

What does Northern Ireland Water do?

- NI Water provides supply millions of litres of best quality drinking water to homes, businesses and factories throughout NI.
- NI Water provides a sewerage service by treating wastewater and returning it to our rivers and oceans



World Water



Water supply at Silent Valley



Why should we save water?

- ★ Operational costs -reducing your water & energy bills
- ★ Environmental impact- lessen your carbon footprint
- ★ Reputation socially & environmentally -clients & staff

**Small behavioural changes, your
business could see big benefits**

Top tips to be waterwise

- 1. Develop a water management plan with targets**
- 2. Appoint staff member monitor water use (WEC)**
- 3. How much water do you use?**
- 4. Tackling leaks**
- 5. Change water use behaviour-educate employees importance & practices of water efficiency**
- 6. Reduce your water consumption**
- 7. Review plans to reduce water at least yearly**

How much water do you use?

- a) Calculate your water consumption

$$\frac{\text{Total volume of water used (from bill)}}{\text{number of days in the period}} = \text{ADU}$$

- b) Benchmark your site's water use against a similar business use Envirowise website

www.envirowise.wrap.org.uk/uk/Topics-and-Issues/Water/Water-Tools/water-Account-Tool.html



Your bill for Metered Water and Sewerage Services

Customer Ref: []
 Bill Number: []
 Bill Date: 12th October 2010
 Bill Type: Original

Customer reference
 This is a unique personal reference number used for all contact with NIW

Your name & agreed postal billing address appear here. This will be the same as the supply address unless we are told otherwise

VAT Registration No. 898 7465 37
 Address: PO Box 1026 Belfast BT1 9DJ
 Fax: 0289 016 8002
 E-mail: customer.billing@cs.niwater.com
 Web: www.niwater.com

Telephone Helpline:
 8am-8pm (Mon-Fri) 0045 877 0030
 8am-6pm (Sat)
 12-6pm (Sun)

Summary of Charges

Summary
 This shows previous bill information and current charges including VAT where applicable

The address the water is supplied to is shown here

Charges are for:	Outstanding Amount before this bill	319.85
	Water Charge	16.02
	Sewerage Charge	17.43
	VAT Charge	0.00

From:
 16th July 2010 to 8th October 2010

Closing Balance £353.30

Amount due
 The total of all your charges

Your Bill Frequency is:
 Half Yearly

See overleaf for how and where to pay

Bill Message:

This section will contain any explanatory text for revised bills



bank giro credit

135	Reference Number	Credit account Number	Amount Due (standard fee payable at PO counter)
32	[]	295 0448	£ 353.30

CHEQUE ACCEPTABLE
 Northern Bank Ltd,
 Donegall Square North, Belfast BT1 5GU
 Water Service 31064355

This box will contain your billing name & address

Cashiers stamp and initials

Signature _____ Date _____

Items Fee

CASH	[]	[]
CHEQUE	[]	[]

95-01-21 £ []

Please do not write or mark below this line and do not fold this counterfoil

Your bill for Metered Water and Sewerage Services

Customer Ref:
 Bill Number:

Meter Information

Meter reference: **This is the unique series of numbers and letters as appear on your meter**
 Serial Number:
 Meter location: **This is a description of where your meter can be found**

Consumption Details

	Date	Reading	Consumption M ³	Reading Type
Present Reading	08/10/2010	47	1	Company Reading
Previous Reading	16/07/2010	46		
Net Chargeable Volume			1	

Meter readings
 This shows the current and previous meter reads with consumption used between the specified dates

Allowances

If a customer is receiving an allowance it is shown in this section and subtracted from the gross consumption

Details of your Bill

Charges	Consumption	Rate	Amount Now Due
Water Volume Rate	1	1.0130	£1.01
Water Standing Charge 20mm	083 days at	66.00 per year	£15.01
VAT		At 0.00%	£0.00
Sewerage Volume Rate	1	1.5119	£1.51
Sewerage Standing Charge 20mm	083 days at	70.00 per year	£15.92

Charges breakdown

Identifies the individual charges, showing the rate applied and total amount due. Some bills may cross over two financial years therefore the old and new charges are shown separately for the applicable period of time

Serial number unique to your bill

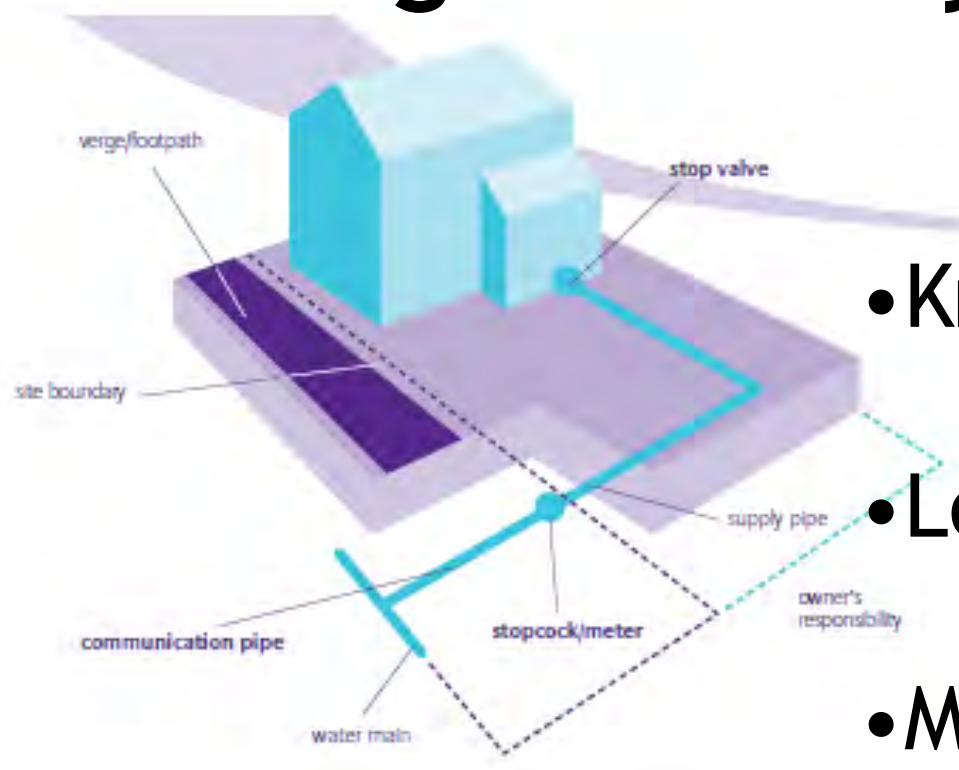


Billing

- Do the bills add up correctly?
- Are you being charged the correct standing pipe charge?
- Are you receiving all the allowances available to you?

Tackling leaks

Finding leaks on your supply pipe:



- Know plan of supply pipes
- Location shut off valves
- Meter location

Identify a leak

- **Locate your meter**

Take regular readings to help identify leaks quickly & reduce potential increased charges

- **Check your baseline:**

Take a reading when water use should be minimal eg at night and then again the following morning before work starts.



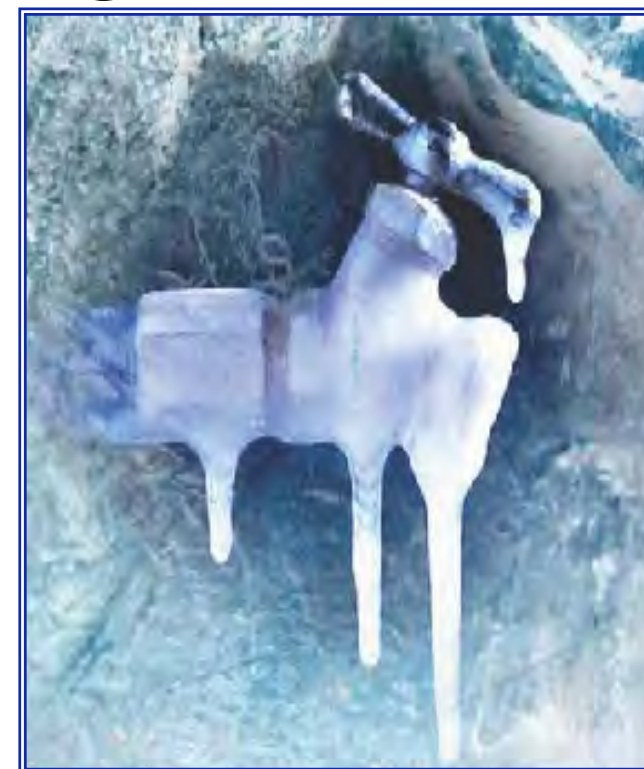
Moving slowly-
a leak?



Commercial Premises Water Audit



Reduce leaks by lagging in Winter



Lag & Tag

How should a business prepare for winter

- Ensure pipes are well insulated
- Locate your stop valve and make sure all your staff know where it is & how to turn it off
- Have a contingency plan to provide water if water supply is off
- Closing down for holiday period heating on a timer, check premises regularly.
- Know where the water meter is a check it regularly
- Have plumbers number is he prepared to attend at night?
- Sufficient insurance cover

Typical water use in business premises

- Toilet flushing 43%
- Urinal flushing 20%
- Washing 27%
- Cleaning 1%
- Kitchen use 9%

Reducing water consumption

Taps

- a) Plugs- reduce unnecessary running of taps
- a) Flow regulators- reduce by half
- b) Push/infrared- pre-determined time
- c) Lag hot pipes- saves energy and water
- d) Fix drips- 5,500 litres per year



Reducing water consumption

Toilets

- Choose a low flush model with a dual flush system
- Check overflow is not running
- Check water is not running to the bowl between flushes
- ball cock may be too high **6 litres or 3 litres**
- syphon or flush valve could be faulty



Reducing water consumption

Toilets



Older toilets:
9 litres

Hippo bags: save 3 litres

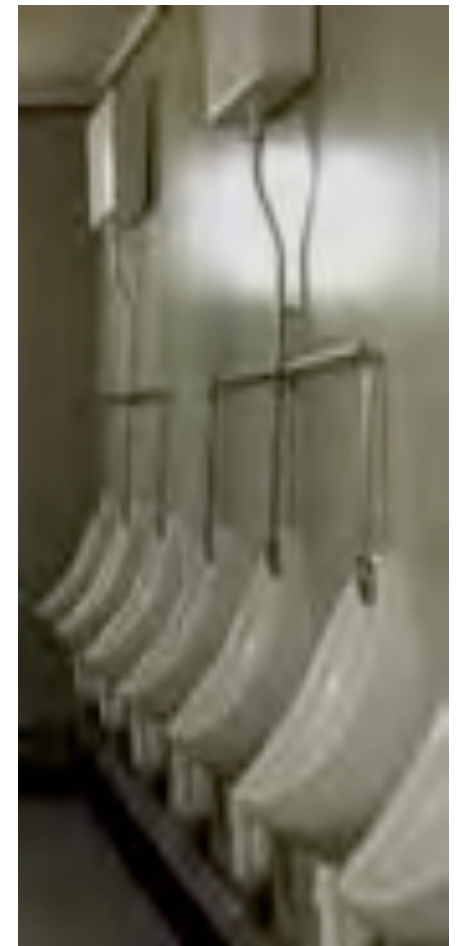
How is a HIPPO bag used?



Reducing water consumption

Urinals

- How often do the urinals flush?
- Flushing made more cost effective
passive infrared (PIR) flush control
- Waterless urinals- need maintenance



Reducing water consumption

- Washing machines use 70 litres/cycle
- Dishwashers use 20 litres/cycle
- Fully load machines before use
- Don't rinse china before filling up a dishwasher
- Use half load / economy setting
- Check machine labels find energy /water efficient models



Stop and think not down the sink

Fats, Oils and Grease (FOG)





Stop and think – not down the sink

Checklist for managing fat, oil and grease in your kitchen

DOs



Do wipe and scrape plates, pans and utensils before washing (and put the waste into the bin).



Do collect waste oil in a suitable secure container.



Do arrange for oil to be collected by a licensed waste contractor.



Do use strainers in sink plug holes (and empty contents into the bin).



Do maintain Grease Traps and Enzyme Dosing equipment regularly.

DON'Ts



Do not put cooking oil, fat or grease down the sink.



Do not pour waste oil, fat or grease down the drain.



Do not put food scrapings into the sink (place in the rubbish bin).



Do not sweep waste into floor drains (place rubbish in bin).



Do not pour boiling hot water down the sink to try to dissolve fat and grease. It does not work!

What can you do about FOG?

The above simple guidelines will significantly help to maintain free flowing water both within the drains of the premises and in the sewerage system.



Reducing water consumption

Garden areas /plant displays

- Hosepipes use 135 litres/15mins
- Sprinklers use 1000 litres/hour
- 85,000 litres rainwater falls on roof
- Alternative water sources eg rain harvesting
- Add water retaining crystals to soil
- Place planters under hanging baskets



- Use a watering can instead of a hose
- Use a trigger nozzle on the hose
- Use drought resistant plants
- Water grass less
- Mulch plants using bark chips/gravel
- Use “butt” water to wash windows or water plants
- Water in early morning or evening to reduce evaporation



Changing water use behaviour

- Water Management Plan
- Staff water efficiency champion
- Educating water users- Staff
- Staff awareness days- NI Water staff
- Posters in staff areas
- E-bulletins or messages staff intranet



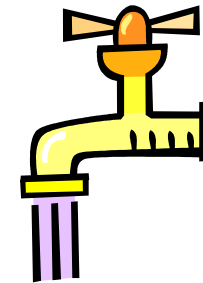
Changing water use behaviour

What can customers be encouraged to do to help?



Hand Basin

- Dripping tap wastes 30 litres/day
- Running taps waste 6 litres/min
- Put in the plug when shaving
- Only fill the kettle to the amount needed
- Turn off the tap when brushing teeth
washing hands etc



Bathing and Showering

- A bath uses 80 litres of water
 - A standard shower uses 35 litres
 - A power shower uses 90 litres
-
- Take a shower instead of a bath
 - Take shorter showers



Don't flush it



Bag it and Bin it

Bag it and Bin it

NEVER FLUSH:

- All wipes including baby, bathroom and toilet
- Cotton buds and cotton wool
- Nappies
- Contact lenses
- Used plasters
- Medicines
- Chewing gum



The only things which should be flushed down the toilet are human waste and toilet paper

Every drop of water counts



Do one thing everyday to save water: even
tiny savings help

**Small behavioural changes, your business
could see big benefits**