

Water and Energy Efficiency Trial

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 a number of housing associations and private builders have teamed up to work on a really exciting new project about water and energy efficiency. The project will involve around 2,000 homes in various locations across Scotland.

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.

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.

We will monitor your water usage during the trial, but there will be no need for anyone to visit your home to take readings.

In the second year we will offer some participating householders additional advice to help 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 Home Energy 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 through the Scottish Government's Home Energy Efficiency Programmes for Scotland including assistance householders who are in, or at risk from fuel poverty.

The Energy Saving Scotland advice centres have a free advice line on **0808 808 2282**.

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

Householders will receive a home visit from a qualified Home Energy Scotland advisor who will answer any questions you may have about the project and carry out a short baseline survey. This baseline survey will help with the analysis of the project.

The advisor will also offer to 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 of the project some participating householders will be given 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.

Through this project they want all of their customers to "Do your part be water smart"

For more information on Scottish Water visit 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, 28%, 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 a number of Housing Associations and private house builders taking part in this project

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 water usage in a property is to have a logging device installed on to the main water supply that enters the house.

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 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.

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.

How will the data be stored and used

All information and data captured from this trial is being stored by Etive Technologies Ltd on behalf of Scottish Water and the Energy Saving Trust. This project is only looking at water use patterns within households and how water efficient fixtures and fittings can help occupants to use water more wisely. Scottish Water will use the information for the purposes of understanding patterns of water use and the Energy Saving Trust for the purposes of advising participants in the trial. No information will be sold or passed to external parties unconnected to this project. Etive Technologies Ltd are registered under the Data Protection Act 1998, registration number Z2859330..

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 party without your expressed permission.

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

Scottish Water's 24 helpline on **0845 600 8855**

How long will the project last?

The project is due to last for three years. In the first year, we will simply install the water monitor for your home. This will enable us to establish how much water we use.

After the first year we will offer some participating householders additional advice to 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 likely 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?

We would arrange to collect some final details and the monitor at a time that was convenient to you and then remove you from the trial.

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

Your Housing Association or house builder 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 advice staff will have identification and are covered by Disclosure.

If you are not sure please call the Energy Saving Scotland advice centre on **0808 808 2282** to check, giving your name and address.

Who can I contact if I want more information?

In the first instance, check with your house builder, Local Housing Officer or Housing Association. You can also contact the Energy Saving Scotland advice centre on **0808 808 2282** for further information or advice.

For more information visit www.waterefficiency.co