

# AffinityWater

## FAQ's

### Water Efficiency Service

Business Demand Management



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### Who will carry out the visit?

The visit will be carried out by a third-party specialist in water efficiency, working on behalf of Affinity Water.

### How long would a water efficiency visit take?

We conduct visits Monday – Friday between 08:00-16:00 (if an earlier or later visit is required, please let us know). The visit can take up to one day with assessment and fixes being completed during this visit. Our teams are both extremely efficient and experienced. The visit should not interrupt any day-to-day activities.

### When can a visit be arranged for?

Our team will contact businesses directly to arrange a visit. It is important to note we will need to have the correct contact details for the site or facilities manager to ensure we can book the visit and meet them on the day.

### What is the time frame between the assessment and getting the problems fixed?

We would aim to do the assessment and fixes on the day during the one visit. If our engineer needs more time, they will inform the business.

### Will the assessment impact the day-to-day water supply when being conducted?

There will be no interruptions to the supply during our visit. If for any reason we need to return later to interrupt the supply, we will re-arrange a time out of hours to do so.

### Has my Water Retailer been contacted regarding the Water Efficiency Service?

Affinity Water works closely with retailers. Retailers are informed and consulted before any businesses are contacted.

### Are there any additional resources available for Primary Schools?

Affinity water offers a wide range of educational materials to support our water-saving mission which you can find out more about [here](#).

## How can businesses find out more about water efficiency?

Businesses and Retailers can find out further information and guidance on our [website](#), including practical tips, resources and further information on available support.

## How can businesses find out more about Smart Metering?

We are in the early stages of exploring smart metering for businesses. Although this is a separate programme to our Water Efficiency Service, you can keep up to date with all the latest smart metering developments [here](#).

## How can I promote Household Water Efficiency to our employees and customers that live in the Affinity Water Region?

Our home visits are a free and simple way to get advice and expert help from our water-saving experts. You can find out more about the home visit service [here](#).

We can also fix common household leaks like toilets, taps, isolation valves, compression fittings and flexible pipes, for free. You can find out more about the leak visit service [here](#).

### Still have questions?

If you require further assistance or want to speak with someone directly, please get in touch:

Email: [business.demandmanagement@affinitywater.co.uk](mailto:business.demandmanagement@affinitywater.co.uk)

