



**Smarter Home  
Visits.**

# Smarter Home Visits.

Our Smarter Home Visits (SHV) initiative is the largest water efficiency programme in the history of the UK water sector.

## The background.

Our SHV scheme involves retro-fitting water saving devices, and providing individually tailored water saving advice to households across London and the Thames Valley.

The scheme is run by our partner Groundwork, an environmental organisation which delivers wider sustainability and green space projects. They train local people to carry out the visits and retrofit our range of water and energy saving devices.

In 2017/18 we delivered over 69,000 SHVs in London and the Thames Valley, and installed over 174,000 water and energy saving devices through our activities. The majority of our SHVs were provided to households that recently had a smart water meter installed.

During these visits we also fix leaky loos, and offer selected customers free benefit entitlement checks and debt advice. An average of £2,791 per year was identified for each family eligible for financial assistance.



- Over 69,000 smarter home visits in London and the Thames Valley in 2017/18.
- Fitted over 174,000 free water saving devices last year.
- Fix leaky loos and other internal leaks for free.

## Water saving in action.

We've seen more and more of our customers take up our SHVs because they're keen to learn how they can reduce the amount of water they use, and save money on their water and energy bills.

During each visit, our Smarter Home Advisers show each customer how they could be saving money using our specialist water and energy saving app. Our app has been developed in conjunction with the Energy Saving Trust (EST).

By using the app to talk the customer through each of the ways they use water and energy, our advisers can show a 'live view' of where savings could be made and produce a bespoke water savings plan for every household.

To maximise these water savings, we've also offered customers a wide range of water saving devices and fixes including:

- Showerheads and shower saves
- Shower timers
- EcoBETAs (toilet dual flush retrofit device)
- Toilet cistern displacement devices
- Tap aerators
- Kitchen swivel taps
- One-off free leaky loo fixes

