

Thames Water Wimbledon Community Forum

2nd December 2015

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Thames Water – Our Region

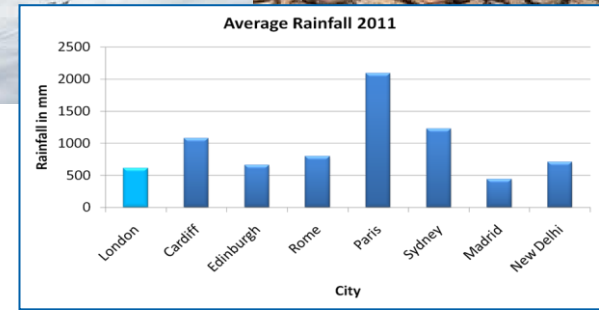
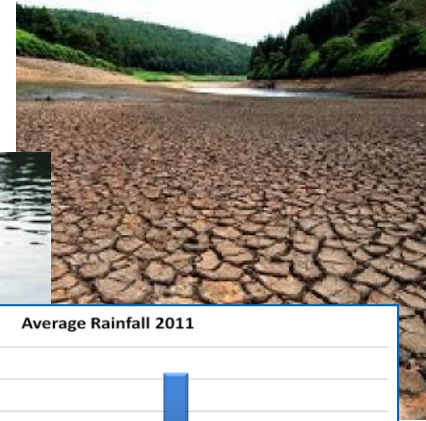
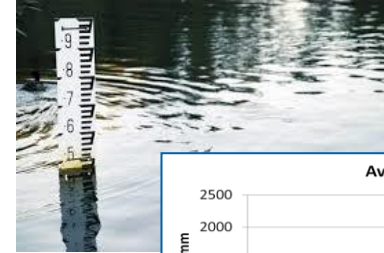


Why Save Water?



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Increasing Population

More weather extremes (flooding & droughts)



Environmental needs



Increasing demand & change in water use behaviours



Water Efficiency



Save water

- ▶ Save water at home
- ▶ Water-saving freebies
- ▶ Save water at work
- ▶ Save water at school
- ▶ Water efficiency campaigns

Ask us a question:

Water-saving freebies

Our water-saving freebies will help you save water and money at home and in the garden.

Order now



Calculate your usage

Water-saving tips

Visit Waterwisely

Love your river



Why save water?

On average, each of us uses 160 litres of water per day. That's over 1,000 litres per week and **twice as much as 25 years ago**.

Water supplies in our region are seriously stretched, with all available sources of fresh water for drinking already in use. This will only get more difficult as our population grows and our weather becomes more unpredictable. To secure supplies for the future we need everyone to use water wisely. By using less we can also reduce what we need to take from rivers and the environment to help support fish and other wildlife.

Enjoy water and savings!

Free and easy ways to save water and money



How we use water in the home

Average customer uses
= 160 l/person/day

Average household water use in London

1. Showers and baths	31%
2. Flushing the toilet	23%
3. Washing dishes	12%
4. Taps	11%
5. Washing clothes	8%
6. Outside water use	4%
7. Drinking	2%
8. Other	9%

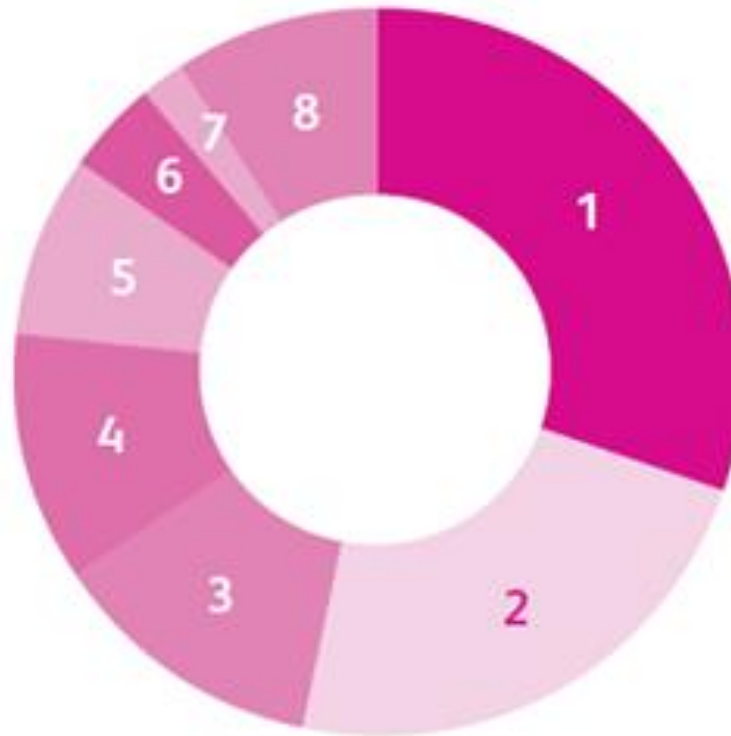


Figure 1 - Water Breakdown [2012 Data used in dWRMP14]

How can we all help to save water?

www.thameswater.co.uk/savewater

Top tips for saving water

- Turn off the tap when brushing your teeth
- Take shorter showers - we recommend four minutes
- Fix leaks and drips
- Reduce your water use in the garden
- Don't leave the tap running to clean dishes or vegetables

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The screenshot shows the 'Save water' section of the Thames Water website. At the top, there is a navigation bar with the Thames Water logo, a home icon, and links for 'Your account', 'Help and advice', and 'Save water'. A search bar is located on the right. Below the navigation bar, there is a 'Save water' section with a list of links: 'Water-saving freebies', 'Water-saving calculator', 'Why save water?', 'Advice', and 'Leaky loos'. To the right of this list is a large blue banner titled 'How much could you save?' with a calculator icon and a 'Get started' button. Below the banner are four icons representing 'Leaky loos', 'Why save water?', 'Advice', and 'Water-saving freebies'. At the bottom, there is a footer with the Thames Water logo, the slogan 'At the heart of daily life', and a list of links including 'Your account', 'Help and advice', 'Save water', 'About us', 'Media', 'Careers', 'Accessibility', 'Cookies', 'Legal', 'Privacy', 'Sitemap', 'Language support', and 'Helpful literature'.

Water & Energy Saving calculator

Find out how much water and energy you use at home with our easy-to-use interactive calculator

Washing machine 1 of 2

How many times do you use your washing machine per week?

10

0 20+

What temperature do you generally wash your clothes at?

30° 40° 60° 90°

Back Next

WATER COST
£ 84.00

ENERGY COST
£ 0.00

TOTAL COST
£ 0.00

Water Efficiency "TAP app" (Talk And Products)

Information Devices Leaks & Misc

Home Information Devices Leaks & Misc

Water Efficiency Devices

Free water-saving products



18 litres a day



15 litres a day



3.5 litres a day



36 litres a day



30 litres a day



30 litres a day

Report a leak

Report a leak

- Email customer.feedback@thameswater.co.uk
- Call our 24-hour freephone leakline on 0800 714 614
- Website www.thameswater.co.uk
- Twitter [#thameswater #tweetaleak](https://twitter.com/thameswater)

Response times - We aim to send a Network Service Technician out to investigate reported leaks within

- 2 hours – emergency scenarios
- 4 hours – urgent, causing flood or disrupting traffic
- 24 hours – good flow, but no impact on customers or road users
- 3 days – weeps, no impact on network or customers' supply

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Where did you spot the leak?

Street*

Town*

Postcode

Please tell us the nearest landmark to the leak e.g. door number, shop, bus stop etc.

How bad is the leak?

Please select from the images below*



Trickling



Puddle



Flowing down street



Major burst

Upload a photo (optional)

To help us assess the leak it would be really helpful if you could upload a photo.

Do you have a photo of the leak? Yes No

Your contact details

We need your details just in case our engineers can't find the leak.

Your name*

Contact number*

Postcode*

Address line 1*

Address line 2

Town*

Smart Metering

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What is smart metering about?

- Helping customers save water to help meet the supply and demand gap
- Identifying leaks on our network to help us fix them quicker and reduce disruption
- Putting our customers in control of their bills and how they use water

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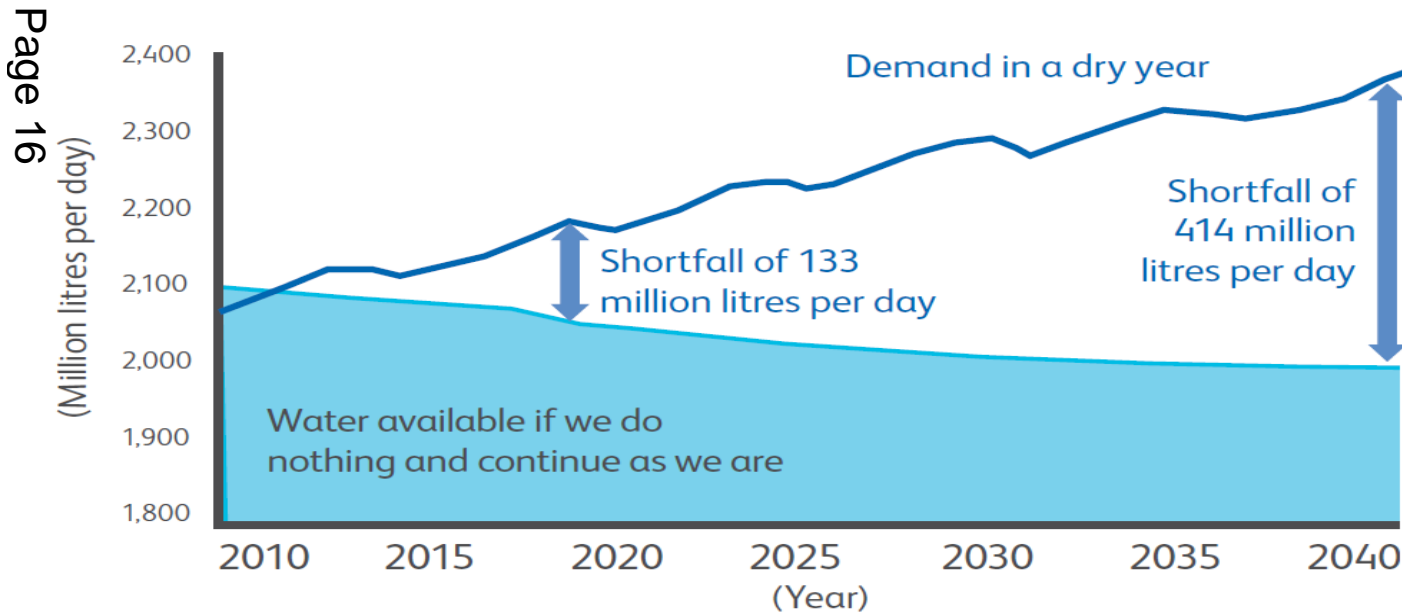


Supply and demand gap

On average, our customers each use almost **a third more** water than they did 30 years ago. On top of this, people in London each use far more water than people in other parts of the UK – **an average of 164 litres per day, as opposed to 147 litres for everyone else.**

By 2020 demand in this region will outstrip supply by **133 million litres of water per day, growing to 414 million litres per day by 2040** – equivalent to the water needed by 2 million people.

Forecast gap between supply and demand in London



Source: Draft Water Resources Management Plan, 2014

Metering approach

- Installing water meters is the most effective way to **address the supply and demand gap** in the immediate future as metered customers tend to use water more wisely.
- The Secretary of State for Environment approved our statutory **Water Resources Management Plan (WRMP)** giving us the go ahead to install meters on a compulsory basis. Metering also has the support of the Mayor of London, as well as environmental groups.
- By 2020 we aim to have 56 percent of our customers on meters, rising to 75 percent by 2030 – **aspiring to be a fully metered business.**
- Our programme started in **February 2014** and are currently working in 5 London boroughs including Bexley, Greenwich, Enfield, Islington and Camden.

Benefits: giving customers control



Meters are the fairest way to pay: As you only pay for what you use, just like energy bills.



People on meters use less: A third of our customers already have meters and use around 12% less on average.



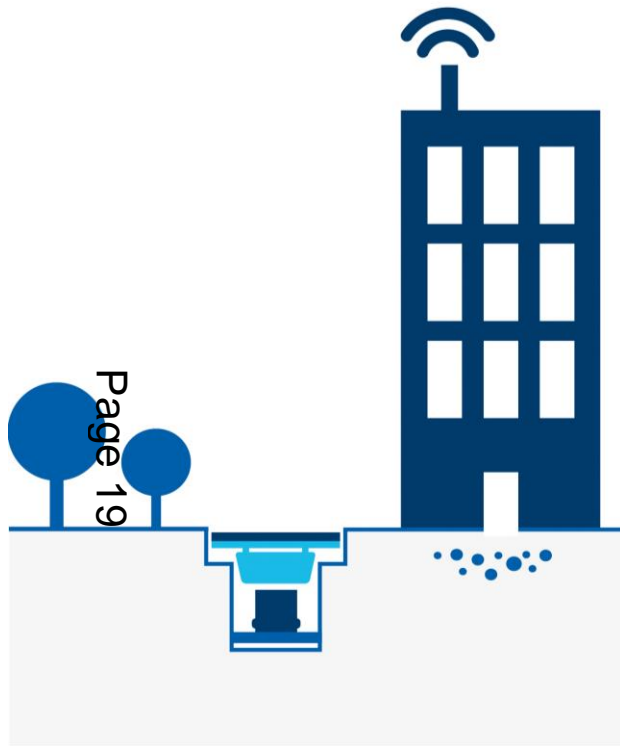
Customers can monitor their usage

so they know exactly how much they are using and what their metered charges will be.



Reducing leaks on customers pipes: Leaks on customers' pipes account for a quarter of all the water lost through leaks across our region.

How smart meters work



Customers' water usage is recorded by smart meter

Thames Water database



This data is transmitted using a radio signal and uploaded to our database



Customers can view their water usage online

Metering technology

- Our smart meters use wireless, long wave radio technology which enables us to read meters remotely
- The smart meters we are using have already been installed globally, and comply with UK legislation and EU standards (Radio and Telecommunications Terminal Equipment Directive).

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These meters have electromagnetic levels which are very low. Our smart meters are low powered using just 25mW power emission. Mobile phones use 80 times more (2,000mW) and Wi-Fi four times higher (100mW).

- www.thameswater.co.uk/Metering_website_-_Health_risks_of_smart_water_meters.pdf

Questions?

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