



**Leaky loos and
internal leaks.**

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Leaky loos are one of the most common causes of unexpectedly high water use in households and businesses, but they aren't always easy to spot and often go unnoticed. We estimate that up to five per cent of toilets leak, each wasting between 100 to 2,500 litres every day.

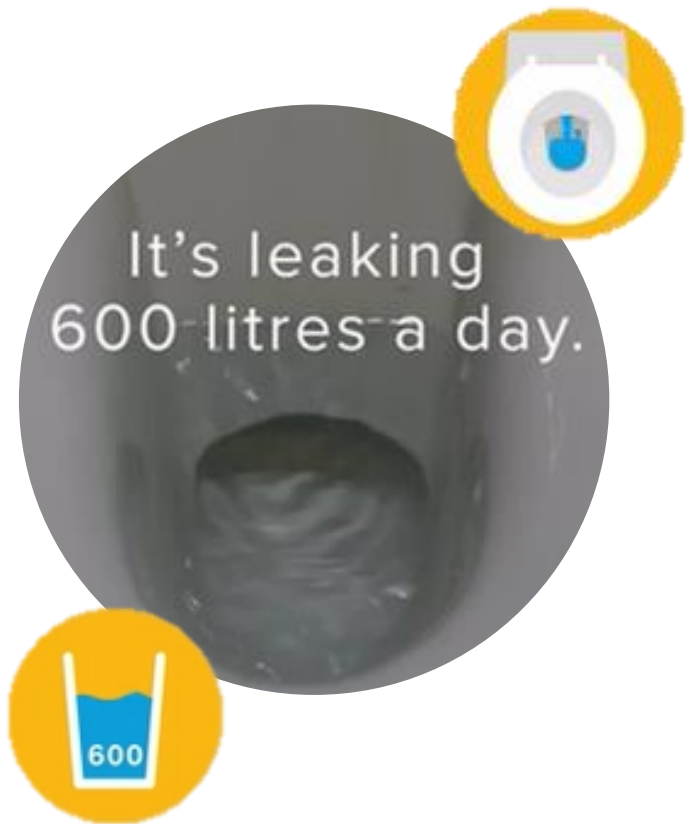
Fixing leaky loos.

Following a successful trial in 4,000 households, we've made fixing leaky loos and other internal leaks part of our core business, with every Smarter Home Visit customer eligible for one free repair.

Now that fixing leaky loos and tackling internal leakage has become a focus for us, we've increased our capacity to provide these fixes and have been rewarded with significant savings.

With an average leaky loo doubling a metered household's annual water bill, our efforts to raise customers' awareness, and fix these leaks, will deliver savings that directly benefit metered customers' bills.

- **Leaky loos can double a metered household's annual water bill.**
- **Over 6,000 internal leak repairs carried out in 2017/18.**
- **3.2m litres of water saved per day thanks to Smarter Home Visits.**



Smarter Home savings.

During 2017/18 we completed over 6,000 internal leak fixes as part of our Smarter Home Visit programme. This is saving 3.2 million litres of water every day.

When the cost of a fix is accounted for, it represents good value for money. But the benefits for customers who've received a Smarter Home Visit and retrofit don't end here, and everyone has something to gain from wider awareness of water saving issues:

- Average saving per fix of over 300 litres a day
- Saving money for customers
- Reducing in-home leakage