



Water Wise Survey - Action Sheet

As a result of the Water Wise Survey carried out by Guernsey Water (GW) in August 2011, it was found that Islanders generally have good habits when it comes to water usage.

However, there are a few areas where customers are either not aware of savings that could be made, or are not applying the knowledge that they have. These areas are:

► Install a Water Meter

Water meters are acknowledged as being the most effective way to reduce water wastage. Customers on a meter pay for the exact amount of water that they use, so by reducing the amount of water used, they can also reduce their bills.

The GW survey showed that only 18% of respondents already had a meter fitted, compared to 62% who did not (the other 20% were unsure). This is quite a surprising result, considering that 60% of people Island-wide have meters fitted compared to 40% who do not.

Industry figures show that customers with a meter fitted tend to use between 10-12% less water, due to their awareness of their usage directly impacting their bills. Also, any reduction in water usage will also impact positively on your wastewater bill.

Take a look at our meter information leaflet on www.water.gg to see if you can save money by having a meter installed. Meter installation is free, and can usually be carried out within two weeks of application (dependant on workload).

POTENTIAL SAVING - Looking at the usage figures for Islanders from 2010, the difference in water usage between metered and unmetered customers was actually 17.6% - quite a bit higher than the industry standard. Taking a typical unmetered property with a TRP of 150, the annual clean water bill would be £376 (£94 per quarter). A 17.6% reduction would bring the bill down to just under £310 (around £77 per quarter).

Once your meter is installed, you can then carry out the following changes to reduce your water usage and bills further. Even if you are not metered, from an environmental point of view it is important to reduce water wastage.

► Spend Less Time in the Shower

Most water and environmental companies suggest that 4 - 5 minutes is ample time to spend in the shower. However, GW's survey showed that 64% of respondents spend longer than 5 minutes in the shower. Using a shower timer (or any timing device - stopwatch/alarm clock etc.) will focus attention on the amount of time spent in the shower, and will hopefully lead to shorter showers.



POTENTIAL SAVING - The average shower will use around 6 litres of water per minute. If we compare a 10 minute shower against a 5 minute shower over the course of a year of daily showers, the water savings would equal 10,950 litres per year, or nearly 11 cubic metres.

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Based on 2011 water charges, a domestic metered customer would save **£19.25 per year, or £4.81 per quarter**. Add other householders taking showers into the equation, and the potential for substantial water and money savings is evident (and that's not even thinking about the potential energy savings from not having to heat as much water).

► Use Economy Settings on Appliances

The majority of dishwashers and washing machines manufactured in the last few years have an economy setting, which reduce water and energy usage. There has also been a lot of publicity recently regarding washing clothes at a lower temperature (e.g. 30/40°C instead of 60°C).

The GW survey showed that only 36% of respondents used the economy setting on their dishwasher, while 42% had a 'A-rated' washing machine (i.e. the most economical).



Economy settings work well because there is little detriment to the cleaning performance of the product (although the cycle can last longer) yet the savings can be significant.

POTENTIAL SAVING - Unfortunately it is very hard to obtain accurate data as to the savings possible by using economy settings due to the vast range of product models. Suffice to say that using the economy setting will make a difference - its is just hard to quantify how much!

► Fit Dual Flush Toilets

The majority of toilets purchased in the last few years will have a dual-flush system or similar, which is an internationally accepted method of saving water. However, a lot of people have older toilets which use a single flushing system. The GW survey showed that 68% of respondents still have at least one single flush toilet in their properties.

Toilet flushing is the highest single user of water in domestic properties, accounting for around 30% of usage. A typical dual flush system has 6-litre and 4-litre flushes, compared to a single flush with tends to use 12 litres. Retrofitting dual flush systems is relatively cheap and can be carried out by competent DIY'ers.

POTENTIAL SAVING - Taking an industry average of 60 flushes per week in a typical family home, the saving made by using the 6-litre dual flush compared to a single flush would amount to **18,720 litres per year or nearly 19 cubic metres**.



Using 2011's water charges, this represents a saving of **£32.76 per year, or £8.19 per quarter**. This calculation does not take into account using the 4-litre flush option (which would give further savings as in

theory it should account for the majority of flushes) or savings made from having more than one toilet.

For more information please visit www.water.gg