

Detailed description of feasible demand management options

Enhanced Water Efficiency Options

During AMP5, Southern Water has run an extensive programme to promote water efficiency through the provision of free advice on saving water at home, distributing free save-a-flush bags and offering discounts on a range of water-saving products such as water butts, low-flow showerheads, tap aerators, shower regulators, shower timers, and water saving crystals for gardens. All these activities are expected to continue as part of 'baseline water efficiency' through the planning period.

In addition, a set of 'enhanced' water efficiency options involving water audits and retrofits was developed, to be implemented should they be selected as cost effective options in preference to resource development options in investment modelling. Savings associated with retrofit devices are based on Ofwat figures where available. These options are as set out below

Home audits with retrofits

Southern Water currently offers home audits to vulnerable customers, i.e. customers who may face affordability issues in paying their bills once they are switched to a metered basis. This option is a variation of the existing scheme and is not limited to vulnerable customers only. It involves not only offering audits but actually retro-fitting devices including 1 ecoBETA flush system, 2 tap inserts and 1 low flow showerhead. The programme will require screening of households to ensure that these devices can be fitted and a target of 1,000 properties per year has been set. This option is estimated to save over 100 litres/property/day based on the following assumptions:

1. each household will have an occupancy of 2.4 (the average Southern Water household occupancy);
2. each ecoBETA will deliver a saving of 3 litres/flush
3. the average flush frequency is set at 5 flushes/person/day
4. each tap insert will save 18 litres/property/day
5. each low flow shower will save 30 litres/property/day

Schools water audits

This option proposes to offer water audits to fifty schools per year to include retrofitting at least five ecoBETA systems, ten tap aerators and ten urinals. The occupancy of each school is assumed to be 400. Savings associated with the ecoBETA system and tap aerators per use are the same as in the case of home audits; however daily flushing frequency per person is assumed to be 2. Retrofitted urinals are assumed to save 120 litres/day. In total, the option is estimated to reduce daily consumption by over 13,000 litres per school.

Water audits for Small and Medium Enterprises (SMEs)

This option will offer water audits and retrofits to SMEs. In order to calculate savings, it is assumed that on average 5 ecoBETA systems and 10 tap aerators can be installed per SME and the average occupancy will be 50. This option is estimated to save over 3,000 litres/property/day.

Water audits for large businesses

This option will target large businesses with an average occupancy of 500 and will involve retrofitting at least 100 devices including 25 ecoBETA systems, 40 tap aerators, 25 urinals and 10 low-flow showerheads. The saving per device is the same as above but a daily flushing

frequency of 2 per person and 10 showers per day are assumed. For each business, this option is estimated to save about 79,000 litres per day. The target is set at 5 businesses per year.
