

## What is the project about and why should I take part?

If you are interested in water and energy efficiency, or are concerned about rising fuel costs this project is for you.

Scottish Water and the Energy Saving Trust together with five housing associations in Scotland have teamed up to work on a really exciting new project about water and energy efficiency.

The project will look at how much energy and water we use in and around our homes. It will give you expert advice to help you save money on your energy bills and reduce your carbon footprint to do your bit to help protect Scotland's natural environment.

By taking part, you will be offered **free energy efficiency advice** from the Energy Saving Scotland advice centre. You will also be **given a free energy saving device** and will automatically be put forward into a prize draw to win a £100 voucher.

## If I want to take part what is involved in the project?

Firstly you will get a visit from one of the Energy Saving Trust's friendly advisors to discuss the project and give you expert energy advice to help you save money on your energy bills.

The professional installer will double check to ensure your home can be fitted with a water monitor and if so, will install the device. Once fitted you won't need to do anything. We will monitor your water usage during the first year of the project and there will be no need for anyone to visit your home to take readings.

After the first year we will offer tenants additional advice and water saving devices to help you save water. By saving water you could save money on your energy bills.

## Who are the Energy Saving Trust (EST)?

The Energy Saving Trust in Scotland is funded by the Scottish Government and they manage 5 regional Energy Saving Scotland advice centres. These centres provide free and impartial advice to householders on energy efficiency, water efficiency, sustainable transport and renewable energy.

These centres also assist householders to access grants for energy saving measures and they manage the Energy Assistance Package on behalf of the Scottish Government. The Energy Assistance Package helps to assist householders who are in, or at risk from fuel poverty.

The Energy Saving Scotland advice centres have a free advice line on **0800 512 012**.



## What is the Energy Saving Trust's role in this project?

In the first year the Energy Saving Trust will work with the housing associations involved to find tenants to take part in the project.

Tenants that are interested will then receive a home visit from a qualified advisor from the Energy Saving Scotland advice centre. The advisor will answer your questions about the project, make an initial assessment of the suitability of your home for a water monitor and carry out a quick baseline survey. This baseline survey will help with the analysis of the project.

The advisor will also install a free energy saving device for you and provide you with free energy saving advice to help you to save money on your energy bills.

In the second year the Energy Saving Scotland advice centre will provide tenants with additional advice

## Who are Scottish Water?

Scottish Water is always serving Scotland, providing vital services which are essential to daily life.

Scottish Water provide clean, safe and high quality drinking water to 2.4 million households and 152,000 business premises across Scotland. Every day they provide 1.3 billion litres of clear, fresh drinking water and take away 839 million litres of waste water, which is treated before returning to the environment.

They are delivering one of the largest investment programmes in the UK water industry during 2010-15. The quality of Scottish drinking water is at an all-time high and their investment is delivering the benefits Scotland needs and supporting thousands of construction jobs.

Scottish Water's responsible approach to managing assets and resources provides secure, sustainable services and they drive innovation and look to maximise all opportunities to deliver what is right for customers and for Scotland.

Scottish Water is committed to acting responsibly in how they deliver services, to promoting the importance of using water wisely to protect this precious natural resource and to making the right choices in terms of service, cost and carbon. The goal is to deliver a service that is resilient to climate change whilst achieving a low carbon water industry in Scotland.

For more information on Scottish Water visit [www.scottishwater.co.uk](http://www.scottishwater.co.uk)



## What is Scottish Water's role in this project?

Scottish Water is proactively investigating how both it and its customers can take positive steps towards reducing Scotland's energy usage and carbon output through water efficiency. This project is one of a number of innovative water efficiency projects being currently being undertaken by Scottish Water.

A significant amount of energy is used to treat and deliver clear, fresh, high quality drinking water for customers to enjoy when they turn on their taps. Any reduction in the energy used, no matter how small, can also help to have a positive effect on Scotland's carbon footprint.

Similarly a significant amount of household energy bills relate to the heating of water in the home, which in turn also has an impact on Scotland's carbon production.

Scottish Water are keen to gain a better understanding of how our customers across Scotland use water in and around their homes and how they respond to a range of water efficiency measures, to assess the relative cost/benefit of each of these measures.

## Who else is taking part in this water and energy efficiency project?

There are 5 Housing Associations taking part in this project including Glasgow Housing Association, Blackwood Housing Association, Knowes Housing Association, ANCHO Housing Association and Barrhead Housing Association.

Each Housing Association is working on a number of different energy related projects to help improve the quality of your homes. This project is also about finding ways in which to help reduce your energy costs, especially the costs of heating water.

## Will I have to pay for my water if I get a water monitor put in?

There will be no additional charges to take part in this project or have the water flow monitor installed. You will continue to pay for your water services as part of your Council Tax bill. The amount you pay is linked to the Council Tax Band for your home and this is collected by your Local Council. Water efficiency is about using water wisely, not restricting what we use. The water monitor will be used to measure each household's water usage and is not for calculating charges (like an electricity or gas meter).

**Is this project a precursor to having water metering?**

No, this project is not about introducing water meters into Scottish households.

This project focuses on understanding water usage patterns in individual households. The only accurate way to measure the individual water usage in a property is to have a logging device installed inside the actual house itself which is attached to the main water supply that enters the property.

To minimise any inconvenience for the householder, the simplest way to monitor the actual daily water usage is to take readings using a device similar to a 'smart meter'. The water flow monitor will electronically send the readings through the mobile telephone network (similar to sending the information in a text message).

The signal will only be sent once a day and it will only take a fraction of a second each day to send, so the 'electronic readings' will not have any impact on any devices in the household.

The water flow monitor is being used to measure the amount of water used only and it will also help to capture the effect of any water efficiency measures which are being used within the property.

**Why is water efficiency important in Scotland when it rains so much?**

Even though it rains a lot, it takes a lot of energy to pump and treat the water before it gets to your home. Plus, about a quarter of our energy bill is from using hot water, so simple water efficiency is good for our bills and the environment.

Plus, Scotland has experienced a drought in recent years (Dumfries and Galloway in 2010). So with more people using water every day and with the risk of future dry seasons increasing, Scottish Water is seeking to understand the benefits of water efficiency to help you with future water supplies.

**Will someone come and take readings from the water monitor?**

No. Once the water flow monitor has been installed, all information is transmitted automatically to Scottish Water via an electronic message similar to a text message on a mobile phone.

**Will the monitor use energy from my household energy supply?**

No. The monitor is battery operated, so it will not use any energy from your household's energy supply.

**How long will it take to install the water monitor and who will install it?**

On average 1 hour. We want to minimise any disruption to you or your home as much as possible. Glasgow based CBES are the company who will install the monitors. All their staff will carry identification and are covered by Disclosure.

**Can a water monitor be installed in all properties?**

No. In some cases there may not be space or the water pipes may not be accessible.

**How accurate are the water monitors?**

The water monitors will provide measurements every 15 minutes which is more than enough to give us a good understanding of our water usage.

**Will the data from my monitor be treated anonymously?**

Your data will be treated in the strictest of confidence and will not be disclosed to any third part without your expressed permission.

**Who do I contact if there is a problem with my water monitor?**

In the first instance please contact your housing association.

**How long will the project last?**

The project is due to last for two and a half years. In the first year, we will simply install the water monitor device into your home. This will enable us to establish how much water we use. After the first year we will offer tenants additional advice and water saving devices to help you save water. By saving water you could save money on your energy bills.

**Will the water monitor be removed after the project?**

The water flow meter will be left in place to reduce any further disruption to you in the future.

**What if I do not want to take part later on?**

That's OK because the monitors operate wirelessly we can also turn them off wirelessly without having to disturb you.



**Why have I been asked to take part in this project?**

Your Housing Association is constantly striving to identify ways in which it can help improve the quality of your homes and lives. Water and energy efficiency is another one of these innovative and exciting projects they are working on with many other people across Scotland.

**What are you doing to prevent bogus callers?**

All installers and advice staff will have identification and are covered by Disclosure. CBES, who will install the water monitors, will only do so on an appointment basis.

If you are not sure please call the Energy Saving Scotland advice centre on **0800 512 012** to check, giving your name and address.

**Who can I contact if I want more information?**

In the first instance, check with your Local Housing Officer or Housing Association. You can also contact the Energy Saving Scotland advice centre on **0800 512 012** for further information or advice.

For more information visit [www.waterefficiency.co](http://www.waterefficiency.co)

