

# Delivering despite challenges

Extremes in weather can have a big impact on the water industry and the summer of 2018 saw record temperatures and soaring water consumption across the country – about 35% higher than normal.

The greatest demand was in areas where many people were using sprinklers which can get through 1,000 litres every hour – that’s the same amount of water a family of four would use in two days! Despite the unprecedented demand, we continued delivering for our customers – not one of our 712,000 customers lost their supply with only a few experiencing lower pressure than normal during peak times.

Hot, dry weather can also increase leakage with more water being pumped through the network and dry ground shrinking and moving which can crack pipes. Leaks are also much easier to spot on roads and pavements which meant we saw a surge in reports during the heatwave. Reducing wastage by managing leakage is very important to customers and one of our top priorities too. We have one of the lowest leakage rates in the country and we have maintained that this year and met our challenging target again by significantly increasing the resources available to fix them.

## 40 million

An extra 40 million litres of water put into supply on 8 July 2018

## 20 years

We have met our leakage target for the last 20 years

### Some things are better with water

#TapChat is our summer water saving campaign in partnership with environmental campaigning charity Hubbub.

From giving out free water-saving devices at events to large billboard advertising, we encouraged customers to use water wisely and promoted water-saving tips and advice. As a result, half of the people we talked to said they were very likely to change their water habits – but that means we still have plenty more to do to support customers in saving water.



### Renee Canter, a Redhill resident and gardener, wrote a blog as part of the campaign:

“Before taking part in the #TapChat campaign, I wasn’t aware that I live in a water-stressed area - I’m not even sure I knew what the phrase ‘water-stressed’ really meant! The campaign has definitely made me more conscious about how I use water at home and in my work. I think it’s good that SES Water is raising awareness about the pressures put on our water supply and the ways in which we can all change our habits to use less and preserve more.

I really enjoyed being part of the #TapChat campaign and it was great to have the chance to share my top tips for caring for your garden without using too much water. This is a topic that I’m really passionate about and it was great to link up with the campaign to spread the message far and wide.

I like how the #TapChat campaign uses fun and positive messaging to raise awareness about a serious issue, and how it focuses on simple and easy changes that we can all make to make a positive contribution to our local and the wider environment.”