

Getting ready for the **future**

It is vital that we take a long-term view when planning our water resources to make sure the decisions we make today are the best ones for tomorrow.

That's why our Water Resources Management Plan (WRMP), submitted to Defra this year, looks 60 years ahead, starting from 2020. The plan sets out how we will continue to supply our customers with a plentiful supply of clean water, now and in the future. Making our service more resilient to both short-term events and long-term trends such as population growth and climate change is at the heart of our plan. To do this we have continued to be heavily focused on lowering demand for water and we are committed to reducing leaks and helping our customers use water more efficiently.

10%

At least **10%** of customers will be on a smart water meter by 2025 and this will increase if technology advances support a larger roll-out

15%

We will reduce leakage by **15%** by 2025



Better for the environment, better off on a meter

In our WRMP we have committed to increase the number of households on a water meter to 90% by 2025, bringing us in line with other companies in the south east.

To help us get there, this year we've been busy installing thousands of meters – over 30 every day – and have started encouraging customers to switch by showing them the cost of their unmetered bill against what they would be charged on a meter, using actual readings from their property. These customers have the choice of opting to switch over to metered charges and for those that don't see a saving, we're offering home efficiency visits to help them bring down their usage.



Paul Rudd, a customer from Caterham, has opted to switch over to a metered bill:

“Making the switch to a water meter has had an immediate impact. We all became much more thoughtful about how we were using water in the house; it made us think about the ways we may be wasting water - like leaving the tap running, the length of our showers and just how much water to put in the kettle.

SES Water managed the switch efficiently - it was simple and straightforward. All it took was a short phone call and that same day, the switch happened with no effort on my part. I've already saved money. In fact, I got a refund which was very welcome! I wish I'd done it a long time ago.”