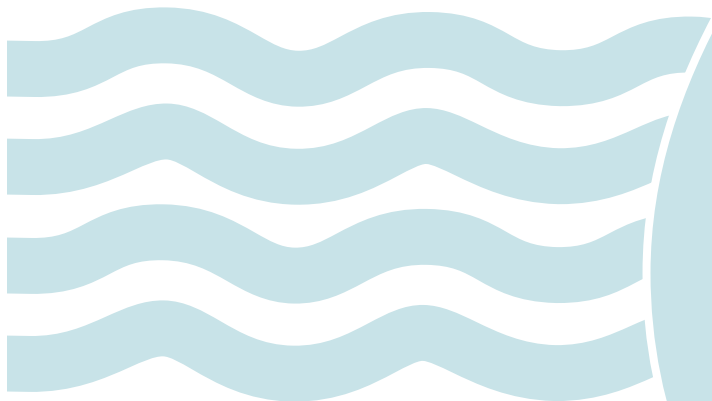




**EVERY
DROP
COUNTS**



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



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

150 litres

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.

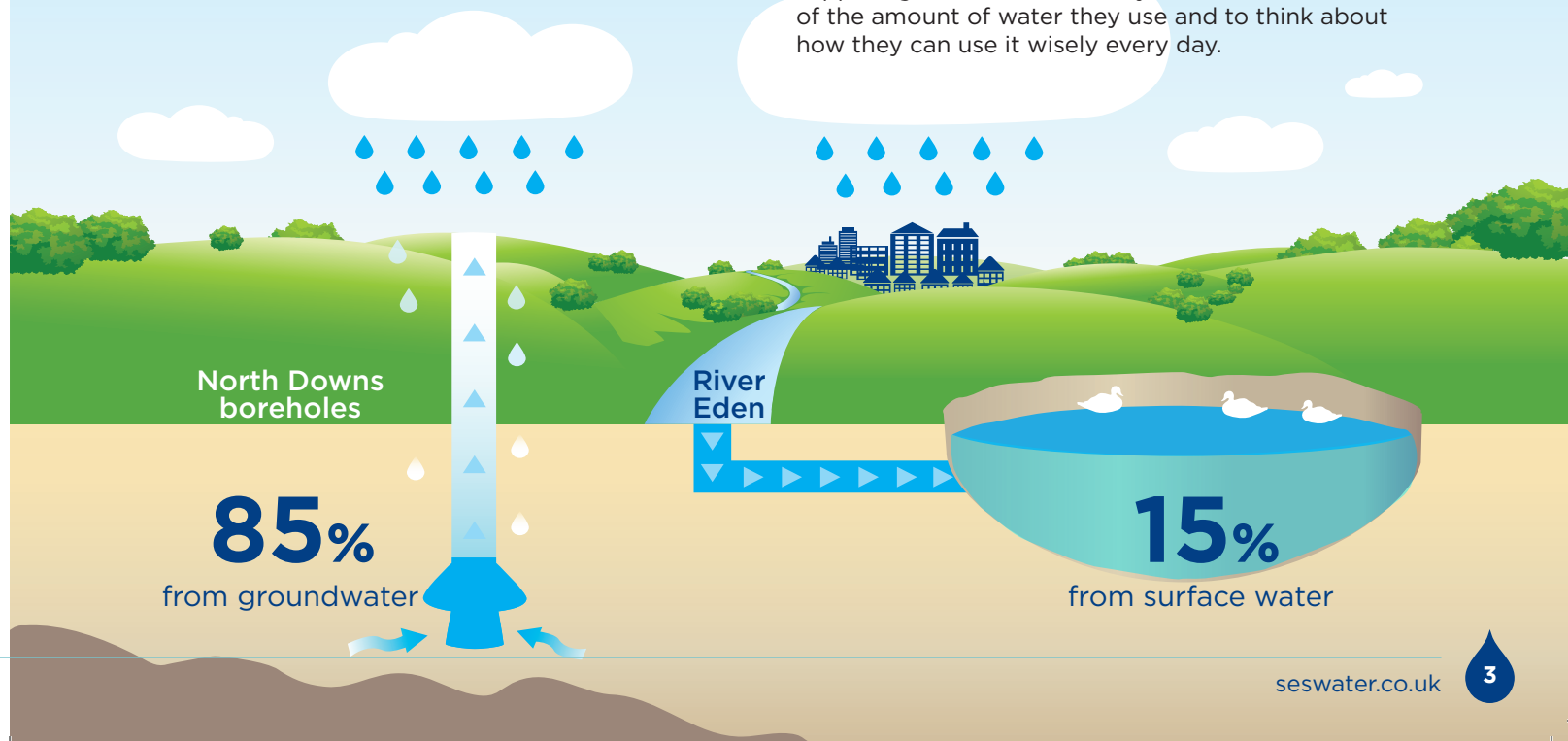
With higher than average water use putting more pressure on supplies, we must all do our bit to use water wisely. This booklet provides some useful tips to help you save water around your home.



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



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




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

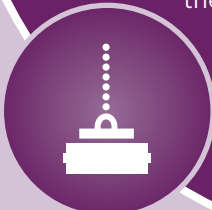


Check whether your toilet cistern is leaking down the back of the pan between flushes - this wastes on average **400 litres** a day

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

...Start saving today

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

Outdoors



Collect rainwater in a water butt – plants love untreated water



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 save, you can book a free 20-minute virtual water efficiency check by completing the **GetWaterFit** calculator at www.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 - all without the engineer needing to come into your home.

How much water do you use?

20%	toilet flushing	
8%	washing machine	
14%	bathroom sink	
4%	leaks (tap, toilet, shower, pipework)	

Other ways we can help you

 **38%**
baths/showers

14%
kitchen sink 

 **1%**
outdoor use

1%
dishwasher 

around your home?

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**

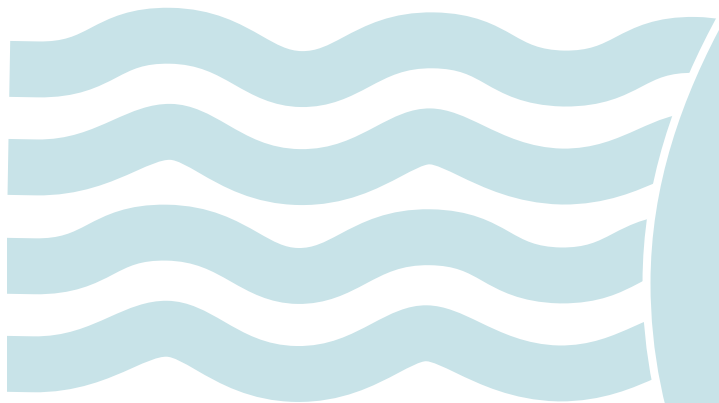


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**EVERY
DROP
COUNTS**



Ways you can get in touch

[seswater.co.uk](https://www.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**