



Home water check service

Thank you to everyone who took part in our 10th online survey. We received over 1,200 responses which is great. The survey was about a new home water check service that we are introducing

Here's how you answered.

The first set of questions was about household water use

We normally describe water use in litres. It's useful to remember that large bottles of sparkling soft drinks often come in two litre bottles and a family size carton of fruit juice is often one litre.

- 46% of you believed that an average household uses 200 litres or less per day

In fact a typical home in the Wessex Region uses just under 300 litres per day.

We then asked how you think your water use compares to other households of a similar size.

- 67% of you believed that you use much lower or slightly lower amounts of water compared to other households of a similar size
- 21% of you believed that you use a similar amount
- Only 9% of you believed that you have much greater or slightly greater water use

It's great to hear how so many of you are using water wisely.

We explained that when you heat water in your home, such as when you take a shower or wash the dishes, you use energy. We asked you to say roughly what percentage of an average household energy bill you think comes from heating water.

- 41% of you believed that 20% of your energy bill comes from heating water and 45% believed that less than 20% comes from heating water

In fact 16% of the average household's energy use is from heating water.

We then asked you to consider a typical household over the course of a month and which activity you thought uses the most water.

- You thought showering and bathing and toilet flushing use the most water with both answers scoring 37%

In fact, showering and bathing accounts for the most water use in the home at over 40% (around 24% for showers and 18% for baths). Flushing toilets accounts for just under 30%.

Home water check service

We explained that we are going to offer a **home water check service** to help households save water, energy and money.

We would like to **visit customers in their home**, at a time that suits them, to talk about how they use water and while we're there to offer to **fix any dripping taps, fit water saving devices** wherever possible and give **general advice on water and energy efficient appliances**.

- Of those of you who wanted this service, 60% are interested in how they can reduce their water bill by using less water
- 47% would like to lower their energy bill by using less hot water
- 40% would take part to help the environment

We then asked you if you would like us to fit some water saving devices as a part of the home check service.

- 43% of you would be happy to have tap inserts or aerators fitted to reduce the flow of water from taps
- 37% would be happy to have a Save-A-Flush fitted in the toilet cistern to reduce the flush volume
- 36% would be happy to have a water efficient shower head fitted to reduce the amount of water used when showering
- 34% would be happy to have an EcoBeta device fitted to convert a single flush toilet to a dual flush toilet
- 24% would be happy to have a shower timer fitted. We believe this figure is slightly lower because we did not explain what a shower timer is. Below is a picture of a shower timer. It's easy to apply – moisten the suction cup and stick to either a bathroom tile or a glass enclosure. It is also easy to use - simply flip the shower timer when you get into your shower, and try and finish by the time the sand runs out!

This is what a four minute shower timer looks like.



We then asked you if we identified that there would be savings if you fitted a water efficient dishwasher or washing machine, would you purchase one?

- 53% of you would purchase one when your existing appliance needs replacing
- 30% of you said it would depend on the cost

We explained that the home water check will take between 30-45 minutes. We asked you when booking the appointment how important a range of options were to you?

- 83% of you thought the option of rescheduling the appointment to a date/time that meets your needs was important
- 68% thought text or email reminders of your appointment slot was important, and
- 40% felt the option of evening and weekend appointment slots was important

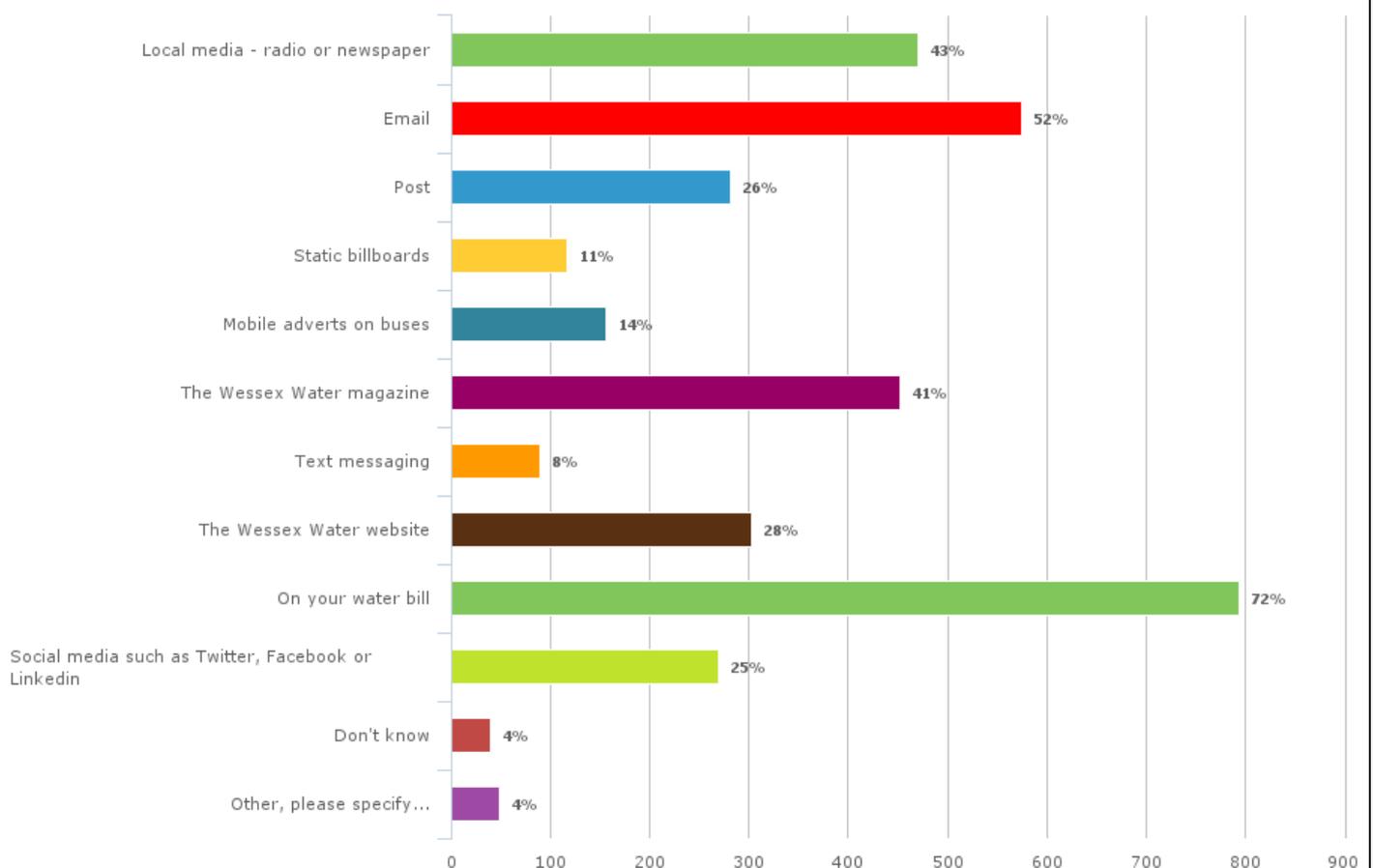
We asked if you would be willing to pay a small fee towards the cost of the home water check and fitting of water saving devices.

- 4% would be willing to pay and a further 47% of you may be willing to pay dependant on cost

We explained that the total cost of the home water check would be around £60 and then asked how much you would be prepared to pay for this service?

- 72% of you would pay £10 or more for the home water check
- 28% would pay £20 or more

We asked what you think is the best way to advertise our home water checks? The scores are shown in the chart below with 'on your bill' or 'by email' being the most popular answers.



Additional comments you provided

Thank you again to everyone who gave us additional comments about the service. We received over 300 suggestions that we are working our way through. They're really useful as we develop this service.

What next?

- It's great to see that so many of you would be interested in having a home water check. We are planning to do a pilot this year visiting around 5,000 homes and then roll the service out to more homes over the coming years. All of your feedback will be built into our home water check pilot.
- We won't charge for this service although it was interesting that a significant number of you would consider paying something towards the service providing the charge was linked to the amount of water saved and therefore a reduction in your water bill.

To order a free water saving pack or find out more about saving water in the home you can visit
www.wessexwater.co.uk/savingwater/

Thank you once again for being a member of 'have your say'.

Sue Lindsay
Head of Customer Relations
Wessex Water