



# Water efficiency guide

Your 4-step guide to becoming more water efficient



More 5-star Trustpilot reviews than all other water retailers combined



# The purpose of the guide

Our aim is to provide helpful tips and advice, as well as an easy step-by-step guide to start your business's water efficiency journey.

Reducing water usage saves money, enhances the reputation of your business, and preserves natural resources. But where should you start?

Our 4-step guide will help you through the first stages of setting up a water efficiency strategy.

## Section 1

# The importance of saving water

## Why save water?

Water is often taken for granted: You turn on a tap, and as if by magic, it appears. However, water is a resource like any other, and hence its supply should be treated with respect.

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As such, all businesses should make sure that their operations are as water efficient as possible. With a clear understanding of how and why your business uses water, you are better placed to spot unusual water usage which could be the result of a costly leak.

## What are the benefits of saving water?



### Save money on your water bill

No one wants to find out that they are unnecessarily overpaying when it comes to bills. Taking stock of your company's approach to efficient water use is one of the best ways to make sure you are not incurring unnecessary costs that can quickly add up.



### Lower carbon emissions

Saving water means saving carbon. Businesses that reduce water consumption use less energy to heat up boilers, showers, and hot taps. These businesses also produce lower levels of wastewater that requires less energy to treat and dispose.



### Protect the environment

Lowering water usage decreases water abstraction, the amount of water extracted from our rivers, and aquifers. Decreasing the amount of wastewater released back into the environment helps to prevent water stress.

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## Section 2

# Before getting started

Before you can become a water efficient business, it is important to understand and assess your current water consumption patterns. This allows you to set a baseline for which to build your water efficiency strategy.



To assess your current water usage, start by taking a meter reading. Regular meter readings help to track your usage and monitor consumption patterns. This quickly establishes any irregular usage and indicates whether you are on target to meet your water efficiency goals.



Start with a simple review of how your business uses water by following our [site walk around checklist](#).

Now that you understand your current usage, let's get you started with some quick, easy fixes. Once these are implemented, you can create your water efficiency strategy by following our 4-step guide.

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# Quick, easy fixes

Cost saving solutions to immediately improve your water efficiency.

The three solutions below can be implemented to offer an immediate quick, easy fix and start improving your water efficiency journey.



## Check for dripping taps

A dripping tap can waste up to 60 litres of water a week. If you have a dripping tap, keep in mind that you will be paying for that wasted water twice through your clean water and wastewater billing.



## Check for leaking pipes

Leaks can lead to major issues and flooding, so getting any leaks fixed as soon as possible is a priority.



## Install saving devices

Water saving devices can help your business reduce consumption without having to invest in high cost solutions. These can contribute to lower water bills, saving you money.





## Section 2

# 4-step guide to become water efficient

## Step 1: Identify your water efficiency goals

From simple fixes like ensuring leaking taps get fixed promptly, to larger scale solutions such as repurposing rainwater for flushing toilets or irrigating gardens, efficient water usage is well within your reach. Identifying what goals you want to achieve is the first step you need to take.

This can be done by setting water efficiency key performance indicators (KPIs). KPIs are the industry specific targets that you want your business to achieve. These should be measurable and can range from:

- Establish baseline water efficiency performance
  - Track changes in efficiency over time
  - Compare your water use to published benchmarks for your industry
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## Step 2: Action plan

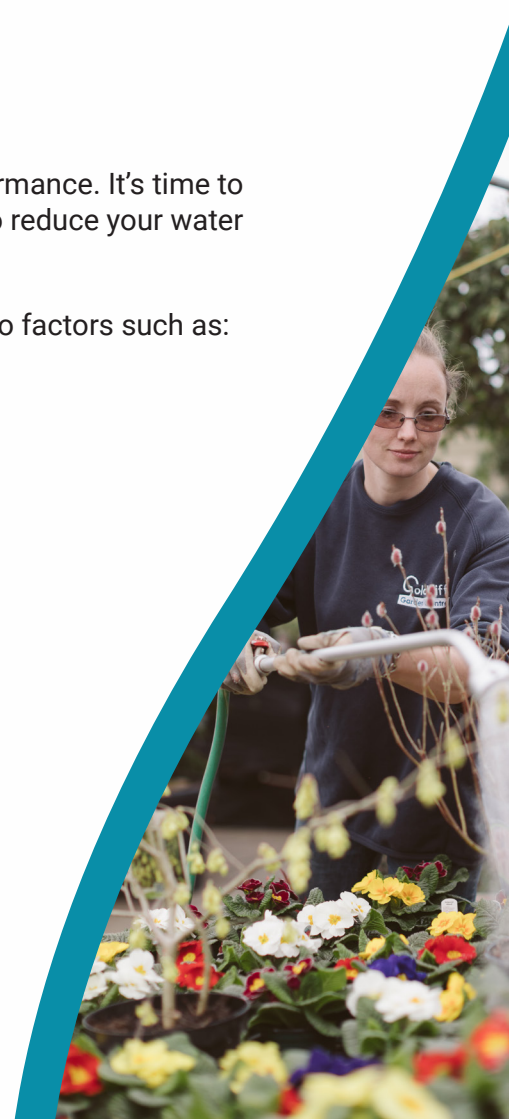
Once your KPIs have been identified, the goal is, of course, to improve performance. It's time to start deciding what actionable measures to put in place. What can you do to reduce your water usage and reach these goals?

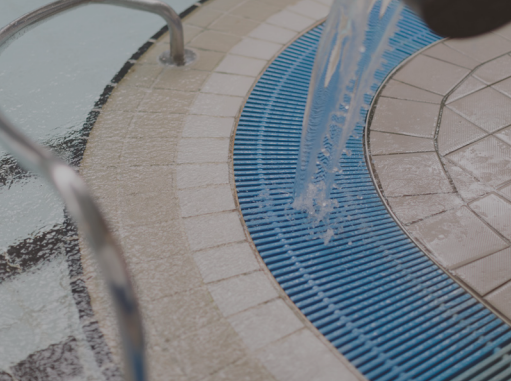
There are many water saving techniques, so prioritisation is key, according to factors such as:

- The budget available for investment
- The water savings possible through each action
- Operational costs of any technology solutions

### Did you know?

A leaky toilet can waste up to 400 litres of water every single day which will be drastically increasing your water bills.





## Check for leaks

Water leaks are usually unexpected, often invisible, and can be very costly. Leakage is a key area which should be addressed in any effective action plan. The water and costs savings possible through remediating even simple leaks are shown below. For example:

### A dripping tap...



**One drop/second**  
4.8m<sup>3</sup>/year  
£11/year

### A leaking pipe...



**3mm stream**  
366m<sup>3</sup>/year  
£731/year

We worked with [Swindon Borough Council](#) to discover the source of a leak that could have wasted nearly 80 million litres of water a year.

The leak was first discovered because the council used their water meter readings and spotted they were abnormally high. If they hadn't tracked their usage, the leak wouldn't have been discovered and the annual cost of the leaking water would have been £250,000.

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## Behavioural change

The biggest changes happen when employees are engaged in your water efficiency measures. Educating employees on water saving strategies will help to save on your business water consumption and reduce monthly bills over time. Start saving water straight away by putting a few practical measures in place and sharing ownership.



Don't leave  
taps running



Use a basin to  
wash dishes



Ensure dishwashers  
are full before running



Report dripping  
taps and leaks

### Communication and leading by example is key

If employees don't see their company making efforts to save water, they will be less incentivised to do so themselves. By implementing employee training sessions that highlight the importance of saving water, this will help encourage all employees to take ownership.

- **Rewarding employees** – incentivising change, nominating a 'water efficiency champion'.
- **Offering water saving resources** – free employee reusable water bottles and coffee mugs
- **Friendly reminders** – educational posters in the workplace

## Step 3: Implement water saving devices

We have highlighted a range of water saving devices that will help reach your business efficiency goals and cut down your water bills. Cost effective water saving gadgets will help you identify areas to reduce water usage and leakage.



### Taps and showers

**Flow limiter:** An aerated or regulated flow device inserted in an existing tap

**Replacement:** Replacing existing tapware with new water efficient models



### Leaks

**Identification:** Metering data and water balance models to identify any leakage

**Localisation:** Technology solutions are available to pinpoint the location of leaks



### Toilets and urinals

**Push button actuator:** User controlled flushing

**Occupancy detector:** Infrared systems to sense when a urinal has been used

**Waterless urinal:** Delivered through siphonic traps or deodorising pads

**Low flush toilets:** Can save over 50% of water used per flush

**Retrofits:** Minimise water use in existing toilets through flush volume restriction

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## Industrial

**Flow controllers:** Devices to restrict flows in existing equipment

**Nozzle & sprays:** Purpose designed and targeted water efficient sprays

**Clean-in-place systems:** Dedicated systems to clean large equipment



## Other

**Monitoring and targeting:** Tracking water consumption through metering data

**Staff awareness training:** Controlling user-influenced water consumption

**Management:** Actively following water use trends to drive efficiency

We helped a St Albans school locate and repair a leak, and obtain a full leak allowance from their water network Wholesaler of over £13,600.

[Click here](#) to read the full case study

**£13K**

saved on leak  
allowance



## Step 4: Consider alternative water sources

Alternative water sources represent a different option to mains water. They are typically used for applications for which water treated to a high quality is not needed, including flushing toilets and urinals, grounds irrigation, and various process uses.

There are multiple benefits of using alternative water sources and these help to achieve the primary water saving goals: saving money on your water bill; lower carbon emissions; and protect the environment. However, they must be responsibly managed to ensure their safe use.

### Alternative water sources include:

- Rain and stormwater
- Water runoff from roofs or ground areas collected and stored for reuse
- Boreholes
- Wells drilled to allow access to underground water sources
- Surface water
- Water sourced from rivers, streams
- Reclaimed water
- Water which has already been used in onsite processes, and is reclaimed for reuse
- Greywater recycling: recycling water that has already been used for further business operations, e.g., water from sinks reused and diverted to flush toilets.

# Continual development

Now that you've implemented your water efficiency strategy, measuring effectiveness is key to maintaining and improving your efforts. To ensure you're achieving continual development, review what processes are working towards your goals and identify which aren't. Remember to tailor your water efficiency measures and adjust where necessary.

## Have you considered a larger investment?

Everything we have advised so far has been a low to mid-cost solution. By investing into your water efficiency strategy, you can reach your goals much quicker.



### AMR & Limpet Readers

If your meter is difficult to access, or you have multiple meters onsite, you may want to consider investing in an Automatic Meter Reading (AMR) device or Limpet readers.



### Greywater recycling systems

Greywater recycling systems have been shown to reduce water consumption by up to 40%. The systems reuse wastewater that is disposed from internal appliances.



### Water efficiency audits

Professional water audits are a helpful tool for continual development when you require additional guidance towards reaching your efficiency goals.





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