



**Smarter home
visits.**

Smarter home visits.



Our smarter home visits (SHV) initiative is the largest and most extensive water efficiency programme in the history of the UK water sector.

The background.

The SHV scheme has seen us retrofit water-saving devices, and provide individually tailored water-saving advice to households in London and the Thames Valley.

The scheme is run by our partner Groundwork who help get local unemployed people back into work by training them to carrying out the visits and retrofitting the water saving devices.

After the success of our pilot scheme in 2014/15 where we visited 6,000 homes in London, 2015/16 has seen us roll out the project to more than 36,000 household across London and the Thames Valley, installing more than 72,600 water saving products.

Award winning.

It's not just our customers who have seen the benefits of the initiative; we've also seen industry recognition for the huge savings that we've helped our customers make.

In the first full year, our SHV has won a UK water efficiency award - the 2016 water resources management initiative of the year award, and our internal spotlight award.

- Free water saving devices fitted
- Leaky loos fixed for free
- Household specific water reports

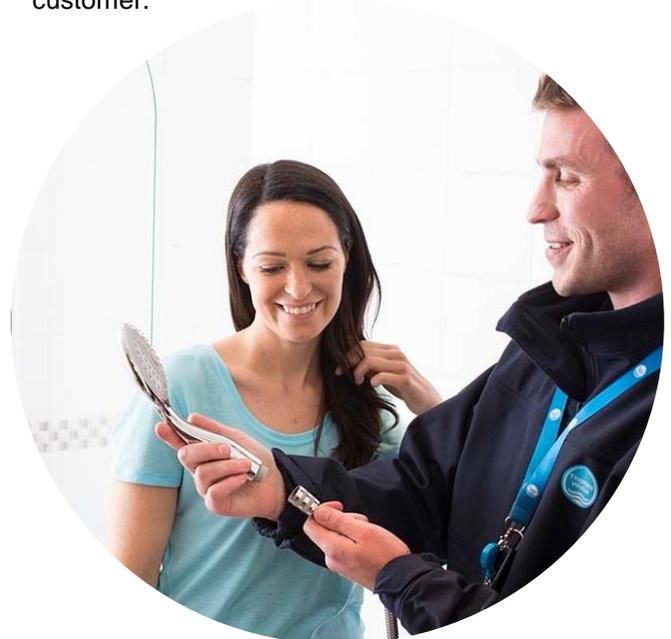
Water savings in action.

We have seen a growing number of our customers take up our visits, keen to learn how they can reduce their water use, and save money on their water and energy bills.

During each visit our Smarter Home Advisers demonstrate to the customer where they could be saving money using our specialist water and energy saving app.

Our app has been developed in conjunction with the energy saving trust (EST), incorporating both water and energy savings for the customer.

By taking the customer through each water usage area, with the app, and asking a number of simple questions around usage, our advisers are able to show a 'live view' of where savings can be made, producing a bespoke water savings plan for every customer.



A SHV in action.



From an initial take-up rate of 24 per cent, we now see up to 50 per cent of the homes contacted take up our offer. With each household saving an average of around 70 litres a day, based on Ofwat assumed water savings, this could equate to water and energy savings of more than £100 a year for our metered customers.

To maximise water savings we've offered customers a wide range of water saving devices and fixes including;

- showerheads and shower saves
- shower timers
- Ecobetas
- cistern displacement devices
- tap aerators
- kitchen swivel taps
- one off leaky loos fixes

Taking the project forward.

Following the success we've seen so far with the project, we'll be offering a Smarter Home Visit to every household involved in our Progressive Metering campaign from now on. This will be the largest smart water meter roll out we've ever undertaken.

With our planned roll out of smart meters we anticipate we will continue our Smarter Home Visits for the next 15 years, helping our customers to save water and money.

