

EVERY DROP COUNTS



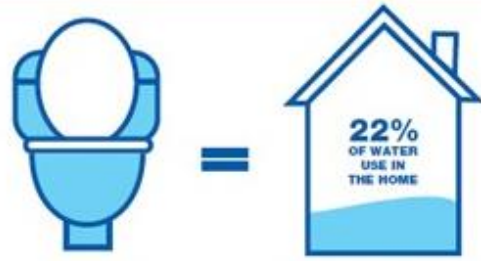
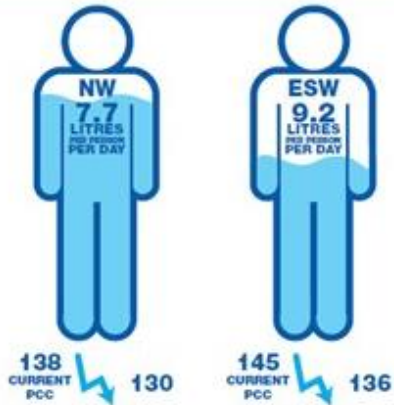
NORTHUMBRIAN
WATER *living water*



SEWERADOPTION8

• DEVELOPERS' CONFERENCE 2019 •

**WE HAVE COMMITTED TO REDUCE PERSONAL CONSUMPTION BY 5.7% BY 2025.
OUR LONG TERM GOAL IS TO REDUCE PCC ACROSS OUR REGIONS TO 118 LITRES PER PERSON PER DAY BY 2040.**



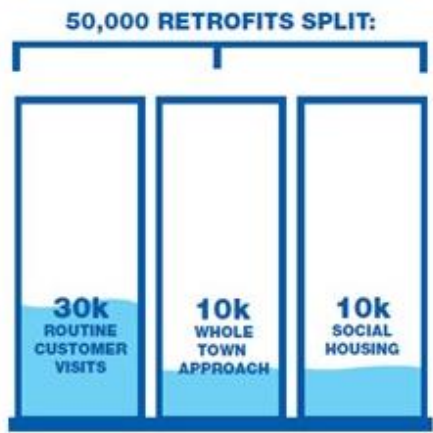
WE WILL PROVIDE A £55 REFUND FOR CUSTOMERS WHO REPLACE THEIR 7.5 LITRE (OR GREATER) FLUSH TOILETS WITH THE MOST WATER EFFICIENT TOILETS ON THE MARKET. CURRENTLY THE MOST EFFICIENT TOILETS USE LESS THAN 3 LITRES OF WATER PER FLUSH.

WE WILL REDUCE CUSTOMER SIDE LEAKAGE BY OFFERING AFREE LEAKING TOILET CHECK AND REPAIR SERVICE TO ALL CUSTOMERS BETWEEN 2020 AND 2025.



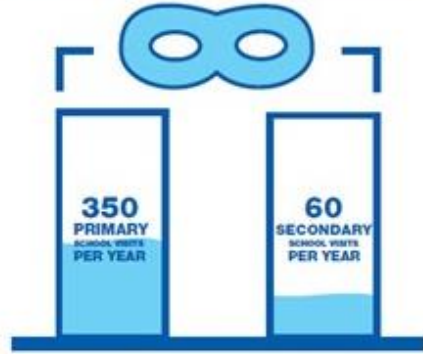
BY VISITING PRIMARY AND SECONDARY SCHOOLS IN OUR SUPPLY AREAS, WE WILL SEE UP TO 35,000 PUPILS EXPERIENCE THE SUPER SPLASH HEROES PLAY AND WORKSHOP.

WE WILL OFFER ALL OF OUR CUSTOMERS IN SPECIFIC TOWNS THE CHANCE TO HAVE A QUALIFIED TECHNICIAN VISIT THEIR HOME TO HAVE A CONVERSATION ABOUT HOW WATER IS USED IN THE HOME AND GARDEN.



WATER EFFICIENCY DIGITAL ONE STOP SHOP

WE WANT TO FURTHER DEVELOP WHAT WE OFFER TO OUR CUSTOMERS ONLINE BY PROVIDING A ONE STOP SHOP FOR WATER EFFICIENCY. IT WILL INCLUDE THE ABILITY TO VIEW CONSUMPTION DATA AND CUSTOMERS WILL ALSO BE ABLE TO COMPARE WITH WITH NEIGHBOURS AND DIFFERENT COMMUNITY GROUPS. REQUEST A WATER AND ENERGY SAVING VISIT AND/OR ORDER WATER SAVING PRODUCTS.



NORTHUMBRIAN WATER *living water*

Water Efficient Homes

- ④ Part G of the Building Regulations
 - ④ 125 litres per person per day and the optional tighter standard of 110 litres per person per day.
- ④ Our Part G Research findings and aims for further research
- ④ Northumbrian Water's Developer Incentive Scheme
- ④ Discussion

Hive Leak



- 🔹 Monitors flow at main water pipe in home
- 🔹 Identifies leaks and continuous use
- 🔹 Easy to install
- 🔹 App notifications and audible alarm
- 🔹 Discussion

Welcome to your new home



- 🔵 Engaging with customers in their new home
- 🔵 Simple information to make it easy
- 🔵 Small add on to your existing process
- 🔵 Enhance the value and experience for your customers
- 🔵 Discussion



Thank you!

Tom Andrewartha, Tim Wagstaff &
Louise Richardson

