



Water Neutrality in Sussex North

Webinar Q&A

February 23rd, 2023



Thank you!

Thank you for attending our recent Water Neutrality webinar. Interacting with our customers is one of our top priorities, and we truly enjoyed seeing so many of you!

Our next webinar will be held in May 2023, date and content to be confirmed. Please feel free to share some feedback and suggestions for the next webinar so we can improve the experience for you. Any feedback/suggestions can be sent to our dedicated inbox: waterneutrality@southernwater.co.uk

Slide Pack

This pack is accompanied by a copy of the slides that were presented in the session; we appreciate that there was a lot of technical information provided so please do let us know if you have any further questions once you've had some time to absorb what was discussed.

Recording

A recording of this webinar will be available on our website soon, I will share the link when it has been uploaded.

Q&A

Are the water butts that are fitted during a home visit 'smart' or 'dumb' water butts? Sincerely hope it's the former given the surface water benefits from them being Smart.

Those fitted at home visits are not 'smart' or trickle watt butts; we currently install a standard 200 litre water butt once certain criteria are confirmed concerning fitting. Our Cleaner Rivers and Seas Pathfinder projects have an initial trial in place using smart water butts so we will be looking to learn from this and replicate where possible. Please note we do not allow the customers to fit the water butts themselves or provide extra products to be used elsewhere.

Is the product offering for the home visit based on litres saved per product and what's the take up like for the most efficient items?

The devices we'll fit depend on how the household uses water and what appliances and devices they already have. More information on the products we offer can be found on our website: [Water-saving home visits \(southernwater.co.uk\)](https://www.southernwater.co.uk/water-saving-home-visits)

How do you arrange for someone to talk in school?

This can be arranged via our website: [School talks \(southernwater.co.uk\)](https://www.southernwater.co.uk/school-talks)



The average water saving from home visits is shown as 27.5 litres, is that per household or per customer?

This is an average per household figure from 2015 used in the WRMP. More recent figures show a saving of 54 litres per household per visit. As occupancy is so changeable, we base figures on occupancy data available to achieve the metrics used for PCC.

How do you arrange a water saving home visit?

Please see our website for more details: [Water-saving home visits \(southernwater.co.uk\)](http://southernwater.co.uk)
Any visit questions can also be sent to waterefficiencyteam@southernwater.co.uk

Are you aligning your water butt target areas to the 'Cleaner Rivers & Seas' water butt target area?

We will work with the Task Force to investigate this in future.

Are you increasing leak detection within Sussex North?

We have a specific action plan for Sussex North to monitor and track leakage levels against target and will we adjust our plans as necessary. We are looking to deploy more acoustic logging sensor in the Sussex North area soon.

Why is it harder to detect a leak on plastic pipes?

The acoustic logging sensors hardware send sound waves along the pipes to try and detect the noise leaks make when they are running. This method does not work as well on plastic pipes because plastic absorbs sound more effectively than other materials, so it doesn't travel as far along the pipe. We have and are working with water industry experts (UKWIR and Southampton University) to understand the issues. This including running trials and studies to improve the situation.

What are the challenges to full smart meter rollout, and should the next trial phase be rollout for all new homes?

We are planning to deploy all new homes with smart ready meters; the capability will switch on when the smart networks are ready; the smart network capabilities is a key challenge but some WRZs will be ready before others.

When will this start?

We are waiting for our revised smart metering plan to be approved; we will advise accordingly in due course.

Is l/p/p/p/d the right marker to use? Are homes that are being built as "water efficient" achieving the targets or is actual use higher causing a legacy issue?

This is referred to as Per Capita Consumption (PCC). This is an industry standard metric set by the regulators. This standard is changing from PR24 where business demand is an additional metric.

Are you planning to deliver a higher level of water efficiency T100 work in Sussex North compared to elsewhere because of the water neutrality requirements?

Sussex North has the most aggressive and highest water efficiency target in our supply area.

Is that national?

For Southern Water, this could be nationally, but we do not have that information yet.



Can you advise on the specification of the proposed Smart Meters?

It is too early in the development of the programme to confirm the specification, we are considering options. We will arrange for a session on Smart Meters in a future webinar to bring you more detail soon.

Can smart meter technology be used for more effective targeting of advice to households that appear to be high consumption/potentially inefficient?

Yes, and it's included in the Water Resource Management Plan (WRMP) plan.

In the future can you share the breakdown of the sectors respondents who respond to the consultation to push the target (100) back to 2050 are from?

We have forwarded this to the WRMP team to consider in their responses, we will advise further in due course.

What's next?

The next webinar will be held in May, date and content to be confirmed. Please get in touch with any topic suggestions you would like us to consider for this event and we will do our best to incorporate this. Please send any suggestions to waterneutrality@southernwater.co.uk

We will continue to provide monthly updates via our newsletter to keep you all informed.

See you again soon!