

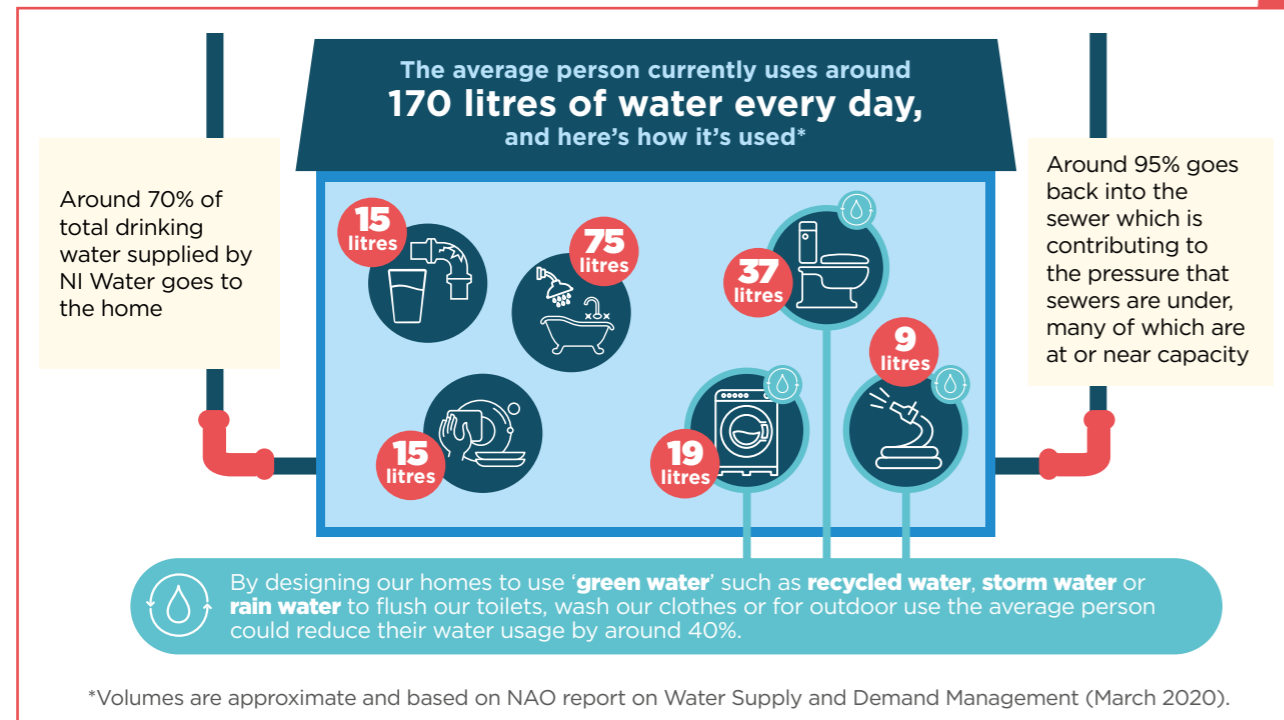
WARMER AND DRIER SUMMERS



PROMOTE WATER EFFICIENCY

Water efficiency can help to ensure that sufficient supplies of drinking water are available at times of higher demand.

CUSTOMER USE



Find out more at www.niwater.com/water-saving/

Around 70% of all drinking water supplied goes to customer homes. The average water use per person in Northern Ireland is around 170 litres per day. This compares to around 134 litres per day for metered customers and 174 litres per day for unmetered customers in England and Wales¹⁷.

We will work with government and stakeholders to find ways to encourage customers to use water as wisely as possible and to ensure homes are water efficient. This includes:

- Customer leakage - exploring new ways to help address leakage on customers' own pipes, which is estimated to be around 25% of total leakage. We will work with government departments and other stakeholders including the NI Housing Executive and Housing Associations to consider the use of grants;
- Water efficiency labelling - supporting the introduction of a mandatory water efficiency label to inform consumers and encourage the purchase of more water efficient products for both domestic and business use;
- Developer incentives - looking for incentives for developers to create water efficient homes and effectively deal with wastewater and rainwater;
- Building standards - encouraging local councils to adopt appropriate building standards on water efficiency;
- Water recycling - exploring how future building regulations can support the expansion of rainwater harvesting, water re-use and storage options; and
- Education - educating consumers on water efficiency and climate action.

¹⁷<https://www.discoverwater.co.uk/index.php?p=amount-we-use>

WARMER AND DRIER SUMMERS



WATER WHIZZ-KIDS

We are really proud of our unique education programme, which includes the Waterbus mobile classroom initiative. We have educated over 218,000 'water-whizz' school kids about the value of water for health, the economy and nature.

The Education Team has been visiting schools to deliver the key messages of water efficiency, water for health and bag it and bin it. The team has also developed several new lessons to engage pupils with the wonderful world of water including a climate change escape room and the wonders of peat bogs presentation.



Educating water whizz-kids through our Waterbus initiative.

METERING

Other UK water companies believe that water metering for domestic customers is essential in reducing water consumption. In England around 50%¹⁸ of households have a water meter and several companies are now investing in smart water meters.

The data shows that people with water meters use over 20% less water than unmetered customers¹⁹. Awareness of water usage is low. A study for CCWater (previously the Consumer Council for Water) last year monitored kitchen sink behaviours with video cameras and found 'significant discrepancy between what consumers tell us about their kitchen sink usage and what they actually do at the kitchen sink', with many participants unable to quantify their water usage.

While some water meters have been installed for new homes in Northern Ireland, none are used in practice.

We will support a conversation between us and government, customers, and regulators to explore whether domestic water smart metering can help people to use water more efficiently and support a more climate resilient water system.



¹⁸<https://www.water.org.uk/advice-for-customers/water-meters/>

¹⁹<https://www.discoverwater.co.uk/index.php?p=amount-we-use>