

Water efficiency

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About us...

- Supply clean water to 3.6 million customers
- 900 million litres per day
- 16,500km pipes



Our Vision
To be the leading community-focused water company



Our Challenge

High water users

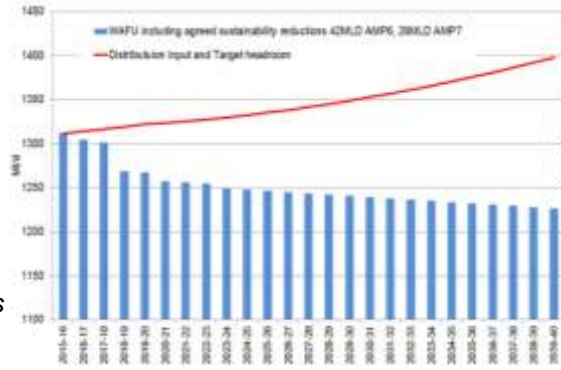
159 litres per person per day

Densely populated

600,000 increase in population expected by 2040

Sensitive environment

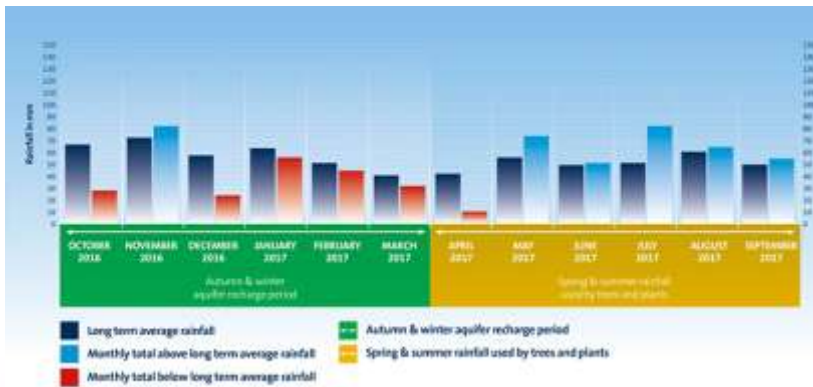
We are reducing abstractions by 42 million litres to protect the environment



If we do nothing, we face a shortfall of 170 million litres of water by 2040



Our current water resource challenge



10 year Water Saving Programme **Saving 56 million litres of water per day**

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**Reducing
leakage by
14%**



**2016/17 saved enough water to
supply 18,000 homes per day**



**Using new technologies to find
leaks**



**Live telemetry on 30% of our
network**

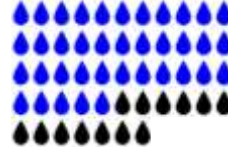
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Installing 525,000 meters



70% of customers believe metering is the fairest way to pay



A third of leakage estimated to be on private property



The reduction in usage in our Folkestone area



Helping customers to reduce their consumption



Campaign to raise awareness and understanding of water resources



100,000 free Home Water Efficiency Checks



30,000 people engaged through our education services



Building partnerships



Working with other organisations



What type of water user are you? Take the #TapChat quiz and find out!

Usage reduction of up to 50%



Most people do not worry about how much water they use, survey finds

By THE ASSOCIATION
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Carrying out and nationally publicising research



We can do more together...

