



DŴR CYMRU
WELSH WATER

Using water wisely

CUSTOMER INFORMATION





Water Facts

We are committed to providing you, in your home with all the water you want, when you want it, whatever the weather, whatever the time of day or year.

Dŵr Cymru Welsh Water's region benefits from a combination of high annual rainfall and landscape conditions which are favourable for water storage. In a normal year we supply about 950 million litres of water to our customers every day, though in hot dry summer weather, and freezing winter (which can cause pipes to burst) this daily figure can rise to over 1,150 million litres. In Wales water usage is heavily affected by the tourism industry. During the summer months we play host to some 10 million touring visitors each year and about 4 million holiday numbers stay here for longer periods.

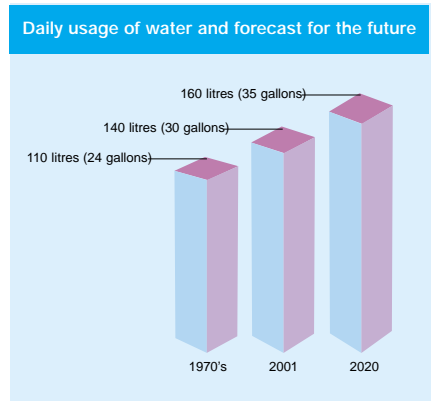
However, we know you want us to make sure that we don't take any more water from the environment than we need to. We are firmly committed to water conservation and promoting water efficiency.

Forecasting for the future

You may ask why are we committed to water conservation, given that during recent winters we experienced some of the heaviest rainfall since records began. However, the broader picture is that continuous rainfall keeps our reservoirs healthy in the short term but, there are other changing circumstances which need to be addressed. Such as population growth and the increase in average water use. With today's modern lifestyles we see water usage rising substantially. We take more baths, and more households have washing machines and dishwashers which means that we are using considerably more water than a quarter of a century ago. For instance in the mid 1970's each person used, on average 110 litres (24 gallons) a day. Today that figure has risen to over 140 litres (30 gallons) a day. If the current trend continues we could each be using 160 litres (35 gallons) a day by 2020.

As concerns for the environment in Wales grow it is right that all of us should think more carefully of how we use water, and we each have a part to play.

Dŵr Cymru Welsh Water has been able to reduce the risk of water shortage by the careful management of our resource systems, the reservoirs, river abstractions and boreholes so that we can cope with drought conditions without needing to use drought orders to make abstractions from the natural environment. We also manage carefully our supply and distribution systems to minimise waste and maximise efficiency in the use of water in delivering water to our customers. Part of our water resources plan is to promote sensible water use by our customers through encouraging efficient use of water.



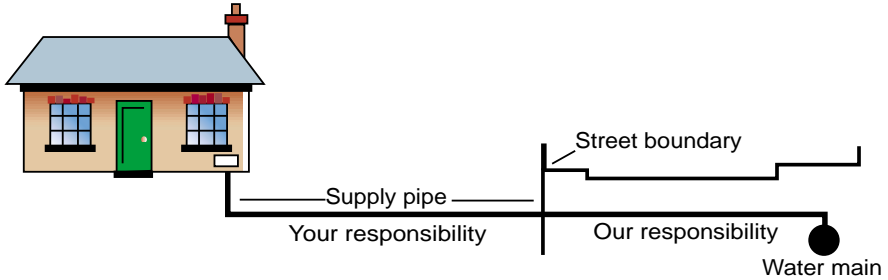
Keeping Leakage Down

We do make better use of our resources by reducing leakage from our distribution system. Leakage levels are affected by a number of factors including the length, age and condition of the water mains network and the operating climatic and ground conditions. Significant improvements have been achieved through round the clock monitoring by our repair teams, who quickly fix thousands of leaks every year, whenever or wherever they happen. Over a five year period (between 1995-2000) we managed to reduce leakage by 30% .

You can help us too. **Please let us know if you spot a leak by calling our leakline on 0800 281 432.** Our leak detection teams promise to respond within 24 Hours.

Free Repair Schemes

As part of our commitment to reducing leakage we also offer an incentive to customers to help combat the problem. For instance, although home owners are responsible for their part of the service pipe between our stop tap and their home, we will repair a leak on the home owner's part of the property free of charge. For further information please ring us on freephone **0800 052 0130**.

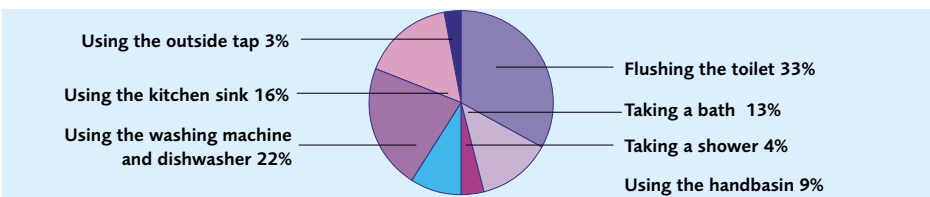


Why not opt for a meter?

Switching to a water meter could save you water and money. Installing a meter at your property will normally be free of charge. Why not telephone our meter installation help line on freephone **0800 052 0145** for further information.

Water Use in the Home

Where does the water go?



Water wise in the bathroom

We can each do our bit to save water in the bathroom by following these suggestions.

Should you take a bath or a shower?

You can save time and water by taking a shower. If you take a bath you could use up to 80 litres (18 gallons) of water. Whereas with a shower you are likely to only use around 30 litres (7 gallons).



Using the handbasin

When you're washing your hands make sure you put the plug in the handbasin and don't leave the tap running. A running tap can use up to 9 litres of water per minute.

If you leave the tap running when you're cleaning your teeth you can waste a lot of water. Turn the tap off when you're cleaning your teeth, and rinse out at the end with a beaker of water.

Flushing the toilet

Over a third of the water used goes down the toilet – typically each flush uses between 7 and 9 litres of water. Customers may benefit from installing a special water saving device for the cistern which reduces the amount of water used whilst still clearing the pan. Currently we offer the 'Hippo' saving device which will be of particular benefit in older larger cisterns. We are offering a 'Hippo' device to every customer that requests one. If you'd like to request one please ring us on freephone **0800 052 0145**.

Water wise in the kitchen

Washing machines and dishwashers

A washing machine uses up to 80 litres of water per cycle whether its full or not, and a dishwasher between 22 and 35 litres per cycle. When replacing your old machines consider choosing an ECO "water efficient" model. Make sure that your dishwasher or washing machine is full every time you use it.

Washing up

Never rinse dishes under a running tap, always use a washing up bowl when you're washing up. Its also useful to use your washing up water in the summer to water your plants. Dishwater that contains washing up liquid is an effective deterrent against greenfly.

Cleaning and peeling fruit and vegetables



Never clean and peel your vegetables under a running tap. If you do this you are running clean water down the plughole. Put the plug in the sink instead – if you soak your vegetables they become easier to peel.

Boiling the kettle

Only boil as much water as you need for making your tea, coffee or for cooking. If you fill your kettle to the brim every time you boil water you'll end up wasting electricity as well as water.



Top tips for conserving water in the home

We work hard to reduce leakage on our distribution system – you can help by reducing your leakage in the home.

Dripping taps

Most dripping taps only need a new washer to fix the problem. Dripping taps can lose up to 31,500 litres per year – more than one bathful a week.

Frost protection

Make sure that all the pipework and water tanks both inside and outside the house are adequately lagged. Cold winters can cause your unprotected pipes to freeze and the thaw could cause flooding in your property, if your tanks and pipes aren't insulated.

Overflows

Check all overflows to ensure they are not running unnecessarily.

Watering your garden

The garden can be the place where we use most water. A sprinkler can use up to 1,000 litres of water in just one hour – that's 220 gallons, more than a family will use in two days inside the house.