



Unimod pours in savings

Water retailer, Water Plus, tells how its customers have benefited from the business water market.

Businesses in England have reduced their impact on the environment and saved millions of pounds in the first year of the business water retail market by working with Water Plus, according to recent figures from the business water retailer.

In the year to April 2018, Water Plus customers of different sizes have in total saved more than £4.8 million and reduced their water consumption by 1.9 billion litres – over 5.2 million litres per day – that's equivalent to 869,512 toilet flushes, or 65,213 baths, a day.

Chief Executive of Water Plus, Andy Hughes, said: "These new figures are just one example of what can be achieved through the additional



Businesses need to partner with a retailer who has the expertise and the range of services that will work for them.

help available out there for businesses. The £4.8 million savings for businesses through reduced consumption is on top of other savings that can be achieved through negotiating with a retailer or switching contract.¹

"Businesses need to partner with a retailer who has the expertise and the range of services that will work for them. But do your research, speak to your current provider and get any quotes on a like-for-like basis."

Water Plus has improved water efficiencies for its business customers through various measures which included:

- providing over 7,500 toilet flush-saving bags which should save about 20 million litres of water in a year – equating to saving about £52,000;² and
- carrying out more than 200 water efficiency site surveys to help businesses identify how to use water more wisely.

Site surveys also identified a big saving for one of their multi-site customers – a university – which would save more than £500,000 a year by reducing annual wastage by 211 million litres.

Water Plus has released its figures to show the extent of some of the benefits to businesses that have emerged in the first year of the water market in England.

Mr Hughes said: "Reducing water wastage not only helps businesses and public sector organisations to keep their water bills lower, but it also means less water needs to be treated by the water wholesalers. That benefits the environment by cutting the amount of energy used and reining in carbon emissions.

"We've been excited by the number of water-saving projects our proactive water management team have advised customers on since April 2017.

"The water market in England is still very new and we're working with wholesalers, the market operator, the regulator and others to help streamline processes to help businesses of all sizes and so that customers do not get any undue delays. Over the past 18 months, the scale of the market changes has been more complex than many ever envisaged and we have continued to make significant investments in our people, processes and systems to accommodate new market processes and help our customers."

In awareness-raising work, Water Plus experts attended more than 30 events during the 12 months beginning in April last year where they educated businesses about the new market and the opportunities and benefits now open to them. The company has also been helping customers through bilateral requests to wholesalers. These cover a range of areas that can help customers including supply checks and meter accuracy tests and Water Plus submitted more than 16,000 in the first year of the business retail market.

Mr Hughes continued: "We've listened to our customers and continue to do so as we evolve and the market develops. We're always looking for ways we can innovate and provide more services to help customers."

You can find out more about Water Plus and what it can do for businesses, as well as the benefits in the new water market in England, at www.water-plus.co.uk

1. Figures for amount and value of water savings are estimates based on a 12-month period if the water loss or leak was not stopped. Figures cover the period 22 March, 2017, to 17 April, 2018, when leaks were identified along with estimated water loss. Repairs on the identified leaks were carried out or the supply to the leaking area isolated, during the period 6 April, 2017 to 31 July, 2018.

2. Based on six flushes of six litres each, a day, per toilet.

Leaks: the hidden loss

Leaks at your site cannot always be seen, or heard, so we've created this 4 step guide to help your business.

1 Reality check

Before you look for leaks, also think about:

- Are you just using more water than usual, have you recently introduced a new process, product or machinery?
- Or was your previous bill based on an estimated reading which has since proved to be too low?

Still think you've got a leak? Take a look at step 2.

2 Check for obvious leaks

Take a good look around your site. Look for:

- Faulty taps: dripping or running taps waste thousands of litres a year.
- Overflows: check your water tanks or cisterns in the roof space. Is water dripping out of your overflow pipes outside?
- Toilet cisterns: these leaks can be hard to spot and waste a lot of water. New cisterns tend to overflow inside the toilet bowl rather than traditional cisterns that overflow outside.
- Faulty urinals: are they running constantly? This kind of leak will waste a large amount of water per year.

If you've followed steps 1 and 2 and you've still not got a possible cause for your unusual water bill, go to step 3.

3 Check the meter

Not sure where your meter is? You might find it:

- Inside: in a boiler room or cellar, or
- Outside: usually near the boundary or on a footpath on your site.

Remember: Only check your water meter if it's safe to and you can access it.

Found it? Now you should...

1. Choose a time when your business is not using water then turn off all taps and water-using appliances. The best time to do this is usually overnight, but we know this is not always practical.
2. Take a meter reading (including the red digits).
3. Don't use any water for at least an hour, then take another reading. The longer you can wait between the two meter reads the better.
4. Compare the two readings. Have they changed? If yes, then it sounds like you've got a leak.

4 Check the supply pipe

If your water meter is outside, the leak could be on your external supply pipe.

This underground pipe connects your business to the public water mains – you own this pipe and are legally responsible for it.

To check if your supply pipe is leaking:

1. Turn off your internal stop tap so that no water reaches your taps or inside pipes.
2. Check your meter again. Is it still turning? If yes, then you might be looking at a leak on your supply pipe.

For larger sites, including ones with complex water and wastewater needs, we have a leak detection and repair service. If you have a larger site and want more details, please contact: advancedservices@water-plus.co.uk

If your business wants to explore how our leak detection and repair service can help your site, please email: advancedservices@water-plus.co.uk

Find out more about saving water at your site at www.water-plus.co.uk

Waterplus