

Date: 4 July 2018

The Need to Limit Water Use

The current spell of very hot and dry weather that started in June is forecast to continue for much of July. Demand from customers for water has increased significantly. We are facing two problems:

- There is a limit to the volume of water that we can deliver through our distribution network
- If demand continues to increase, we are in danger of exceeding the volume of water that we are allowed to abstract from our boreholes.

The reason for this notice is to ask all consumers to use water responsibly

5 years ago, the company was given greater powers to enforce water efficiency measures. A hosepipe ban, for example, would be the first of these measures to be implemented. If, however, all business and domestic consumers make a conscious effort not to use water unnecessarily or wastefully these measures may be avoided.

There are sensible measures that every consumer can take to reduce their usage of water. These include:

In the Kitchen

- Fix dripping taps
- Don't leave the tap running constantly when washing food or rinsing dishes
- Fill the kettle only with the water you will need
- Keep a jug of water in the fridge so you do not have run the tap until it goes cold

In the Bathroom

- Turn off the tap when brushing your teeth
- Take shorter, sharper showers – 5 minutes maximum
- Check your toilet for leakage – contact a plumber if water runs into the bowl constantly.

In the Garden

- Use a watering can or bucket, not an open hosepipe
- Put a water butt in the garden
- Let your lawn grow a little longer to conserve its own moisture. Avoid watering the lawn; it will recover when it rains

The company has a permanent ban on the use of water sprinklers

Cleaning motor vehicles

Washing your car could use as much as **300 litres of water?**

- Try using a noodle sponge wash mitt that traps dirt particles between its microfibers rather than a regular sponge
- If you have to use a hosepipe for rinsing, fit a trigger attachment

If demand continues to rise, we will have no choice other than to implement measures to restrict the use of water. Please think of others when you use water.

We do not want to inconvenience household consumers or business customers by having to impose restrictions.

Responsible action NOW may prevent major inconvenience later.

See overleaf – Looking for leaks

Looking out for leaks

1. in or on your property

We want to help you look after your water pipes and make it as easy as possible for you to find and fix leaks - it's all part of our commitment to reduce leakage across our distribution area.

You may have a leak if you notice:

- areas of lush vegetation
- a big drop in water pressure
- damp patches on the ground
- an unexplained change on your bill.

If your property is metered and the meter dial is turning when you are not using any water, it is likely you have a leak.

Turn off your internal stop tap and check the meter. If the meter dial has stopped turning you may have a leak inside your property. We suggest you contact a plumber. If you do not know of one try [WaterSafe](#) - click on the name to bring up their website or type the following into your web browser:

<https://www.watersafe.org.uk>

If the meter is still turning when the stop tap is off, it is likely that you have a leak on your private supply pipe. Contact us straight away for advice.

- Working hours – 01980 629 203
- Out of hours – 07437 445 863

2. In the area where you live

We have to reduce the water that we are losing through leakage. Examples of the presence of leaks are:

- Water that has appeared in the road or pavement and does not dry.
- Damp or slushy patches in the fields when you are walking.
- Cattle or other large animals gathering constantly in the same place in a field.

If you see any of these or suspect the presence of a leak, please contact us as soon as you can.

Remember the first person to spot and report a leak in our mains will be credited with £20.00 off their next water bill.

Help and Advice

If you want any help about water saving measures or have a query about leakage, please contact us leaving your name and phone number and a convenient time when we can contact you.

Trustees

Cholderton & District Water Company