



Smarter Home Visit

Twenty65 Conference

4th April 2017

Rosie Rand – Thames Water, Water Efficiency Project Manager
Ben Coles – Groundwork London

Business rationale & context.

Why water efficiency?

South-east of UK
is water stressed

Weather
extremes

Increasing
demand

Increasing
population



Perception is often stronger than reality

.....is this how you think about water?



Business rationale & context.

Why water efficiency?

Customers' preferences for water resource options



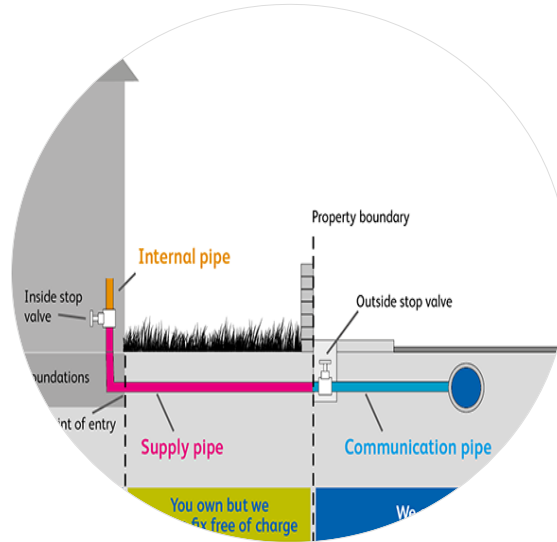
“Our customers have told us they want us to help reduce demand”



So why metering?



Customers with meters tend to use **12%** less



1/4 of our leakage is 'customer side'



We want a controlled, **smart network**



Progressive Metering – progress so far

>150,000
smart meters
installed
(since April 2016)

10%
of homes have
continuous
flow (ie leak)

2.6
million meter
read a day
(since April 2016)

414,000
smart meters
installed by
March 2020

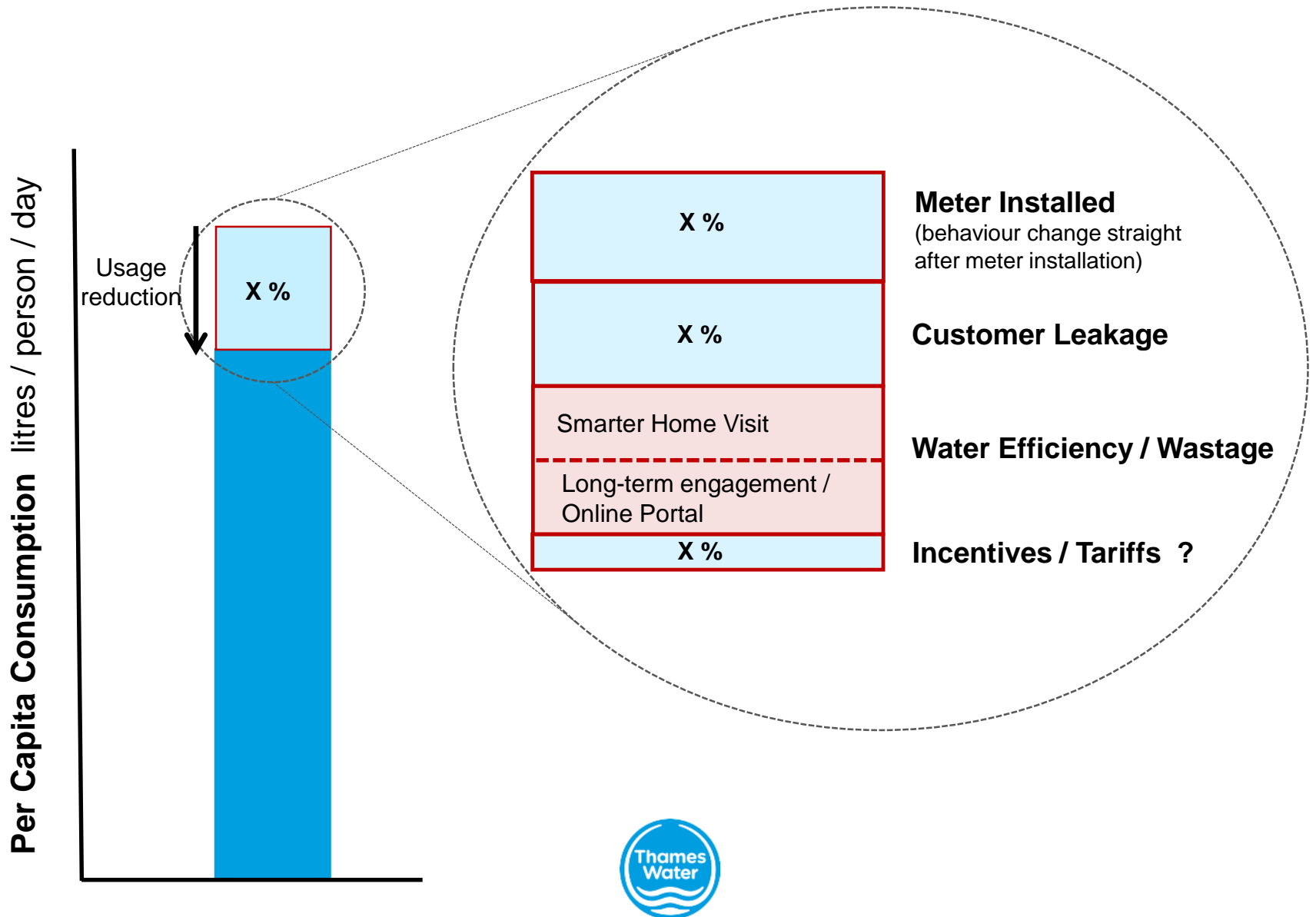
50:50
CSL vs internal
'wastage'

By 2025 this
will increase to
35 billion
meter reads
per year



**Meter Data
Management
System**

Demand reduction through smart meters



Water efficiency – benefit to our customers

Reducing water use also benefits our customers by:

- Saving money on their water bills
- Reducing hot water use can also save money on energy bills



“A family of four could save up to £180 a year”



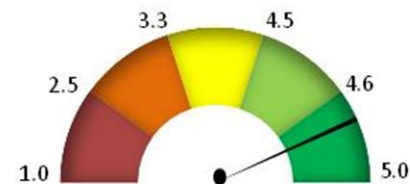
Smarter Home Visits



Smarter Home Visits (SHVs)

- Single largest water efficiency initiative in UK water sector
- In-home retrofit of water saving devices
- In-home personalised water audit and savings plan
- Delivery in parallel with Progressive Metering Programme
- Every house that gets a new smart meter is offered a free SHV
- Delivery with Groundwork London (local enviro charity)
- Will compare Ofwat assumed savings to actual smart meter results

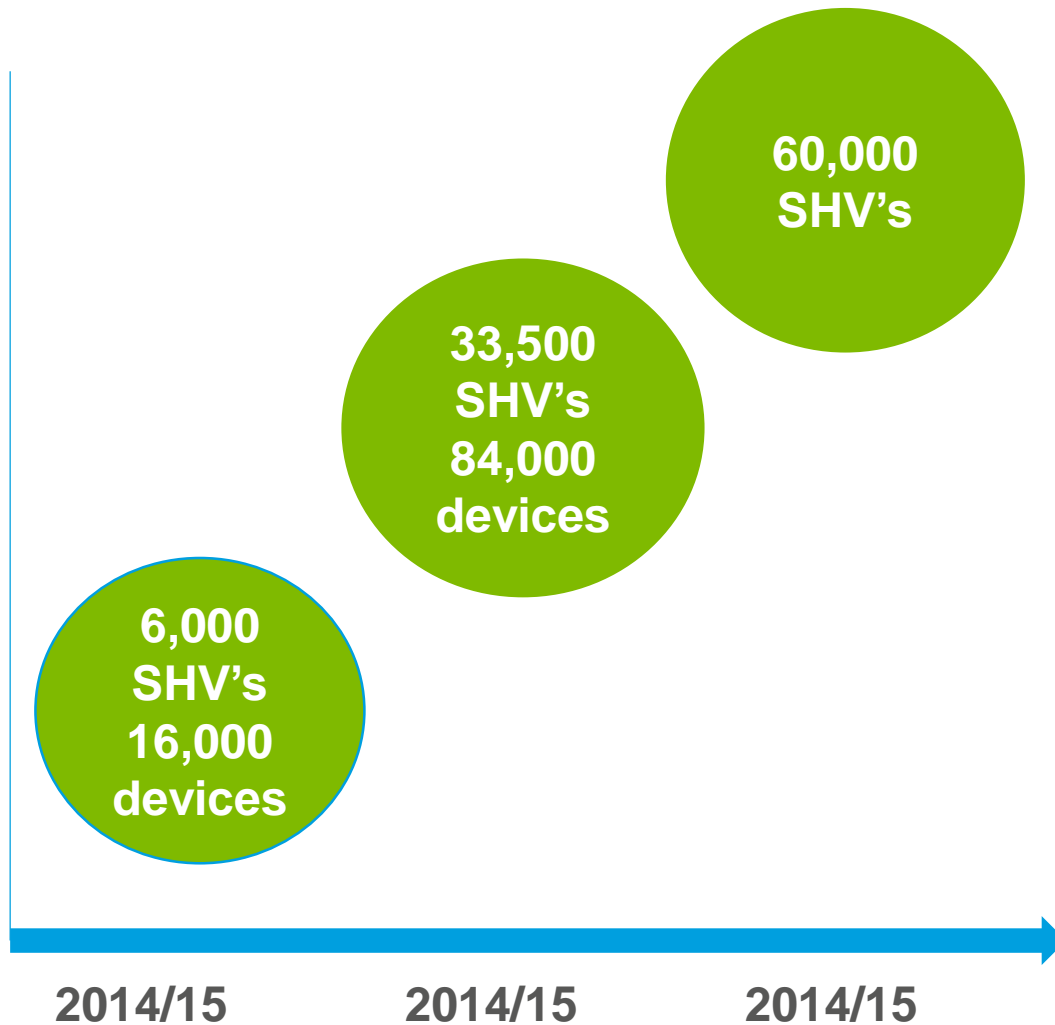
SHV CSAT to date:



4.73



Business impact and results.



Highest uptake rate
+75% say 'yes' to SHV

Free 'Wastage' fixes
Saving > 425,000 litres
each day

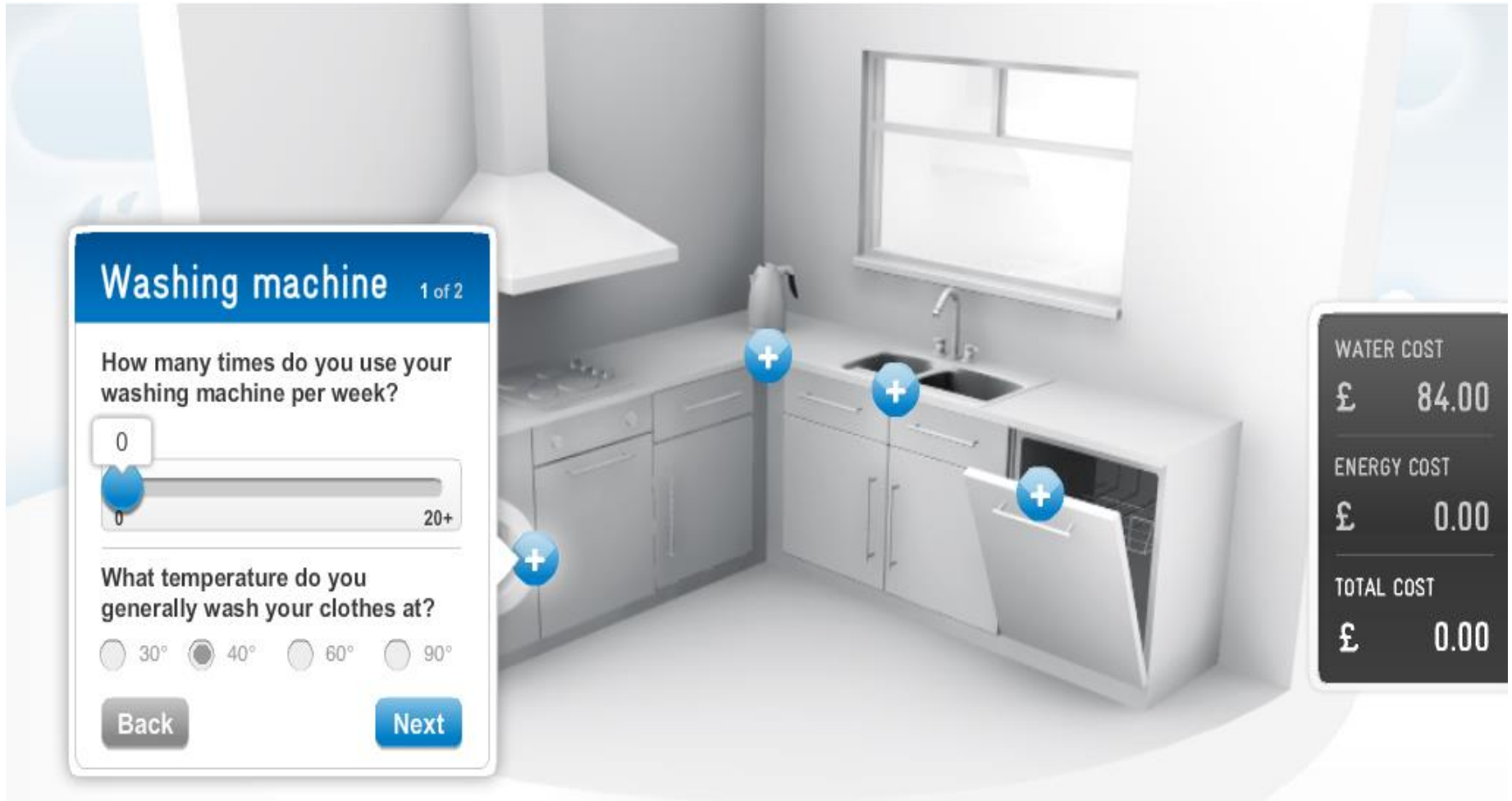
Maximises water
savings and helps
future demand

Increased Customer
Satisfaction score
(Rant & Rave)

**Smarter
Business
Visit** pilot
underway!

Thames Water – ‘TAP App’

Interactive in-home engagement software



Innovative & creative solution.

Smarter Home Visit 'TAP' App

Water Energy Calculator results Save Results

Your household usage per year

Water (L) **Energy** (KWh)

1 1 2 8 7 4 0 0 2

Your household bills £308.00

Your water comparison

L / person / day

Category	Value
UK Average	150
Current Usage	154
Potential Usage	132

Your current usage

- + General
- + Kitchen
 - Your current usage
 - Washing Machine
 - Dishwasher
 - Sink
 - Kettle
- + Bathroom

Home Information Devices Leaks & Misc

Smarter Home Visit – Customer's report



Amanda Wilson
35 Westergate Road
LONDON
SE2 0DR

Your water report. Current usage.

Based on what you told us during your Smarter Home Visit on 03/05/2016 we've put together the following report.

Your general information

Number of people who live at your address: 2 Water heating method: electricity

Your estimated household usage per year

Water
(shown in litres)

107,805 litres

That's about 1,348 bathtubs a year.



Energy to heat hot water
(shown in kilowatt hours)

2,016 kWh

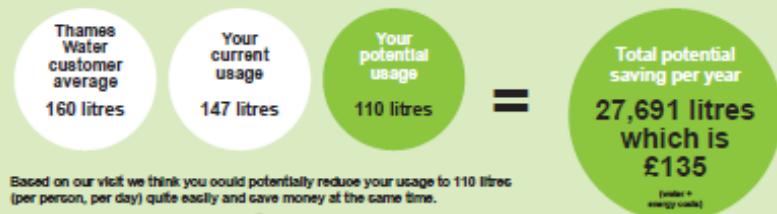
That's about 178 light bulbs a year.
Equivalent to the energy typically used by this energy saving light bulb in a typical home.



Based on this usage, your household bills should be about £297 per year for water (including your standing charge) and about £210 per year for energy required to heat your water.

That's a combined cost of around £507 a year.

What you could save per person, per day



Based on our visit we think you could potentially reduce your usage to 110 litres (per person, per day) quite easily and save money at the same time.

Turn over to see how you could save. ➔



Your water report. Current usage.

Here's what you are currently spending based on what you told us. We've calculated your potential savings based on you acting on our water-saving advice.

	Current spend (water + energy costs)	Potential saving (water + energy costs)	Water-saving advice
	Per year	Per year	
Kitchen	£173	£103	Your actions
Washing machine	£82	£0	Use a bowl instead of a constant running tap
Dishwasher	£0	£0	
Sink	£141	£103	
Kettle	£12	£0	
Bathroom	£247	£32	Your actions
Shower	£81	£12	Reduce the time spent in the shower from 5 to 4 minutes
Bath	£33	£0	
Sink	£98	£8	Ensure the basin tap is turned off when brushing teeth or shaving
Toilet	£67	£11	
Outside	£0	£0	Your actions
Garden	£0	£0	No savings were identified on the visit, but you might still be able to save more. Use our online calculator to find out how, the link is below.
Car	£0	£0	

Standing connection charge: £87

£135
in total

Don't forget, you can check how you are doing with the online water savings calculator at thameswater.co.uk/savewater



Your savings can save lives.

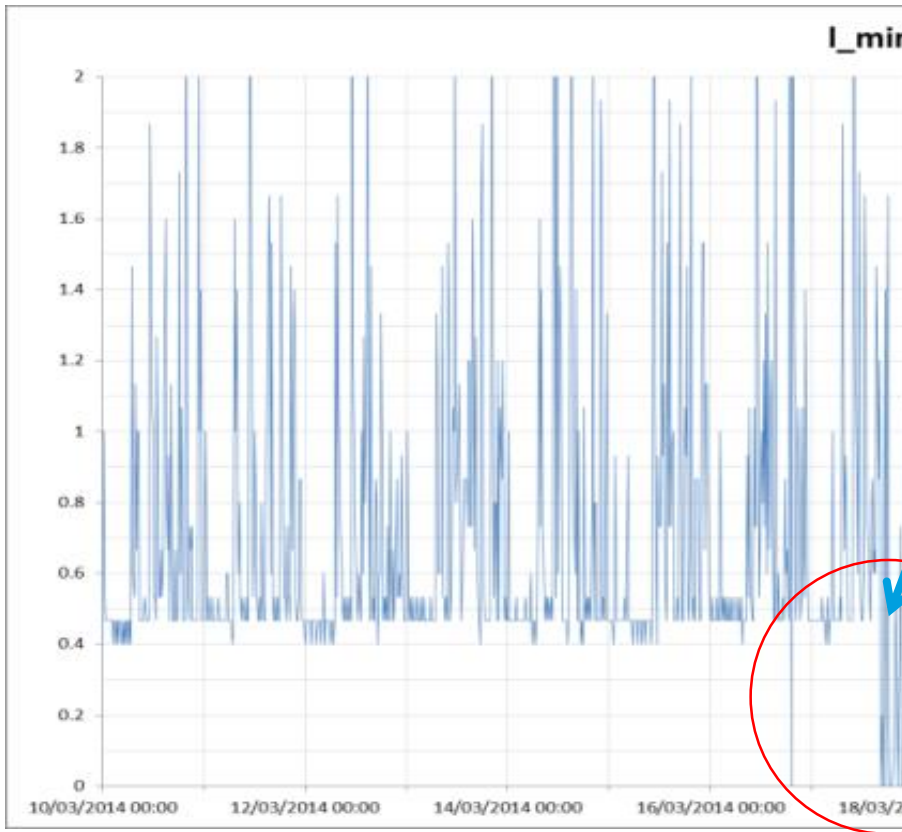
Now you've seen how much you could save, why not donate just £2 of that money a month to help save a child by giving the life saving gift of clean water? Please join us in helping WaterAid to save lives. Donate at wateraid.org.uk/thameswaterservices

Leaky-Loos: Guess how many litres per day



Wastage – leaky loos

- 1 in 20 homes have constant flowing
- Offering free leaky-loo / tap fixes with
- Avg fix saves **215 litres/toilet/day** (a
- 80-90% leaky-loos are dual-flush (me



Is your loo leaky?



A single leaky loo can waste around

400 litres
of water per day.

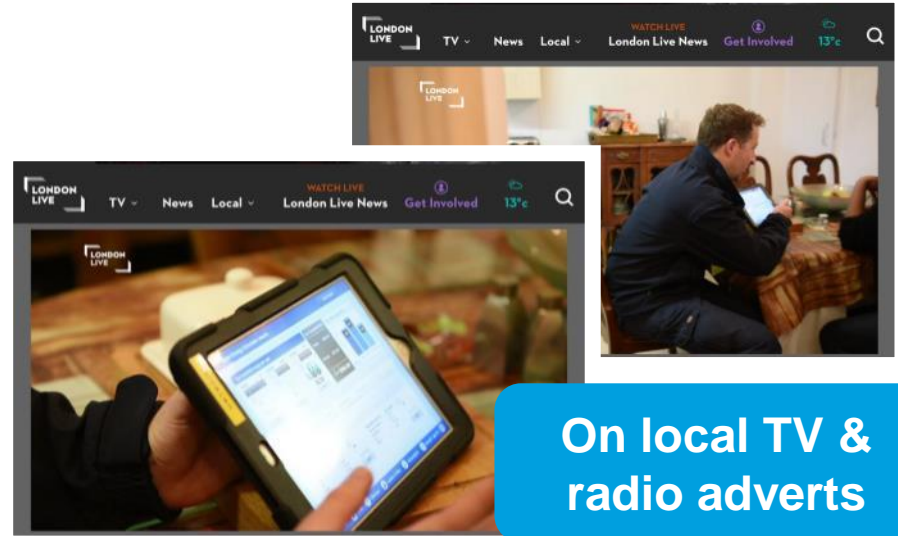
That's five full bathtubs worth of water.

Effective implementation.

At local events



On local TV & radio adverts



Engaged our Call centre to ensure a smooth customer journey

Local councils and community groups



Outstanding Customer Experience

“its a great initiative, the man who booked the visit over the phone was lovely and he even phoned me again to inform of a change of a person coming to see me . Your employees are great. ...and thank You for all the free stuff.”

“The member of your team who came to visit was excellent on providing customer service, he was very pleasant and friendly and did a great service representing your company”

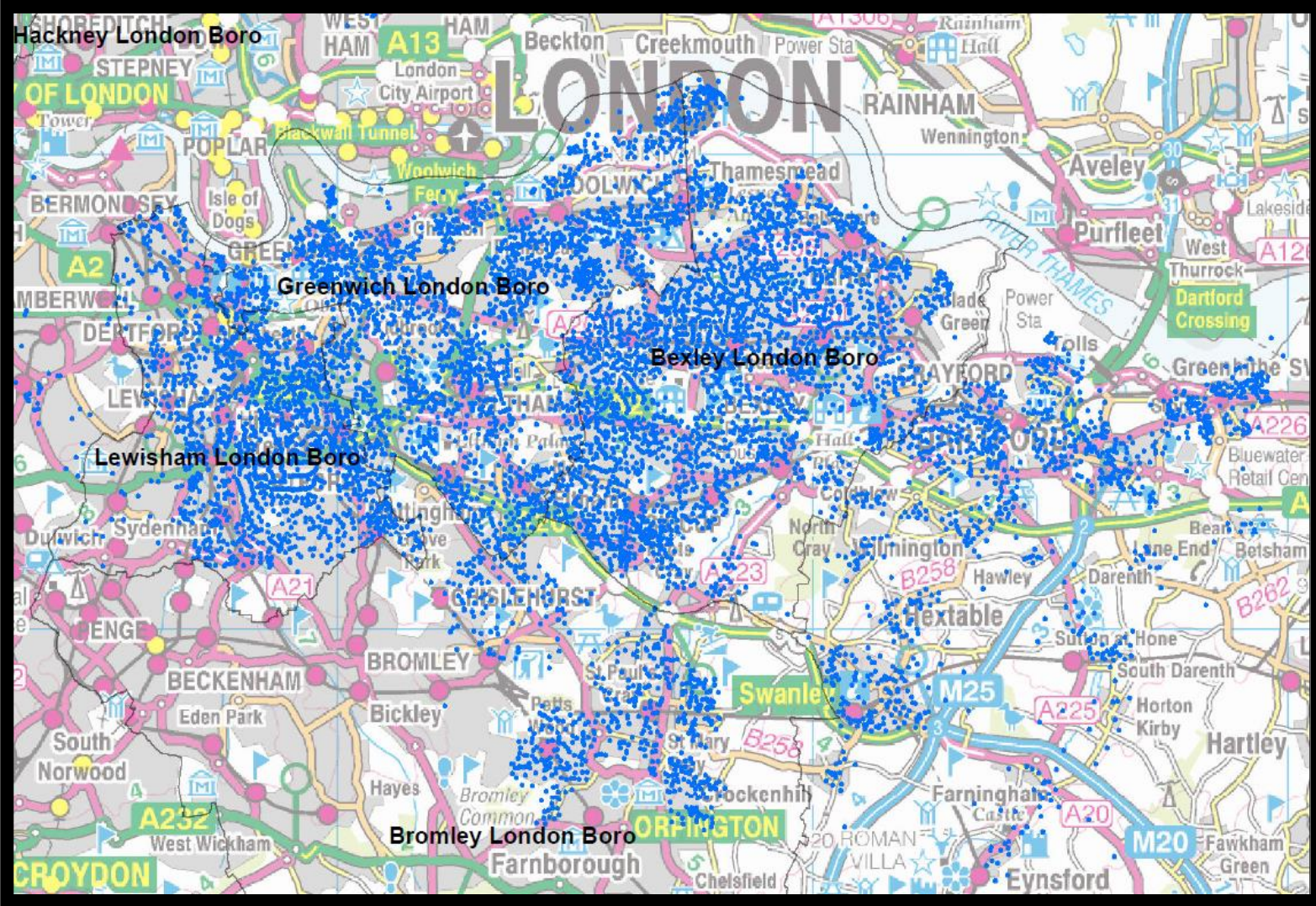
“For the attention of Thames Water: Josh was wonderful in his work and in explaining things to my hard-of-hearing mother, detecting a water-wasting leak and offering many practical and easy-to-achieve suggestions: Josh is a rare bird. Thank you, Josh, and thank you, Thames Water. Tom ..., on behalf of Josephine ..”



“The engineer visited us really tried to show us how to save water and the cost, also explained to us we might have water shortages ii the future because of increasing London population and changed some of tabs bits checked everything in the house he was very pleasant thanks”

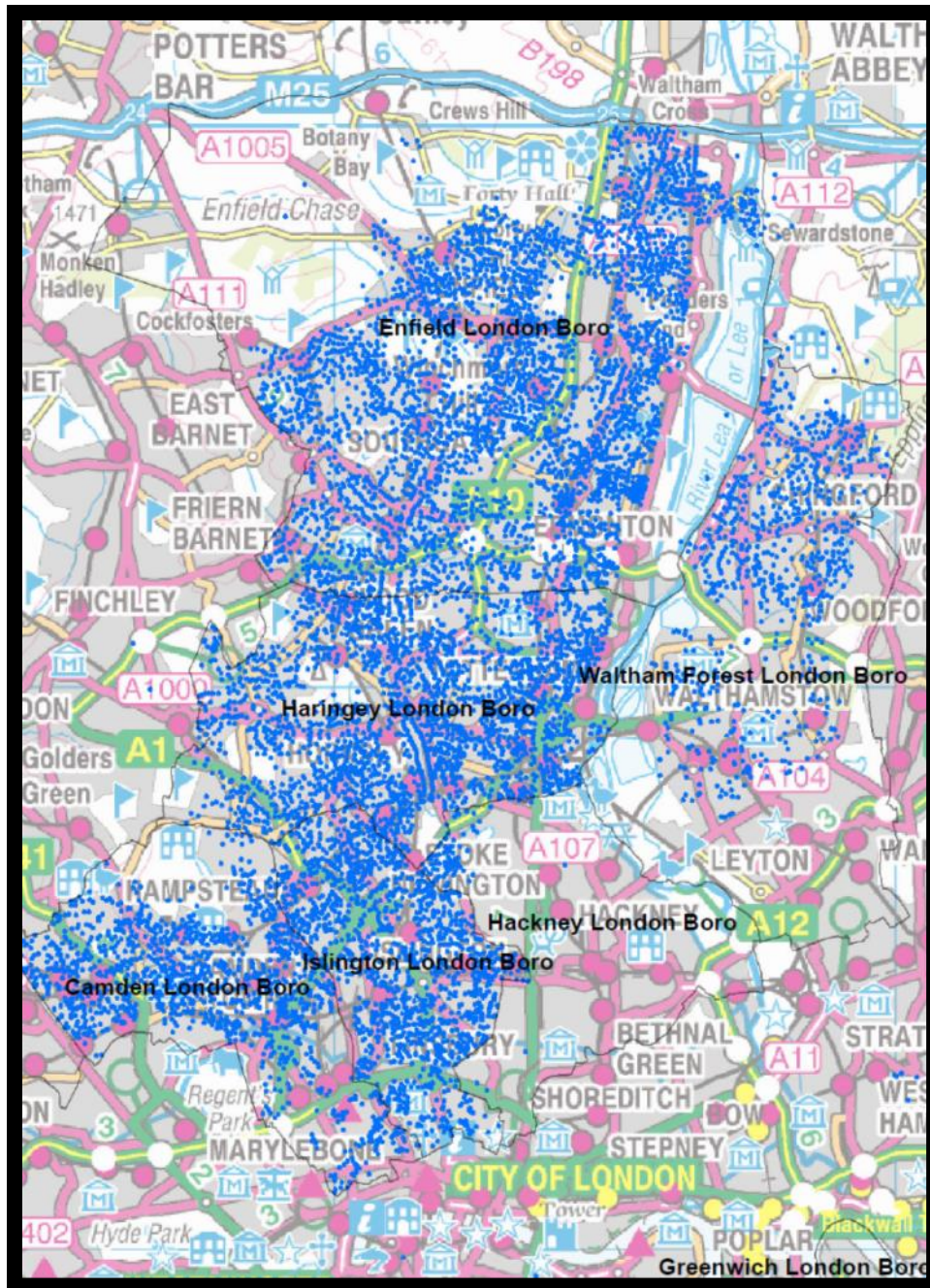
“I could give 10 if I may because your engineer was absolutely knowledgeable and amazingly helpful with advise and practically in terms of economically using water. It's very rare you can meet such a professional person with incredible customer service skills. THANK YOU”

Smarter Home Visits 2016/17 – South London

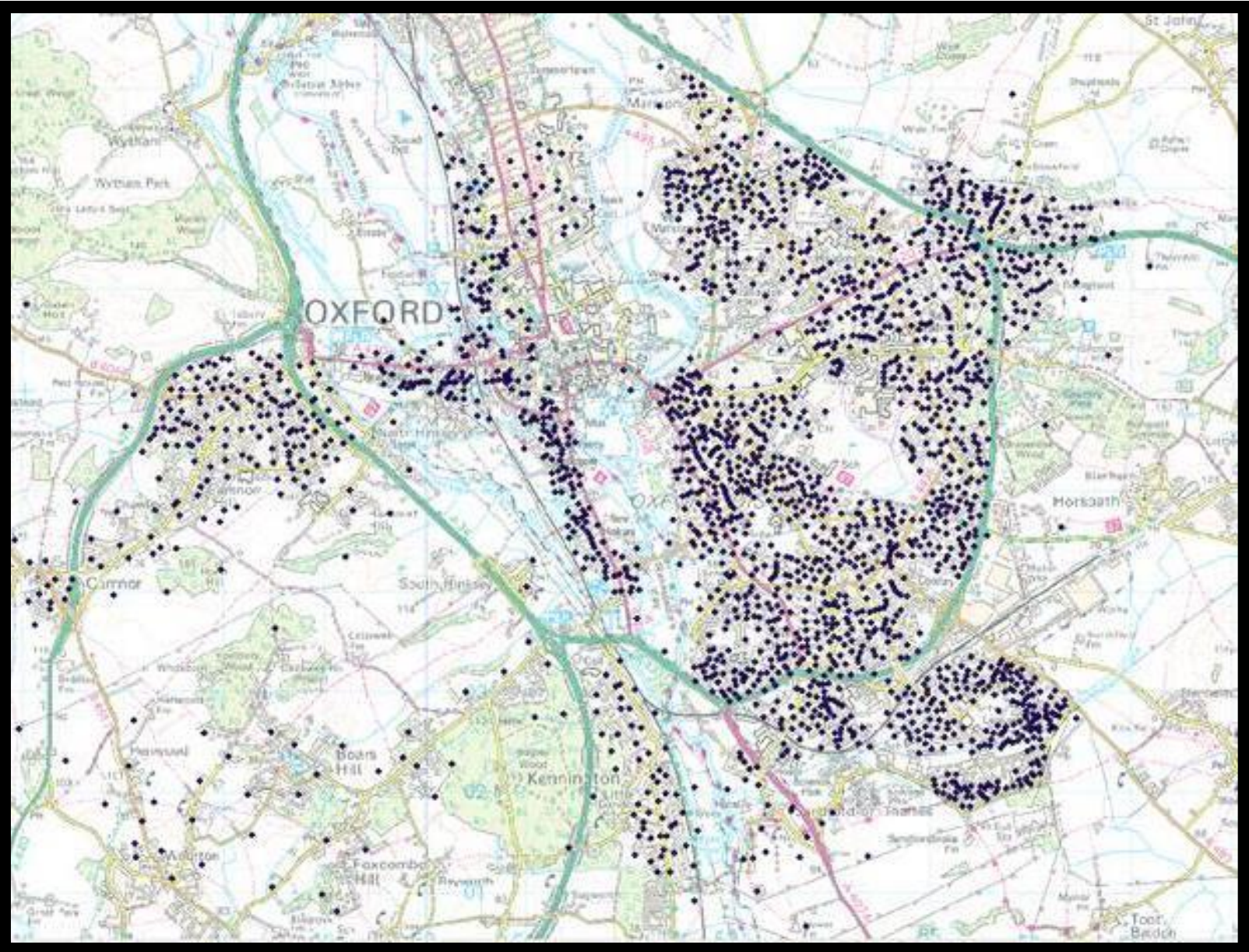


Smarter Home Visits

2016/17 – North London



Smarter Home Visits 2016/17 - Oxford



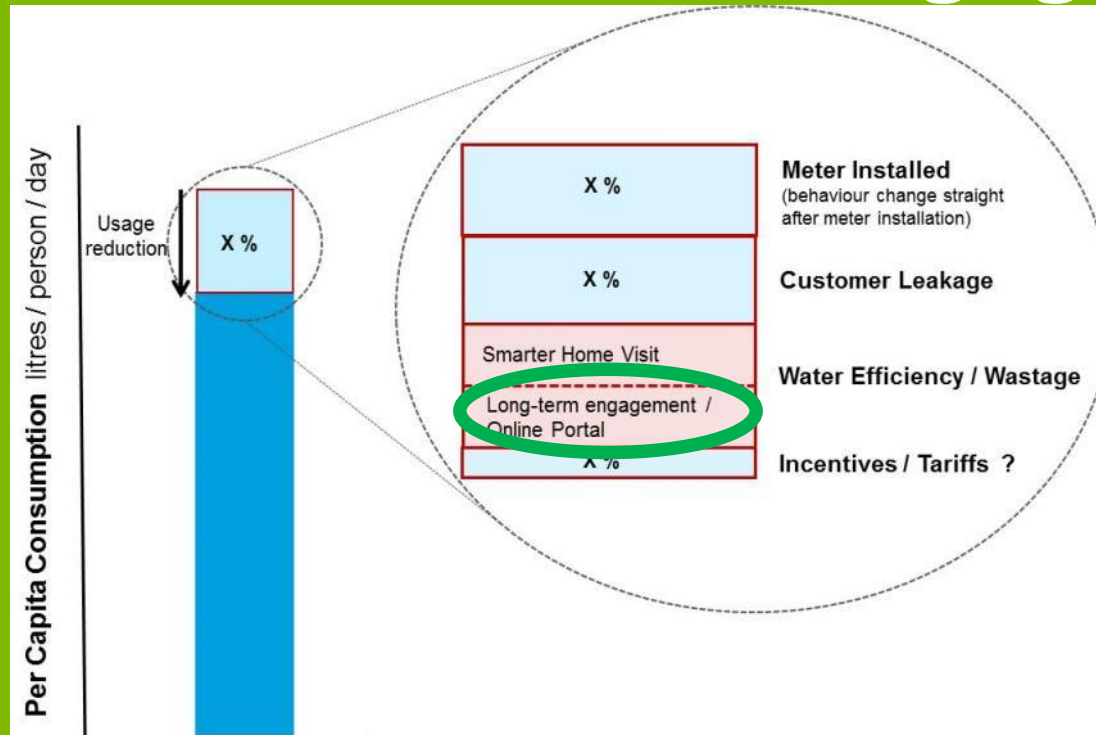
Affordability & priority services

Smarter Home Visits referring potential affordability customers to debt advice partner (Auriga)

- No. customers referred = 1,443
- No. Benefit Entitlement Checks provided = 350
- No. households with unclaimed benefits = 63
- Avg. unclaimed benefits per household = £2,674
- Total unclaimed benefits = £168,478



Longer-term customer engagement



Customer's Online Account - MyMeter Online



My account My usage Help [Log out](#)

Water use history

Select month ▼ Monthly usage

June



Date	My daily use (litres)
01-Jun	900
02-Jun	820
03-Jun	780
04-Jun	820
05-Jun	680
06-Jun	650
07-Jun	700
08-Jun	680
09-Jun	680
10-Jun	740
11-Jun	790
12-Jun	850
13-Jun	580
14-Jun	630
15-Jun	630
16-Jun	800
17-Jun	940
18-Jun	970
19-Jun	1090
20-Jun	920
21-Jun	840
22-Jun	1050
23-Jun	1050
24-Jun	920
25-Jun	1000
26-Jun	760

My profile

Edit

In my household: 6 people 

My house: Terrace 

My water use

Average daily water use:  604 litres

My water use: Average

Your estimated metered water bill  £424 - 479

HomeServe Cover 8



For £4.75 per month in the first year with a £50 excess

[Find out more >](#)

Homeowners only. Terms and Conditions apply.

Freebies

Take a look at our range of water-saving devices that can be delivered free to your door.

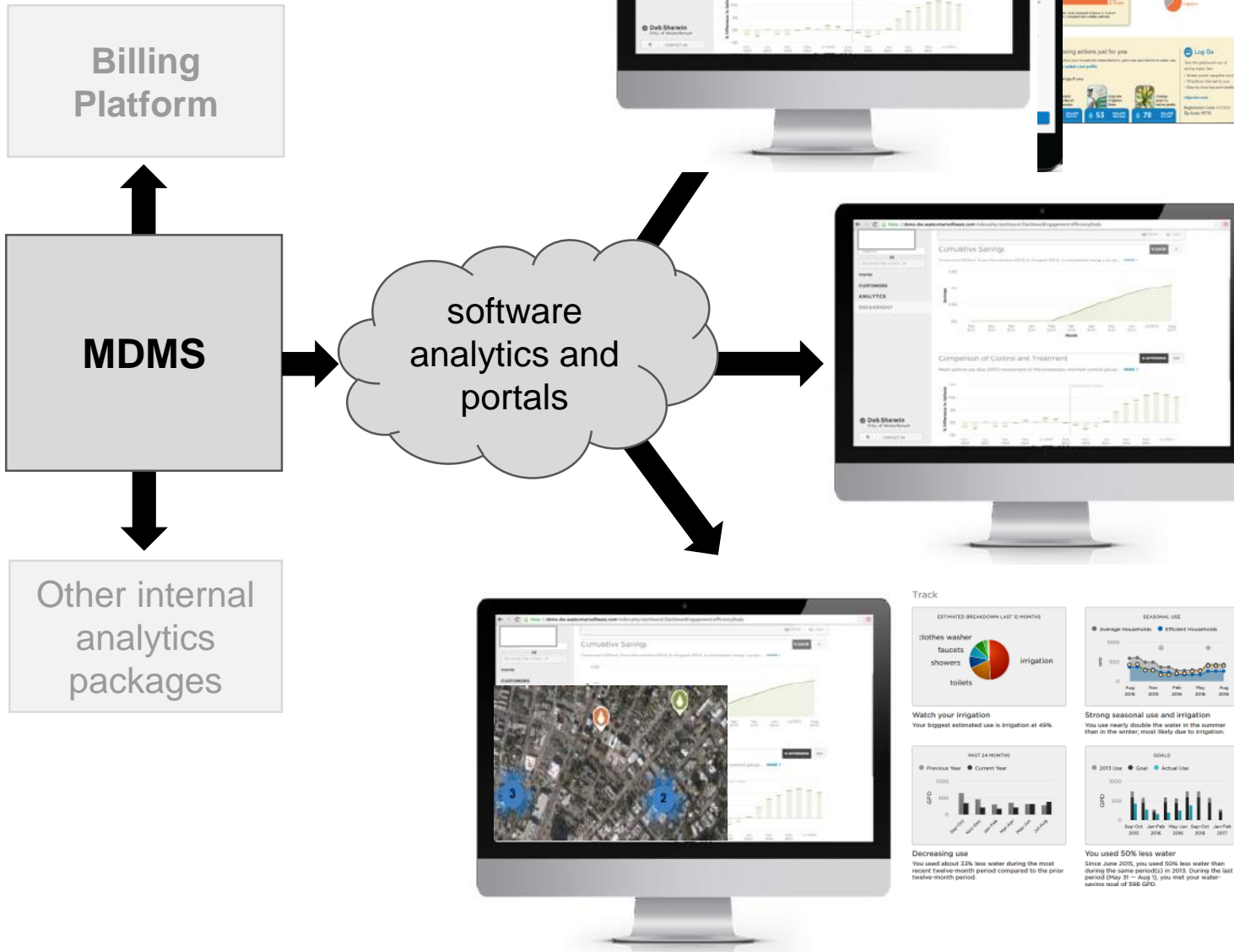
[Browse our freebies](#)

Switch to metered billing

Think you're better off on a meter? Switch to a metered account early to take advantage.

[Switch now](#)

Proposed software pilot



1. Customer-facing portal and email / printed reports. Integrated into OAM

2. Call agent access to customer portal and backend dashboard.

3. Company-facing dashboard showing usage, leakage, wastage, behaviour change – graphs, tables and maps. Automatic report generation.

Other water efficiency programmes



Water efficiency - 2016/17 programme

Water Saving
Freebies online



Water Energy Calculator
uses



Online Water Calculator for
Businesses



Smarter Home Visits



Commercial water
audits & installs



Wastage fixes



Weff with LAHAs



50+ Schools visits / audits



Smarter Business Visits

Converting
WCs to
dual-flush
Installing
Urinal
controls

Fixing internal
leaks
‘Wastage’



Smarter Business Visits

We can offer you the following **free** services*

Installation of water saving products

- Ecobeta – convert an older single flush toilet to dual flush
- Save-a-flush – Installed in cisterns over 6 litres in size, can save 1.2 litres every flush
- Tap inserts – reduce tap flow rate to 3.5 litres/min
- Showertimers
- Showerhead & Showersave – Regulate the flow to 8 litres/min on showers (not suitable for electric showers)



Identification of leaky loo's and free fix

A leaking toilet can waste around 400 litres/day on average and each one could cost you an additional £300 per year on your water bill.

You may not have noticed a leak as there'll just be a constant trickle down the back of the toilet pan.

We're currently offering one-off free fixes.



Free urinal controls

We can help you identify uncontrolled/inefficient urinals and offer a free installation of urinal sensors where possible.

Sensor controls can offer you a saving of 80% on average when compared with uncontrolled flushing.



*We'll recommend and fit water devices after reviewing the best solutions for your business. We may not fit all of the devices listed above if we feel that they're not appropriate for your premises.

Incentives pilot

- Business plan commitment to test innovative tariffs
- Will test 'Incentives' first
- Working with Green Redeem - successful recycling platform
- 3,000 homes in Reading – fixed-area network
- Points will be given every week based on reductions in water use against baseline
- Points can be used for retail shopping discounts or prize draws
- Smarter meter data and Green Redeem platform will enable regular and interactive engagement on water savings.



Incentives Pilot - website

greenredeem
rewarding action

In association with



Register Login Login

Earn points

Spend points

Greener Living

Search



Make a pledge to save water and earn more points



Read
blog

What is Thames Water doing in your area?

4 results

10
Points

Tell us more about your water using habits



10
Points

Find out how to use less water whilst doing your washing



10
Points

Pledge to turn off the tap when you brush your teeth



10
Points

Learn how using less water can benefit the river



Incentives Pilot - Rewards

greenredeem
rewarding action

In
association
with



Register

Login

Login

Earn points

Spend points

Greener Living

Search



**Restaurants
& Takeaways**



**Health &
Beauty**



**Entertainment
& Recreation**

Last Chance

Other Categories

Please Choose

What's New

50
points

Add Tete de Moine AOC to your basket and get 10% off full order



What's New

50
points

5% off when you spend £50 or more



Featured Reward

75
points

18% off all orders



Something Different

195
points

£15 off The Deluxe Fish Pack Now Just £29



Water Efficiency Campaign

To help our customers understand the problem and be part of the solution.

- Posters in Oxford
- Facebook (freebies)



Practising what we preach

Thames Water Office bathroom trial

- Propelair WCs
- Cistermiser urinal sensors
- Cistermiser sensor taps
- Pre-refurb water use was already reasonably efficient
- 83% bathroom water reduction

Water efficiency case study



Thames Water bathrooms.

Background
In June 2015, we started a water efficiency trial at our Clearwater Court office in Reading. The aim was to develop a best practice bathroom case study for business customers making the following changes to a men's and women's bathroom.

- Replaced the existing dual-flush toilets with Propelair models using only 1.5 litres per flush.
- Replaced existing taps with Cistermiser sensor taps, set at 3.5 litres per minute flow rate and eight seconds duration.
- Replaced the existing urinal sensors with Cistermiser sensors set at 0.5 litres per flush, six flushes per hour and seven days a week. We installed water meters on all hot and cold pipes to capture before and after usage results.

The results
The bathroom refurbishment achieved an overall water saving of 83 per cent – 1,636 litres per week or more than 606,000 litres per year based on average use.

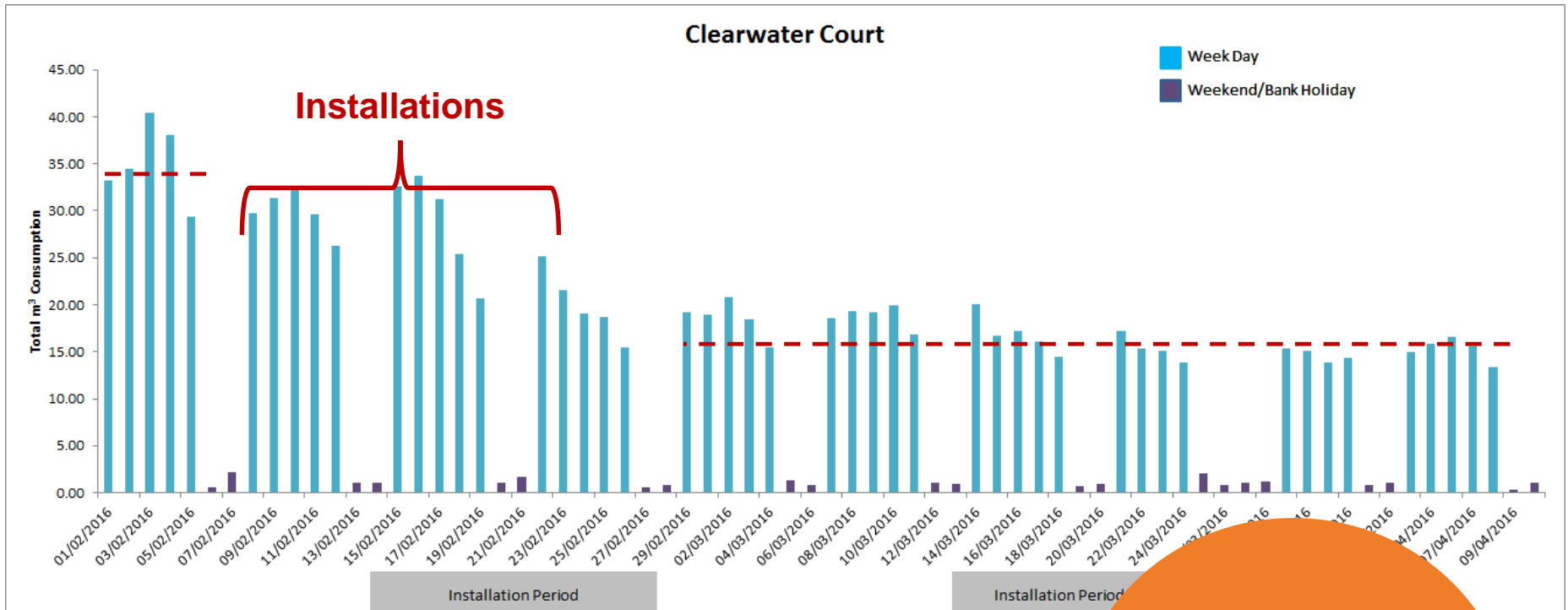
The Propelair toilets reduced water use by 80.7 per cent, the sensor taps 59 per cent and the urinal sensors 90.7 per cent compared with the previous fittings. These reductions equate to an average saving of more than 3,000 litres per person over a year. Given that the previous fittings were considered efficient, the refurbishment represents a vast improvement.

If all of the Clearwater Court bathrooms were refurbished using Propelair toilets, sensor taps and urinal sensors, it could save 4.8 million litres of water per year – a projected annual cost saving of £9,950.

- **Reduced water use by 83 per cent (600,000 litres per year).**
- **Potential savings: £9,950.**



Clearwater Court & Walnut Court Savings



50 – 60 %
reduction in
total water use
on site



Thank you

