



# Visit Guidance

## Water Efficiency Service

Business Demand Management



## Purpose

Our Water Efficiency Service is designed to identify practical and measurable ways to cut water use. Many sites experience challenges such as hidden leaks and outdated water systems, which lead to higher than necessary usage. A water efficiency visit can help businesses to save money and reduce water waste.

## Eligibility

In the UK, all eligible businesses, charities and public sector organisations in England, regardless of the amount of water they use, can choose who provides their water and wastewater retail services from the retailers serving England. Affinity Water will require approval from your Water Retailer before undertaking any water efficiency services. Please be aware the approval process can take up to 28 days, in which, your Water Retailer may discuss alternative water efficiency options with you.

We collaborate closely with retailers to support water efficiency initiatives within businesses. To learn more about water and wastewater retailers in England, visit:

[Open Water](#)

## Agreement

By agreeing to a Water Efficiency Visit, Affinity Water may install water efficiency devices and fittings unless advised otherwise. It is the responsibility of the site to inform Affinity Water in advance of any considerations, restrictions or specific issues we should be aware of.

## Health and Safety

Health and Safety is a priority for all water efficiency visits and a risk assessment must be signed on-site. Our teams adhere to all relevant health and safety regulations to ensure a safe working environment for both site staff and our technicians.

## Site Visit Details

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

Our Water Efficiency Service typically takes up to one day, during which checks and installations are carried out in a single visit. Our teams work efficiently, and our visits should not interrupt any day-to-day activities. Visit durations may vary depending on site specific requirements and scope of work.

When booking a visit it is essential to provide details for a designated site contact, usually a facilities or estate manager, to enable access and coordination on the day.

If additional time is required for installations and repairs, we will notify you accordingly.

There will be no interruptions to the water supply during our visit. If supply interruption is necessary at a later stage, we will schedule this in at a time suitable for you.

## Funding

Funding for water efficiency measures will be determined on a case-by-case basis. Affinity Water generally covers the cost of basic water efficiency installations. Larger or more complex projects will be reviewed individually.

## Devices:

Our contractor will installed water-saving devices only on compatible water outlets. These devices we use are listed below, but not limited to:

- Tap Inserts
- Water Efficient Shower Heads
- Flush Saving Devices
- Urinal Control Systems

## Maintenance

It is the responsibility of the site to carry out any ongoing and future maintenance of the devices installed. We provide recommendations only to support the prolong use and lifespan of the fittings installed as part of your water efficiency visit and in line with L8 approved codes of practice. Should you already have a maintenance schedule for your fittings, please review our recommendations alongside this.

## Guarantee

All installed devices are covered by a guarantee. If you require more information about this, then please contact Affinity Water.

If you experience any issues following installation, we can return to assess the situation. Responsibility for existing water outlets and fittings, remain with the customer.

If you are unhappy with the service that has been provided, Affinity Water's Customer Resolutions team will fully investigate the event under our standard complaint's procedure.

## Post Installation

As part of our ongoing commitment to promote continued water efficiency and behavioural change, we provide additional materials following a water efficiency visit. These may include:

- Communication and Marketing Materials
- Post-visit summary report, covering:
  - Findings and recommendations
  - Potential cost and water savings
  - Support for internal reporting.