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Here are some tips on the things you can do at home to save the water you use and be waterwise with **anglianwater**



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## Too good to waste!

Within the east of England, approximately 4.2 million customers receive their drinking water supply from Anglian Water. It is our responsibility to deliver this service whilst protecting and enhancing the quality of the environment.

As water becomes an ever-more precious resource, we are committed to promoting the efficient use of water to our customers.

With this in mind, we all need to try to be waterwise: not by going short or without, but by cutting out waste and unnecessary use.

## Be waterwise

We all waste water. Just think about how long the tap is left running each time you clean your teeth, or use a hosepipe when washing your car? By making a few small changes to your habits, you can help save water.

This booklet gives you some simple tips on how to save water. Most of them are quick and easy and won't make big changes to your lifestyle. What they will do is help you to save water and help protect the environment. You could save money too!

## How waterwise are you?

Answer the following questions to see how you measure up to the waterwise challenge:

1. Do you turn the tap off whilst brushing your teeth?
2. Do you wash vegetables or dishes in a bowl rather than under the tap?
3. Do you run half loads in your washing machine using the half load button?
4. Would you ask about water use when considering a buying a new washing machine or dishwasher?
5. Would you choose to have a shower instead of running a bath?
6. Do you save rainwater in a water butt for the garden?
7. Do you use a watering can to water the garden?
8. Do you water the garden in the cool of the evening instead of during the heat of the day?
9. Do you use a bucket and sponge to wash your car rather than a hosepipe?
10. Do you fix dripping taps as soon as you find them?

If you have answered yes to all or most of these questions, then congratulations, you are using water wisely. If you didn't, please read on for lots of tips and advice on how to save water and help to protect the environment.

At the back of this leaflet you will find a check list to help you understand how much water you and your family use in a day. You will also find a 'do it yourself' audit to help identify water leaks and other wastage.

A dripping tap can waste over 1,000 litres of water every year and the equivalent of 1.08kg of carbon.

## In the kitchen

### Check for leaks

To check for leaks, shut off all taps, using normal hand pressure and watch for signs of dripping.

If you want to be really certain, you could try this additional test –

- ◆ dry the area around your plughole last thing at night and put a ring of talcum powder around it
- ◆ first thing the following morning, check to see if the ring had been broken. If it has, the hot or cold tap, or both are leaking.

### Washing and preparation of food

A running tap can use up to 10 litres a minute.

When washing vegetables or rinsing dishes, avoid waste by using a bowl of water rather than placing them under a running tap.

### For a cold drink

Don't waste water by letting the tap run until the water gets really cold. Fill a bottle or jug, cover it, put it in the fridge and use it the same day for a cool and refreshing drink. It tastes great and is a fraction of the cost of bottled water.

### Kettles

If you are making a hot drink, only fill the kettle with the amount of water you need. This will save energy as well as water.

**Please note:** You must however make sure there is enough water in the kettle to cover the element.



### Washing machines and dishwashers

Washing machines typically account for around 14 per cent of the water used in the home, while the sink and dishwasher can account for an additional eight per cent. To make the most efficient use of your washing machine and dishwasher, only use them when you have a full load.

The average washing machine uses 80 litres of water during a full cycle or 45 litres on a half load programme. By running two full loads in your machine per week rather than four half loads, you could save 1,040 litres of water a year.

It is also worth noting that new washing machines are much more water and energy-efficient than they used to be. A new washing machine for example, will use about half the water and energy than the average ten year old machine. Similarly, modern dishwashers set on a full cycle can use less water to clean your dishes than doing them by hand.



## In the bathroom

### Brushing your teeth

If you brush your teeth for three minutes twice a day while leaving the tap running, you will use up to 30 litres of water every day, the equivalent of 23.65kg of carbon per person per year. Remember to turn the tap off between rinses. Better still fit a spray head to your taps.

### Dripping taps

Check your taps for dripping water by following the suggestions 'in the kitchen' section and replace any worn washers. To prevent having to 'top-up' water in a bath or basin; make sure the plugs fit properly.

### Bath and showers

The average bath uses 80 litres of water, but you can enjoy just as satisfactory a washing by filling the bath two-thirds full, saving you 10,000 litres of water each year (based on one bath a day).

Alternatively, a five minute shower uses half the water of an average bath. You could save up to 15,000 litres of water each year (based on one shower rather than a bath a day) or by fitting a low-flow showerhead, you could save even more water and money.

Avoid using a power-shower as these generally use a third more water in just five minutes than the average bath takes.

About a third of water used in the home goes down the toilet, so there is a great possibility for saving in this area.

### Toilets

You could be flushing away more water than the toilet needs to clear the pan, so check the water level in the cistern. After removing the lid, look inside on the back of the cistern, where there should be a watermark indicating the correct level. It may be a water line (W/L), a capacity mark (e.g. 7.5 litres) or a raised section. If the water level is above any these marks you should adjust the ball cock.

If your cistern is leaking, it could be using twice the normal amount of water. You can test for leaks by putting some food colouring into the cistern and checking the pan for any signs of dye. Check the overflow for dripping water. Look for signs of white or green marks on the outside brickwork or on the ground immediately below the overflow pipe.

Some larger cisterns can continue to work efficiently with a smaller flush. Why not use a water displacement device to reduce the amount of water released each time you flush? To request a 'Save-a-Flush' Freddie – Anglian Water's water displacement device, simply telephone us on **08457 145 145** or look on our website at [www.anglianwater.co.uk](http://www.anglianwater.co.uk).

Once fitted, you may find that you are double flushing, that is where the pan isn't cleared and the toilet has to be flushed again. If this is the case, please remove the bag immediately as you will not be saving water or money.

**Please note:** new cisterns only contain six litres of water and therefore are not suitable for water displacement devices.



Insulation – make sure that any exposed pipework is insulated to prevent costly and damaging bursts during the winter.

## In the attic and other areas of the home

### Water heaters and boilers

**Unvented direct hot water systems (gas)** – The type of boiler, known as COMBI, provides the heat for the central heating system and instantaneous hot water for domestic use. They are fed directly from the mains water supply and generally have a pressure relief valve, the pipe from which goes through the wall to the outside.

If you find water is dripping out of this pipe, the expansion vessel within the boiler may need recharging with air, or the system may be over-pressurised. We suggest you contact a local plumber for advice as soon as possible.

### Open outlet hot water heaters (electric)

– You may have an open outlet hot water heater with a swivel spot above the sink to deliver hot water. Even though the operating tap is turned off, occasionally a small amount of hot water comes out through the spout. This is due to expansion when the water is heated and is normal.

To make sure the inlet control is watertight, turn the heater off, let the heater cool down and then check for leaks. If in doubt, you should consult a plumber.



### Approved plumbers (Aplus)

If you require the services of a specialist installer, someone to undertake more complex maintenance and service repairs or are just a bit wary of those little ‘five minute’ jobs, then we recommend you look for Anglian Water approved plumbers (Aplus). All Aplus members have undergone an assessment test to ensure they have an understanding of the Water Supply (Water Fittings) Regulations 1999. You can request a certificate for any work carried out as an added reassurance that everything is compliant. For a list of approved plumbers in your area, why not telephone our call centre on **08457 145 145** or look on our website at [www.anglianwater.co.uk](http://www.anglianwater.co.uk)

Water tanks – check hot and cold water tanks for leaks or water running from the overflow. You may need to replace a worn washer on the inlet valve or adjust the ball valve.



Avoid using your hosepipe and save water.

## Outside the house

### Service pipe to your house

To check if you have a leak, find out where your mains water supply enters your house. This is usually under the kitchen sink unit or the downstairs cloakroom. Turn off the internal stop tap or make sure no water is being drawn off for use in the house.

If you don't have a water meter, stand as near to the pipe as possible and listen for a leak, which sounds like a tap that is continuously running. The pipe should be silent. This check is best carried out when the house is quiet.

If you have a meter, check if the dial is turning round. If it is water must be leaking through the supply pipe. If you detect a noise, check first that it is not the sound of an electrical appliance, such as a fridge or freezer. If you do discover a leak, check the details in our Watertight promise leaflet.



### External taps and pipework

Make sure any external taps and pipes are insulated to prevent costly bursts during the winter months. You should also check for signs of dripping water. Leave a bucket under the outside tap to see if any water may have leaked between uses. You can make sure it has not filled with rain by checking that another bucket away from the tap has remained empty.

### Preventing burst pipes

Although burst pipes are more frequent in the cold winter months they can happen at any time of the year. If your property is empty for a significant period, for instance if you go on holiday, it is a sensible precaution to turn the internal stop-tap off.

### Anglian Water's watertight promise

If you discover an external leak, check the details in our Watertight Promise leaflet, as you may qualify for the free service pipe repair scheme, subject to terms and conditions. To find out more about this service, call our leakage help line on freephone **0800 771 881** or visit our website at [www.anglianwater.co.uk](http://www.anglianwater.co.uk).



### Washing the car

Use a bucket and sponge to clean the car instead of a hosepipe. Hosepipes can use 150 litres of water in ten minutes, the equivalent of 162g of carbon. If you need to use a hose, fit a trigger attachment to it so that you can distribute the water more efficiently and it switches off when not in use.

There are lots of ways to be waterwise and still have a fantastic garden.

## In the garden

### Water butts

Collect rainwater from the roof and downpipes into water butts or buckets, then re-use the water in the garden. The water is also better for plants as it is soft and the right temperature for the garden. A standard water butt can collect up to 5,000 litres of rainwater in one year, saving the equivalent of 5.4kg of carbon.

### Hoses and sprinklers

Sprinklers use up to 1,000 litres of water per hour, as much water as a family of four will use in two days and the equivalent of 1.08kg of carbon. So before you turn it on:

- ▶ make sure you are on a water meter if you intend to use a sprinkler
- ▶ check the weather forecast first – it might rain tomorrow
- ▶ use a watering can instead – it is also more accurate
- ▶ water at dusk so less water evaporates, leaving more for the plants' roots.

### On the lawn

Grass is tougher than you think! It doesn't need watering even when it turns brown as a short shower of rain will soon bring it back to life again.

If you mow your lawn once a week to a height no lower than three centimetres, it will help encourage longer roots and also slow down evaporation.

In the autumn, use a fork to put holes into your lawn to improve drainage. Fill these holes with sand and this will allow water to get to the roots more quickly.

### Trees and plants

Think about planting a protective hedge around your garden. Trees and shrubs can help protect your garden from the drying effect of wind.

Use drought-resistant plants in your garden or varieties that thrive in dry weather such as sun rose, broom, cypress, hebe, myrtle, juniper and box hedging. These plants can reduce the need for watering by up to 25 per cent. Most garden centres will offer advice on plants that like dry conditions.

### Other tips to consider in the garden

Improve the soil moisture retention by adding organic material such as well-rotted manure. You can make your own compost using vegetable peelings and grass cuttings. This will avoid the need to buy any peat-based soil improvers, thereby helping improve the environment.

Water plants at the base thoroughly and infrequently. This will encourage roots to grow deeper in their search for water, which leads to stronger plants.

For more advice, why not take a look on our website [www.anglianwater.co.uk](http://www.anglianwater.co.uk) or visit our drought garden at Rutland Water.



## How much water do you use?

The amount of water you use is affected by:

- 💧 The number of people in your household
- 💧 How often you use your appliances
- 💧 The general condition of your internal pipework and appliances.

The average daily consumption per head across the Anglian Water region is about 135 litres. To help you understand how much water you use, the check list below will help you estimate how much water you use in a day.

	Average number of litres per use	Multiplied by the use per day	Total used per day in litres
Baths (per bath)	80		
Showers (per five minute shower)	40		
Showers (per five minute power shower)	100		
Toilet flushing	6		
Teeth cleaning/hand and face washing (under a running tap for three minutes)	15		
Cooking and food preparation	15		
Washing up in sink (each wash)	10		
Washing machine (per load)	80		
Dishwasher machine (per load)	25		
Hose usage in garden or washing cars (10 minute used)	150		
Sprinkler (per 10 minute use)	150		
Dripping tap (per day)	4		
Add up the figures to find out the daily use of water in your home (box 1)			
Number of people in the house (box 2)			
Divide box 1 by box 2 = your average daily consumption per head is			
The average daily consumption per head in Anglian Water's region is			<b>135 litres</b>

## DIY audit to help identify leaks and other wastage

Why not put aside a little of your time to check the following areas for leakage. You could also get the children involved and make water saving fun.

Checklist	Tick when done	Observations/ things to do
<b>In the kitchen</b>		
Kitchen sink taps	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
Utility sink taps	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
Washing machine	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
Dishwasher	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
<b>In the cloakroom</b>		
Toilet	<input type="checkbox"/> water level <input type="checkbox"/> siphon leak <input type="checkbox"/> overflow	_____ _____ _____
Vanity unit basin taps	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
<b>In the bathroom</b>		
Toilet	<input type="checkbox"/> water level <input type="checkbox"/> siphon leak <input type="checkbox"/> overflow	_____ _____ _____
Bathroom sink taps	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
Bath taps	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
Bidet	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
<b>En-suite bathroom</b>		
Toilet	<input type="checkbox"/> water level <input type="checkbox"/> siphon leak <input type="checkbox"/> overflow	_____ _____ _____
Vanity unit basin taps	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
Shower	<input type="checkbox"/> hot <input type="checkbox"/> cold	_____
<b>Other areas</b>		
Attic water tank	<input type="checkbox"/> water level <input type="checkbox"/> siphon leak <input type="checkbox"/> overflow	_____ _____ _____
Unvented hot water system	<input type="checkbox"/> checked	_____
Open outlet hot water heater	<input type="checkbox"/> checked	_____
<b>Outside the house</b>		
Supply pipe to house	<input type="checkbox"/> checked	_____
Outside tap	<input type="checkbox"/> checked	_____