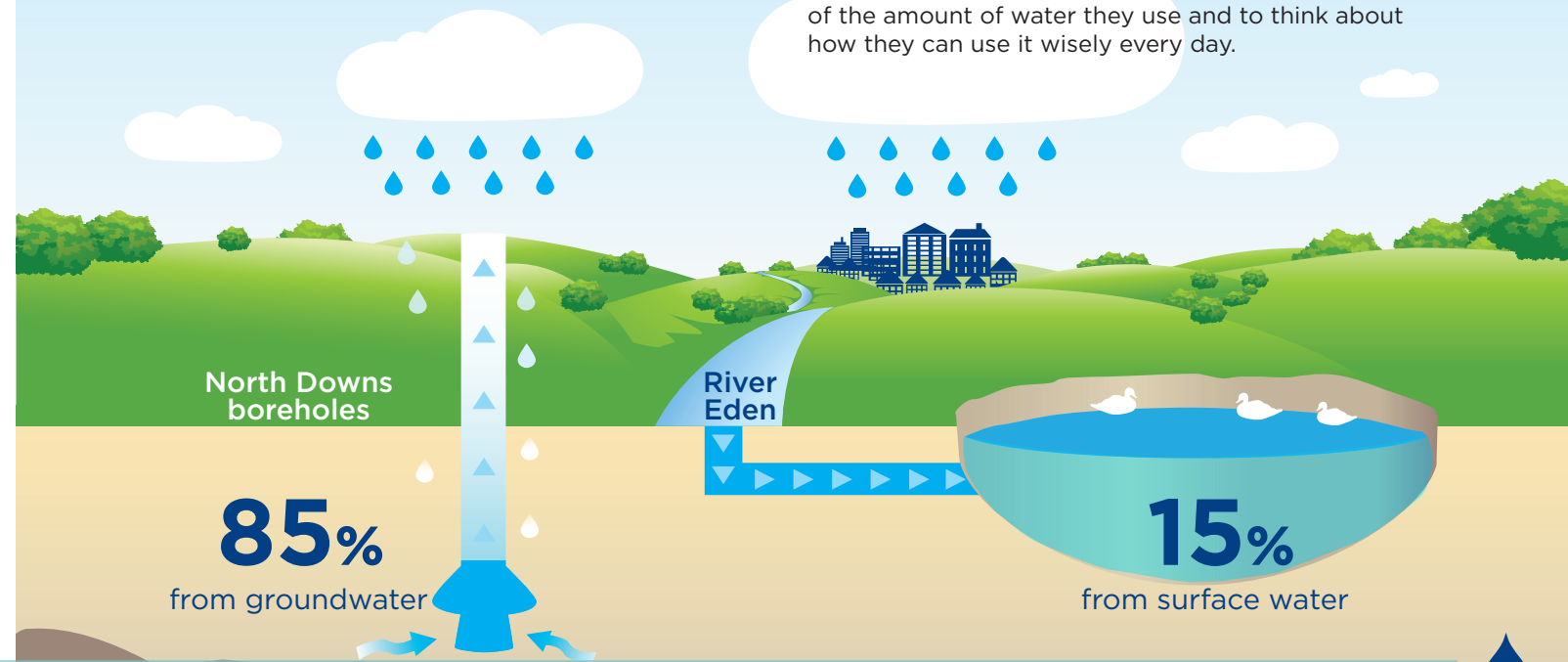
150 litres



Where your water comes from

We supply high-quality drinking water to a growing population across Surrey, south London and west Kent. We collect water in two ways – the majority from the underground boreholes across the North Downs and the rest from our reservoir in Kent which is supplied from the River Eden.

We manage our water resources carefully to meet the needs of our customers and our local environment – after all, the more water we use, the less there is available for wildlife, rivers and wetlands. Whilst we are looking at ways to increase the availability of water supplies in the future, the best way to make our water supplies go further is for every household to be aware of the amount of water they use and to think about how they can use it wisely every day.



Water saving tips...

Bathroom

Turn the tap off while brushing your teeth or shaving – this saves around **six litres** of water every minute

Take a four-minute shower, rather than filling up the bath, which uses around **100 litres** of water

If you have a dual flush toilet, **use the small flush** where possible

Check whether your toilet cistern is leaking down the back of the pan between flushes - this wastes on average **400 litres** a day

Kitchen

Make sure washing machines and dishwashers run on a full load, as 'half-load' settings use more than half the amount of water and energy

Use the plug or a bowl to wash dishes or vegetables, so you don't need to leave the tap running

You **don't need to rinse dishes** before they go in the dishwasher – simply scrape any leftover food into the bin. This helps keep the sewers clear too

Fix dripping taps – usually a new washer is all you'll need

For more tips visit seswater.co.uk/saving

...Start saving today

Outdoors

Collect rainwater in a water butt – plants love untreated rainwater

Consider planting drought resistant plants – you won't need to water them as much and they can withstand long dry spells

Clean your car or bike using a bucket and sponge rather than letting the hose-pipe run

Lawns do not need to be watered. Grass is drought resistant and as soon as the rain returns, it will recover. New turf only needs to be watered for the first month

How much money and water can you save?

Using water wisely not only helps the environment, but it could also save you money! Having a water meter fitted allows you to take control of your water bill and only pay for what you use.

“An average household could save £100+ a year, or even more in some cases”
MoneySavingExpert.com

Using less hot water, especially from showering and having a bath, will also help keep your energy bills under control. On average, showering for just one minute uses as much energy as lighting your home for the whole day.

To help you find out how much water you use and get water saving tips, complete the **GetWaterFit** calculator at seswater.co.uk/getwaterfit. The check will provide advice on your water usage, how to fit free water-saving devices, as well as fixing simple leaks to toilets and taps – you could also qualify for a free leak fix.

How much water do you use around your home?

20%

toilet flushing



38%

baths/showers



8%

washing machine

14%

kitchen sink



14%

bathroom sink



1%

outdoor use

4%

leaks (tap, toilet, shower, pipework)

1%

dishwasher



Other ways we can help you

Free leak repair scheme – Subject to eligibility we can offer you a free leak repair, whether it is inside or outside your home, as well as providing free water efficiency visits. Just call us on **01737 785859** or email leak@seswater.co.uk. You can find out more about the leak assistance we provide by visiting seswater.co.uk/leak



Education programme – We feel it's important to educate adults and children alike about the value of water. To find out more about our free education programme email communications@seswater.co.uk



Follow us on Twitter to keep up-to-date with the latest company news [@seswater](https://twitter.com/seswater)





**EVERY
DROP
COUNTS**



Ways you can get in touch

seswater.co.uk

01737 772000 including out-of-hours emergencies

0800 587 2936 freephone payment line

CustomerRelations@seswater.co.uk

Twitter: **@SESWater**

Customer Service hours: 8am to 6pm Monday to Friday

Wastewater customer queries:

Thames Water: **0800 980 8800**

Southern Water: **0330 303 0277**