



  
**Affinity Water**

Your local supply, on tap

# Tips to save water, energy and money



# Save water, save energy, save money



Demand for water is increasing. It's estimated that by 2040, there will be an extra 600,000 people living in 280,000 new homes in our supply area, so securing a sustainable water supply is vital. The communities we serve have some of the highest water users in the country and we need to work together to save water for the future.

The key to water efficiency is to reduce waste – it's not about restricting your use. We want to help you reduce the amount of water you use. We can all make small changes to how we use water and choose more water efficient products for our homes and gardens.

## Water meters help control cost and water use

- Installing a water meter can reduce your water consumption by up to 10%, saving you money.
- If you use less water you are likely to save on your energy bills too! Apply for a meter online at:

[www.affinitywater.co.uk/getameter](http://www.affinitywater.co.uk/getameter)

According to the Energy Saving Trust\*, approximately **21%** of a household heating bill relates to **heating water for showers, baths and hot water taps**. This does not include kettles, washing machines and dishwashers, which use additional energy.

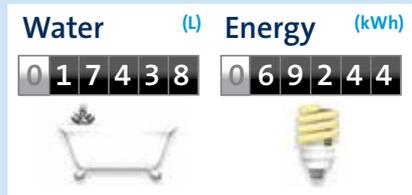


## See how much you could reduce your household bills with our Water Energy Calculator

Developed by the Energy Saving Trust, the Water Energy Calculator lets you find out how much water and energy your household uses and how to make potential savings by answering some quick and easy questions.

For more information, visit:

[www.affinitywater.co.uk/calculator](http://www.affinitywater.co.uk/calculator)



## Free water saving devices

As an Affinity Water customer you can order water saving products **free** from our website, including:



To order your products and for more ways to save water, visit:

[www.affinitywater.co.uk/savewater](http://www.affinitywater.co.uk/savewater)

# Save water in the bathroom



## Toilets

Toilets are the second largest users of water in the home – up to 10 litres per flush which is 30% of all domestic water.

Install a **'Save-a-Flush'** device in your single flush toilet – you can request one **FREE** on our website or by calling us.



## Baths

An average bath uses about **85 litres of water**. Use your meter to determine how much water you use in your bath by taking a reading before and after you have run it.

**Instead of a bath, why not take a short four minute shower?**



## Showers

A power shower uses **60 – 100 litres each time**.

Why not install a water efficient shower head\* – available **FREE** through our website – and take a four minute shower which only **uses around 35 litres**. A water efficient shower head will also help reduce your heating bill as well!



\*Not suitable for electric showers.

## The Water Saving Squad

Our Water Saving Squad is a team of water saving enthusiasts from Affinity Water who are here to help you save water, energy and money. The Squad regularly attends various fetes, carnivals, festivals and markets in your community to encourage efficient water use and distribute free water saving devices.

To find out if the Water Saving Squad will be visiting your town, please visit:

[www.affinitywater.co.uk/wss](http://www.affinitywater.co.uk/wss)



# Save water in the garden



## Watering

A garden sprinkler or hose pipe connected to your mains water supply can **use up to 1,000 litres per hour**. That's the same volume of water used by an average family over a two day period. A water butt is a great way to collect rainwater. You can use it to water your garden or wash the car.

For more information on discounted water butts, please visit :

[www.affinitywater.co.uk/waterbutt](http://www.affinitywater.co.uk/waterbutt)

- Water plants with a watering can or use a low volume watering device. You can make your own or buy seep hoses or trickle systems which give a controlled delivery of water directly to the plant.
- You can also use household water in the garden from used vegetable, washing up or bath water on your plants and lawn. A small amount of detergent or bubble bath will not harm your garden, but do not use it on vegetables.
- If you do have to use a hose, use a trigger gun that you can direct and switch off.
- Water plants in the early morning or evening when it is cooler – this will help stop the water from evaporating.
- When plants need watering, **give them a good soaking to wet the roots once or twice a week** in dry weather as this is more beneficial than daily light sprinklings. New plants need regular watering until they are established.

**It's worth remembering, if you have a garden sprinkler, you will need a water meter fitted.**

Trim your bill and save water in the garden with these simple actions whilst still keeping your garden in bloom. We offer a range of free and discounted water saving products to help you save water in your garden.



## Containers, pots and hanging baskets

Large containers and raised beds need less frequent watering than small pots. Place small pots into larger containers or group them together to help humidity and slow down evaporation. This will help them to survive very hot days.

Mix water retaining crystals in planting compost as it will help to keep the soil moist. Consider buying plastic pots with water reservoirs that store water.



## Lawns

Don't worry when your lawn turns brown during dry spells – it will recover when it rains.

Set your lawnmower blade high and cut the grass slightly longer in dry periods to allow the dew to be trapped. Water your grass at night to avoid evaporation and cut your lawn less frequently during dry weather and leave the cuttings on the lawn – it will return moisture and nutrients to the soil.

For more information please visit :

[www.affinitywater.co.uk/savewater](http://www.affinitywater.co.uk/savewater)



### Mulch

Apply organic mulch around plants and on borders to conserve water by reducing surface evaporation and weeds.

Used tea leaves / bags make a good mulch – roses in particular like cold tea!

On heavy soils use a mixture of organic matter, sharp sand or grit. This will **improve water retention** and reduce the chances of clay soils cracking during a dry summer.



### Plants

Choose drought resistant bedding plants such as Alyssum, Geraniums, French and African Marigolds and Petunias or plant perennials such as Aquilegia, Campanula or Heuchera.

Give plants a good soaking before you put them in the ground and if the root ball is dry, **submerge it in a bucket of water** before planting.



### Ponds

If you are filling a new pond, **leave the water to stand for 24 hours** before introducing plants and fish to reduce the chlorine content.

If possible, fill a pond with rainwater which is not chlorinated.

Pond water evaporates quickly in hot weather. As the water warms up, the oxygen levels drop and fish can be put under stress. Covering half to two thirds of the water surface with floating plants will provide shade for fish and cut down on evaporation.



### Vegetables

Group vegetables by their water needs:

- Leafy crops, together with cauliflower, broccoli, salad onions, peas, potatoes, runner beans and tomatoes need the most water
- Marrows and courgettes only need watering once the fruit starts to swell
- Broad beans, French beans, onions and sweetcorn will tolerate drier conditions, though yields will decrease
- Asparagus, beetroot and other root crops are the most drought tolerant.



### Swimming pools

Topping up swimming pools and ponds from a hosepipe can **use up to 1,000 litres of water per hour.**

Some pools automatically refill when the level is low. Assess how much water you use by taking a meter reading before and after you top up your pond or pool.

Make sure there are no leaks in your pool as topping up can use a great deal of water. As with sprinklers, swimming pools will also require a water meter.



### Car washing

A hosepipe can **use up to 240 litres of water** with each 15 minute wash. Why not use a **bucket and sponge to clean your car?** You will use much less water and your car will still be sparkling at the end.

## Water use in the average home



Source: Affinity Water Customer Usage Study

# Save water in the kitchen



## Washing machine and dishwashers

Only use your washing machine with a full load – it uses **less water than two half loads**, saving you money on energy and water.

If you are buying a new water appliance look at the Eco-labels for energy and water consumption.

Washer-dryers can use tap water to condense moisture out of clothes when they tumble dry, so you are actually using water to get your clothes dry!

Hang your washing on a line to dry if possible – your clothes will smell fresher and you will also save water, energy and money.

**Use your dishwasher only when it is full.**



## Taps

A dripping tap can waste a whopping **5,000 litres of water a year**.

Check all your taps to ensure they shut off. Change the washers on taps that do not shut off properly.

Fit flow restrictors or aerated tap inserts to **reduce water flow by up to 50%**.

Rinse vegetables in a bowl rather than under running water. You can then use this water on the garden, houseplants or even tip it in your water butt!

When boiling the kettle, save water and energy by only boiling enough for your immediate use.

Store tap water in a covered container in the fridge so you don't need to run the tap each time.

For more water efficiency tips and free water saving devices, please visit:

[www.affinitywater.co.uk/savewater](http://www.affinitywater.co.uk/savewater)



Need an approved plumber?



[www.watersafe.org.uk](http://www.watersafe.org.uk)



[www.facebook.com/affinitywater](https://www.facebook.com/affinitywater)



@AffinityWater



[YouTube.com/AffinityWater](https://www.youtube.com/AffinityWater)

# How to get in touch

Please keep as a handy reminder



**Website:**

**[www.affinitywater.co.uk](http://www.affinitywater.co.uk)**



**Telephone:** *(your call may be recorded for training or monitoring purposes)*

## Operational enquiries

(Water supply, quality and emergencies)

**0345 357 2407**

Mon - Fri 7am to 8pm

Sat - Sun 8am to 8pm

Emergency service operates outside these hours

## Billing enquiries

(Account, billing and moving home)

**0345 357 2401**

Mon - Fri 8am to 5pm

Translation service on request

## Leakspotter:

**0800 376 5325 or**

**0345 357 2404**

Calls to 03 numbers are charged at national rate from UK landlines and mobile phones. Calls to 0800 numbers are free to call from UK landlines and from mobile phones.



**Post:**

Affinity Water Ltd, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ

## Sewerage emergencies and general enquiries:

*Check your bill or check online for your sewerage provider.*

Anglian Water

**0345 714 5145**

Southern Water

**0330 303 0368**

Thames Water

**0800 316 9800**

## Other useful websites:

Consumer Council for Water

**[www.ccwater.org.uk](http://www.ccwater.org.uk)**

Anglian Water

**[www.anglianwater.co.uk](http://www.anglianwater.co.uk)**

Thames Water

**[www.thameswater.co.uk](http://www.thameswater.co.uk)**

## Easier reading

To receive this leaflet in large print, audio or Braille, please call **0345 357 2406**

## My Account – quick, easy and secure

Keep informed and manage your account online at:

**[www.affinitywater.co.uk/myaccount](http://www.affinitywater.co.uk/myaccount)**

Sign up to My Account, it only takes a few minutes – you will need your customer number located at the top of your bill.

**Start enjoying the benefits now!**

- Tell us you are moving
- Set up a Direct Debit
- Sign up to E-billing
- Change your contact details
- View and download bills
- View your outstanding balance

