



# Water sustainability

Castle Water Limited

Tamzin Hall

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# Water sustainability vs Water efficiency

Castle Water

- Water Sustainability is the ability to meet the water needs of the present without compromising the ability of future generations to do the same.
- Water Efficiency is the effort to reduce the direct consumption of water.
- We are using nearly twice as much water as we were 60 years ago. Saving water is about living more sustainably and adapting to climate change, which can save you time, money and protect our planet.
- By saving water at home and at work, you are also saving gas and electricity usage (from heating water).



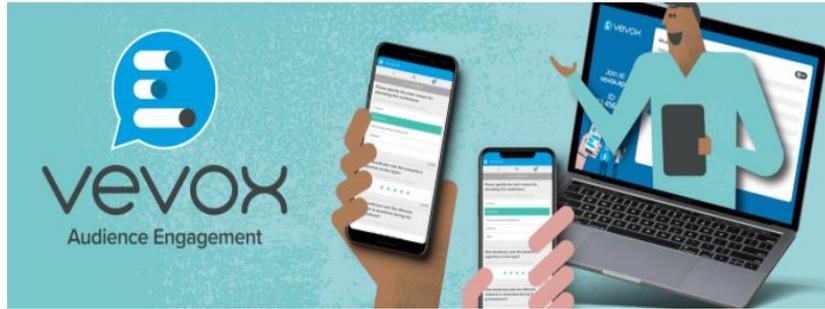
Saving water will reduce your water bill PLUS it will help decrease your carbon footprint. What is good for your business can be good for the environment, too.

Let's now look at how you can save water at work and at home..



# Water efficiency quiz

First let's have a quiz!



We are going to use Vevox for a Water Efficiency Quiz  
Use the QR code,  
visit <https://vevox.app/#/m/139135461>  
Or head to Vevox.com and add session ID;  
139-135-461

Join at:  
**vevox.app**

ID:  
**139-135-461**



# Water Efficiency at work

**Step 1: Understand your water use;** where you are using water and what you use it for could you a water balance models. Use our walk around checklist.

**Step 2: Set Key Performance Indicators;** measuring water efficiency performance over different time periods helps to gain a better understanding of how your business uses water.

**Step 3: Water efficiency action plan;** Castle Water's experience suggests a robust Water Efficiency Action Plan can save up to 50% of a site's water related consumption and costs.

**The Water Management Hierarchy: What should you consider?**  
Reduce costs and eliminate water waste to enjoy greater savings for your business

- Eliminate**: Educate your staff to avoid using water where appropriate. Consider if the water using activity is actually required?
- Alternative water use**: Prevent the inappropriate use of mains (potable) water. Can you hygienically use an alternative water source in the activity?
- Reduce**: Consider options to improve water efficiency. Can existing fittings be upgraded to improve water efficiency?
- Reuse**: Can water efficiency be increased through its reuse? Consider if the reused water needs to be treated prior to reuse?
- Recycle**: Can water be recycled for use in another water using activity?

**Site walk around checklist - Water**

Area	Y/N	Y/N	Y/N
<b>Billing</b>			
In your meter correctly sized for your operations?			
In your return to meter allowance correctly set?			
Does your trade effluent agreement reflect your operations?			
<b>Management</b>			
Have you set water consumption Key Performance Indicators (KPIs)?			
Do you graphically track the development of your KPIs over time?			
Have you communicated water saving targets to your staff?			
Have you compared your consumption against industry best practice benchmarks?			
Have you produced a water balance model?			
Have you considered the possibility of using alternative water sources?			
<b>Metering</b>			
Does your metered consumption conform with hourly checks of your operation?			
Do you have sub-meters on your key water using processes?			
Does your meter need a 'baseline flow' (indicative of leakage) when site is inactive?			
<b>Efficiency</b>			
Are there any visible leaks around the site?			
Are processes optimised (are they using just enough water for their purpose)?			
Have you discussed water efficiency with your roofing team service contractor?			
Have you discussed water efficiency with your boiler service contractor?			
Have you discussed water efficiency with your cleaning contractor?			
Are landscaped areas planned for low water use?			
Do you clean floor surfaces in a water efficient way (sweeping rather than hosing)?			
Do you use trigger sprays where possible for washing floors and vehicles?			
Are amenity taps low flow (aim for 4-6 litres per minute)?			
Are showers low flow (aim for 6-10 litres per minute)?			
Are toilets efficient (aim for 4-6 litres per flush)?			
Are urinals efficient (controlled flushes vs. flushes on timers)?			

**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

**Taps and showers**: Flow limiter: An aerated or regulated flow device inserted in an existing tap Tap Replacement: Replacing existing tapware with new water efficient models

**Toilets**: Low Flush Toilets: Can save over 50% of water used per flush  
Retrofits: Minimise water use in existing toilets through flush volume restriction

**Industrial / process**: 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

**Leaks**: Identification: Metering data and water balance models to identify any leakage  
Localisation: Technology solution is available to pinpoint the location of leaks

**Other**: Monitoring and Targeting: Tracking water consumption through metering data  
Staff Awareness Training: Controlling user-influenced water consumption  
Water Management: Actively following water use trends to drive efficiency

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Visit [castlewater.co.uk/waterefficiencyguide](https://castlewater.co.uk/waterefficiencyguide) to download your free Water Efficiency Guide



# Water efficiency at work – Achieving behavioural change

How Castle Water can help you

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- Talk to staff about your water savings initiatives.
- Include water savings policies and procedures in staff inductions.
- Encourage staff to contribute to water saving ideas.
- Discuss water efficiency at team meetings and provide regular reports on water use figures.
- Appoint a 'water champion' to check meters and monitor water use.
- Establish a baseline for water use and set achievable targets for saving water.
- Co-ordination of activities (workshops, training, etc.)
- Quantify achieved water savings
- Provide savings updates to management & staff
- Water efficiency programme inductions
- Posters and stickers
- Newsletter
- Add a filter to your tap water

**Visit [castlewater.co.uk/waterefficiency](https://castlewater.co.uk/waterefficiency) to download your free guide to behavioural change**

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# Water Efficiency at Home

Tips to save water at home

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**Install a water butt in the garden.** The average roof collects 85,000 litres of rain a year, enough to fill a water butt 450 times!

**Reuse paddling pool water.** Keep the water in your paddling pool for another day or reuse it to water your flowerbeds

**Use a watering can instead of a hose.** A hose can use enough water to fill twelve baths every hour! So use a watering can when you can. Garden sprinklers and hosepipes left running can use between 500 and 1,000 litres of water an hour.

**Water your plants at cooler times of the day.** Water your plants early in the day when it's cooler so your plants will retain more moisture and won't need watering as much.



# Water Efficiency at Home

Tips to save water at home



**Don't cut your grass too short.** Shorter grass dries out quicker so needs watering more often. Watering using a hose or sprinkler uses enough water to fill 12 baths every hour. So water less by growing your grass longer.

**Use a bucket to wash your car.** Wash your car, use a bucket rather than a hose. This can save approximately 220 litres of water.

**Use a Scum Ball.** Use a Scum Ball in your pool or hot tub to help prevent the formation of scum lines and reduce foaming. Simply place the Scum Ball into a clean pool or hot tub to absorb more than 40 times its weight in body oils and lotions

**Take shorter showers.** Having a short shower is an easy way to reduce your water use, heating bill, and carbon footprint. On average you'll save 12 litres of water a minute!



# Water Efficiency at Home

Tips to save water at home

**Only run the dishwasher when it's full.** The average dishwasher uses 10 litres of water each time? You can reduce your water use, energy bill and carbon footprint by only running the dishwasher when it's full.

**Turning off the tap when brushing your teeth.** A running tap wastes approximately six litres that's 24 litres a day!

**Wait for a full load before running your washing machine.** Washing machines use roughly 60 litres per cycle, so only wash clothes when you have a full load and use the Eco button.

**Fix Dripping taps.** Fix dripping taps – they can waste enough water in a year to fill a child's paddling pool every week of the summer.

**Put Hippo Bag or Brick in your toilet cistern.** This can help save up to 5000 litres per year. e.g. hippo bag or brick!



# Water Efficiency – next steps

Where can you find out more?

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## Free water efficiency resources

We give free, practical advice to help your business use less water to become more sustainable and reduce costs.

Find your step-by-step Water Efficiency Guide, Site Checklist, Behavioural Change guide and more at [castlewater.co.uk/waterefficiency](https://castlewater.co.uk/waterefficiency).



## Castle Water Blog

Our weekly blog is packed with helpful tips and advice on water efficiency, sustainability, and cost reduction.

Read the latest post at [castlewater.co.uk/blog](https://castlewater.co.uk/blog).



## Website notifications

Stay up-to-date with the latest advice and news from Castle Water by switching on notifications at [castlewater.co.uk](https://castlewater.co.uk).

To sign up, visit our website and click the 'bell' icon in the bottom left corner of your screen.



Castle Water Limited



@CastleWaterLtd



Castle Water Limited



@castlewaterofficial



# Q&A

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Opportunity  
to ask questions



# Resources for you

## Benefits of drinking water

There are many benefits to drinking water and staying hydrated!

- Spiral shock absorber
- Helps aches and pains
- Improves focus
- Keeps skin healthy
- Boosts energy
- Suppresses appetite
- Improves digestion
- Supports kidney function

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## CASTLE WATER Online resources

We have a wide range of resources available to our customers on our website to help you stay in control of your business water, keep your bills up-to-date and your costs down.

- MyAccount**  
MyAccount has everything you need to stay in control of your Castle Water account, all in one place.
- Your bill explained**  
Unsure of how your business water bill is calculated? Check out our helpful interactive bill explainer.
- Save water, save money**  
Our free, downloadable, Water Efficiency Guide is packed with easy and practical tips to help your business save water and money.
- Castle Water blog**  
You can find helpful tips and advice on water efficiency, sustainability, and cost reduction on our weekly blog.
- Helpful FAQs**  
Have you got a question about your bill? Check out our helpful FAQs.
- Moving in, moving out**  
Are you moving premises? Tell us on MyAccount, or on our self-serve form on our website.

Log in or register for MyAccount at [castlewater.co.uk/myaccount](https://castlewater.co.uk/myaccount)  
Visit [castlewater.co.uk](https://castlewater.co.uk) to find all of our other useful resources

\*MyAccount is currently unavailable to Scotland customers that do not have Consolidated Billing or Trade Effluent. Customers not eligible for MyAccount can use our quick online self-serve button at the top of the homepage at [castlewater.co.uk](https://castlewater.co.uk) to pay a bill, submit a meter reading, or tell us they are moving premises.

## CASTLE WATER Water Efficiency

We give free, practical advice to help your business use less water to become more sustainable, keep your bills up-to-date and your costs down.

- Site Walk Around Checklist**  
Start with a simple review of your business water usage.
- Submit regular meter readings**  
Submitting regular meter readings on MyAccount\* will help to track your water usage.
- Large organisations**  
We can work with you to address the additional water management needs of your large business and match them to our specialist partners.
- Castle Water blog**  
You can find helpful tips and advice on water efficiency, sustainability, and cost reduction on our weekly blog.

Log in or register for MyAccount at [castlewater.co.uk/myaccount](https://castlewater.co.uk/myaccount)  
Visit [castlewater.co.uk/waterefficiency](https://castlewater.co.uk/waterefficiency) for more tips and resources

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## CASTLE WATER MyAccount

**What is MyAccount?**  
MyAccount is your online customer portal that has everything you need to stay in control of your account keep your bills up-to-date and your costs down, all in one place.

- View and download invoices
- Check your account balance
- Find your water meter
- View your Statement of Account
- Submit meter readings
- Update your details
- Tell us if you're moving premises
- Access a full range of helpful FAQs

Log in or register for instant access at [castlewater.co.uk/myaccount](https://castlewater.co.uk/myaccount)



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# Thank you

**Tamzin Hall**

Tamzin.Hall@castlewater.co.uk  
castlewater.co.uk

