

Being a responsible business

As a small local company deeply embedded in the communities we serve, we are not seen as just a supplier of water and we don't want to just deliver great service for customers – we want to play an active part in improving the areas we are privileged to serve.

That's why this year we joined Business in the Community (BITC), a membership organisation made up of progressive businesses of all sizes who understand that the prosperity of business and society are mutually dependent. Our membership demonstrates our responsible business credentials, our commitment to our local communities and our desire to join with others and be a force for good.

We have also launched a charitable giving fund through the Community Foundation for Surrey which will see us support a number of worthy causes in our supply area, helping to change lives and build stronger communities.

Our customers also quite rightly value the environment and expect us to play a part in making it better, supporting the wildlife that lives within it. They also want us to prepare for future challenges, such as population growth and climate change. We are committed to reducing the impact of our energy intensive operations and are implementing more sustainable ways of pumping, treating and distributing millions of litres of water every single day.

13,000

Each day we use enough electricity to power 13,000 homes

4,000

Switching to renewable energy is the equivalent of taking 4,000 cars off the road



Getting greener

We took a major step forward this year in our environmental commitments by switching to 100% renewable energy – this means we only consume electricity that has a Renewable Energy Guarantee of Origin (REGO) certificate which demonstrates its low carbon credentials and is used to trace the source and destination of every megawatt-hour.

As well as supporting the investment in renewable generation in the UK, we are increasing our own renewable generation from solar at our sites which this year saw us install panels at our Redhill head office, bringing our annual production to 209,225 kilowatt hours, enough to power over 50 houses for a year.



Meet our new vans – Usain Volt and Emma Wattson!

In partnership with renewable electricity supplier Drax Group, we have invested in 16 new charging points and are replacing the first ten of our 100-strong fleet of diesel vans with a five-year trial of electric vehicles – saving 43 tonnes of CO₂ a year!

We are also using telematic systems to monitor usage data so we can understand exactly how to save the most energy, further lowering both our carbon emissions and our costs and paving the way for a broader roll out plan and potential 'vehicle to grid' trials.

