

Self Audits in Southend and Hartismere 2001



In 2001, Essex & Suffolk Water's water efficiency programme focused on the Westcliff-on-Sea and Leigh-on-Sea areas of Southend, Essex and the Hartismere area in Suffolk. The project involved customer contact to explain the purpose of a water audit, and the delivery of a new pack comprising of a number of items for the customer to use or fit. The aim was to bring about a greater appreciation of water usage and water savings. The pack comprised of the following water efficiency products:

- Save-a-flush (additional devices could be requested)
- Dripping tap flow gauge
- Tap washers
- Shower flow gauge
- Shower timer
- Travel toothbrush with "turn taps off while brushing" message
- Hose gun
- Water21 tips for home and garden leaflet
- Audit booklet which explained how each of the above can be used.

The objectives of this project were twofold:

- To assess customers' willingness to carry out a self audit, and to complete and return the form provided
- To encourage customers to take their own actions to make their home more water efficient through the provision of a pack and 'tools' to allow informed assessments of water use and potential areas of waste and action.

The project concentrated on potential savings from toilet flushing, showering and tap re-washing.

The estimated savings resulting from the project are summarised below:

- 3,672 properties installed one Save-a-flush cistern displacement device and 1,336 installed two of the devices. In total, this resulted in water savings of 37.7 m³/day or **5.91 litres per property per day**.
- 58 properties had the Siphonmate variable flush device retrofitted on to their existing toilets. This resulted in water savings of **28 litres per property per day**.
- 4 properties had the Ecoflo WC cistern retrofit device installed, resulting in savings of **30 litres per property per day**.

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- 298 properties (4.72%) had dripping taps wasting on **average 10 litres per property per day**. 140 customers repaired their dripping taps.
- 68% of the 6,310 properties that completed the survey used showers. The average length of time spent in the shower was 5.88 minutes and the average shower flow rate was 8.98 litres per minute. If each customer was to follow the advice given and spend one minute less in the shower, the water savings would be **17.96 litres per property per day**.
- 5,435 customers (86.13%) stated that they would use the trigger hose gun, thereby providing a potential saving of 8,599 litres per day or **1.58 litres per property per day**.

At the end of the project 1,891 customers received a follow-up questionnaire, of which 663 (39%) completed and returned the forms. 40% of customers stated that they completed the survey to provide Essex & Suffolk Water with information. Reducing water use and helping the environment were also important reasons, emphasising the environmental awareness of the participants.

The trigger hose gun and shower timer were favoured items in the pack, although the Save-a-flush was seen to be the most useful item. 41% of customers stated that they thought their water use had decreased as a result of completing the home survey, whilst 80% of customers stated that they were more aware of their water use and how to use water wisely.

If you require any further information about the project, please telephone **01245 212360** or email **demand.planning@eswater.co.uk**.