

Meters

If your supply is not measured, have you considered having a meter fitted? You would then only be paying for the water used, rather than a fixed amount based on the rateable value of your property.

For domestic customers there is no charge to have a meter fitted (subject to survey).

It is a fact that on average, our metered customers use 17 litres of water LESS each day than our unmetered customers.

Further information

We have produced a number of leaflets for your information. Please contact us if you would like copies of any of the following:

Water in the Garden

Service Pipe Maintenance

Water Efficiency

Water Meters

CAMBRIDGE
WATER
COMPANY

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WATER
COMPANY

Leakline

Tell us about any leaks you find on underground pipes, call us on **01223 70 60 50**.

Leak detection

You are the legal owner of the supply pipe serving your property and are responsible for the cost of repairing leaks on that pipework. Your supply pipe runs from the boundary of the street in which the main is situated to your property. However, to demonstrate our commitment to the control of leakage we may repair, free of charge, the first leak to underground pipework subject to certain conditions. Please telephone **01223 70 60 50** for further details and a copy of our 'Service Pipe Maintenance' leaflet.

Water savers

We will send you a 'hippo' or 'hog' free of charge. Simple instructions are included. For further details please telephone **01223 70 60 50**.

Dripping taps

We will re-washer dripping taps for a reasonable cost. For further details please call **01223 70 60 50**.

Contacting Cambridge Water – couldn't be easier.

By phone:

Customer Services and 24 Hour Emergency **01223 70 60 50**

MINICOM (text phone) **01223 40 30 98**

Fax: **01223 21 40 52**

Email: info@cambridge-water.co.uk

Write to:

Cambridge Water PLC, 90 Fulbourn Road
Cambridge CB1 9JN

www.cambridge-water.co.uk

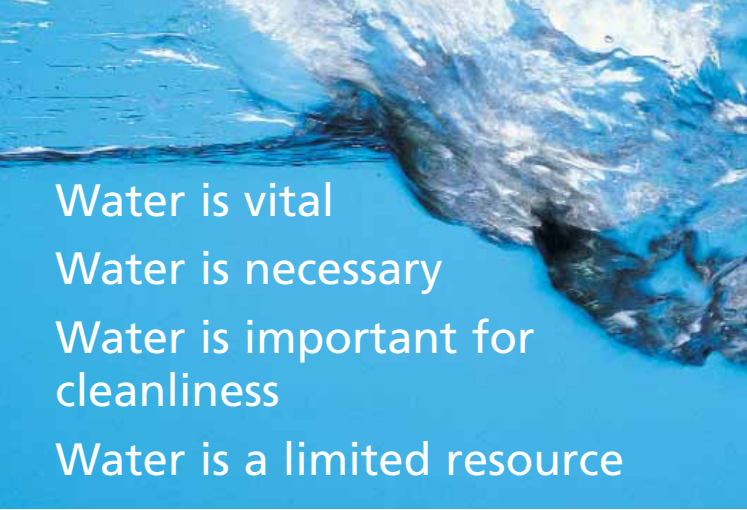
Our offices are open from 08:30 to 17:00 Monday to Friday
excluding public holidays.



Water in the Home

A guide to efficient use
of water in your home

Please keep in a safe place



Water is vital
 Water is necessary
 Water is important for cleanliness
 Water is a limited resource

Running Taps

How often do we leave the tap running whilst cleaning our teeth, washing vegetables and rinsing dishes?

Why do we boil more water than we require by filling the kettle with too much water? (This wastes electricity as well).

A running tap can use 10 litres of water per minute!



Here are some tips to keep running taps to a minimum

- Use a glass or mug when cleaning teeth
- Use a bowl in the kitchen sink
- Fill a jug with water and keep it in the fridge, it saves running the tap until the water is cold
- Fill a basin or bucket when cleaning, instead of rinsing cloths under a running tap

Do you need to use the waste-disposal unit? Why not start a compost heap instead with your vegetable peelings?

Don't leave taps dripping – we offer a tap re-washing service for a reasonable charge.

Replace any faulty washers in taps and ball-valves.

Each flush of the toilet uses 6 –10 litres of water and accounts for one third of the water used in the home. So, if you are installing a new toilet, look out for the models with 6 or 7 litre flushes. You can reduce the flush volume in older toilets by fitting a 'Hippo' or a 'Hog'.

A 'Hippo' is a blue plastic bag which, when fitted inside the lavatory cistern, reduces the volume of flush by 2 – 3 litres.



A Hippo



A Hog

A 'Hog' is a plastic envelope filled with water absorbent granules. When fitted in slimline or other smaller lavatory cisterns it will reduce the volume of flush by 1 litre. We will send you Hippos or Hogs **Free of Charge**. Simple Installation instructions are included.

Baths Versus Showers

If you have a shower you probably use about half the volume of water you would use in a bath, but a few minutes in a power shower could use more than a bath.

An average shower can use 45 litres and in the same time, a power shower uses up to 80 litres. A bath uses 90 litres on average.

If you are running a bath, check the temperature as you fill it so that you do not need to add water to correct the temperature at the end.

Washing Machines and dishwashers

Water guzzling appliances account for nearly a third of the water used in the home

An automatic washing machine uses between 70 and 120 litres of water each cycle. Avoid wasting water by making sure you have a full load each time you use it or use the half load setting. If buying a new machine, look for the energy efficient label. This will show you how much water and electricity it uses.

Each time you turn on the dishwasher it uses 45 litres of water so make sure it is full. Pre-rinsing the dishes is not always necessary.

Plumbing

Maintain your household plumbing system.

Insulate the pipes in your loft to avoid a freeze-up. For further information ask for our leaflet "Now is the time to prevent a freeze-up".

If you do find a leak get it repaired as soon as you can. If you suspect that your underground service pipe is leaking ask us to investigate it for you. If we find a service pipe leak we may repair it free of charge, ask for our leaflet – 'Service Pipe Maintenance'.

Know where your internal stop tap is so that you can turn it off in the event of an emergency.



Flushing the toilet uses 6–10 litres.

A dripping tap can waste 25 litres a day.

A running tap can use 10 litres a minute.

