

## TECHNICAL COMMITTEE – WATER REUSE

**Date:** 10<sup>th</sup> October 2010

**Venue:** Holiday Inn Express, Banbury

**Time:** 9.30 am – 2.00 pm

---

### In attendance:

Phil Barnard	Chandlers (Chair)
Kevin Reed	Graf UK (Vice Chair)
Sarah Mukherjee	Water UK
Suzy Armsden	WATEF Administrator
Donna McInnes	DEFRA
Angela Wallis	Environment Agency
Neil Pendle	Waterscan
Lutz Johnen	Aquality

---

### Apologies:

Daniel Goodwin	Cranfield University
Daniel Clark	CC Water
Hamilton Scanlon	Reaqua Systems
Mike Lee	Energy Team
Phil Henry	Polypipe
Matthew Foster	Severn Trent
Alison Maydom	DEFRA
Andy Wilson	Scottish Water
Kemi Adeyeye	WATEF Coordinator

## MINUTES

### ***Welcome & Introductions***

Phil Barnard welcomed everyone to the meeting and gave a brief overview of progress to date – “why we are here?”

### ***Presentations given at WATEF Conference***

- The Technical Committee gave 5 presentations at the conference which it was hoped would stimulate discussion at the question and answer session following the presentations. There was, however, little audience feedback from the presentations which was disappointing.
- Reminder to those present to vote for the best overall presentation from the conference

### ***Views on Project Proposal for Updating EA carbon report 2010***

Members were reminded that they need to provide proposals to Angela Wallis in order that EA carbon report can be updated.

#### **Actions:**

- Suzy to re-circulate EA report (previously circulated) on carbon and GWR
- Technical Committee members to investigate whether they can contribute towards costs of study. Response by end month if possible. 1 response received and it is looking increasingly unlikely that the review will go ahead

### ***Specifications/Guidelines for Promoting Water Reuse to domestic and non-domestic customers***

- Phil Barnard advised that he had attended a few meetings recently around this subject. This seems to be a “hot topic” and no-one seems to have any real answers. During the recent Waterwise workshop “Water Efficient House of the Future” Jacob Tompkins spoke about three challenges – financial, technological and behavioural/aspirational. His presentation was very well received by all those present at the workshop. These three challenges are what we should focus on in order to move forward
- There is a need for some “**killer facts**” provided by the industry about the costs and benefits of grey and rainwater systems to engage people but what are they and how is the industry going to produce them
- When people buy a new house what do they look for? Most important room is the bathroom and most new bathrooms incorporate water efficiency devices. Water efficiency needs to become part of the conversation and to be “normalised” or “de-weirded”.
- There is a need to find a product that works and is easy to install - all new bathrooms incorporate water efficient devices Most dual flush WCs are well established and tested. Water efficient taps – most people don’t want to turn on the tap and get splashed – most bathroom sinks are designed to be small and flat and fitting flow restrictors on taps can cause splashes. Showers - most people don’t want a power shower any more – just a water efficient shower and bath. Cost is also a challenge – there is a need to demonstrate the cost savings which can be obtained by installing water efficient devices and rain/grey water harvesting products – the calculations need to include cost of heating water – people will be engaged by energy saving. Perhaps include energy information on product? The energy costs associated with grey and rainwater harvesting should be clearly set out for potential users so they can compare them with other water efficiency measures.
- We need to gather more data from manufacturers. Cranfield University did a study and there is a report available on grey water recycling. We need to get more data in order to do a better job of promoting water efficiency.
- People do not trust water companies – there is a need to get everyone to “sign up” to provide data – perhaps there is a case for more academic research? Availability of data – perhaps undertake study – water companies may hold relevant data on possible savings – perhaps talk to Andrew Tucker at Thames (NP)
- Environment Agency is working with Thames Water to see where savings proposed in their Water Resources Management Plan can be realised. Andrew Tucker , Thames’ Water Efficiency Manager will play an important part in making sure that the savings are made.
- NP is meeting Thames Water and will see if he can obtain any relevant data on potential savings – we need simple graphs to deliver a story – once we have 4 “**killer facts**” we can begin the storyboard. For

example how RWH is incorporated into social housing. This could be linked simply with metering.

Thames Water customers are now paying the middle rate for water. When water reuse is talked about what are the drivers?

- We need to know who we are targeting – communication is key factor

Actions: Neil Pendle to discuss data availability with Andrew Tucker and report back to Phil/Kevin via Suzy

### **Water Reuse Event**

Public engagement is vital for promoting water re-use systems. We will organise a water reuse event based on 4 “**killer facts**” the main barriers to take up of the systems are:

Financial : there are minimal savings on water bills

Technological: there are a lot of products out in the marketplace which are not fit for purpose.

Behavioural/aspirational: the need to change.

Conclusion: Focus on the information available and perhaps organise a workshop and disseminate our findings. Essex & Suffolk Water have already put something together <https://www.eswater.co.uk/your-home/using-water-wisely.aspx>

EA can provide basic information on what water companies are saying about demand for water in their water resources management plans – but the industry must provide data on how much water their systems actually save – there is a *large information gap*.

Rainwater harvesting systems need to be joined up with flood prevention - in Belgium this is already in place – GLA in London want to know how much savings can be made in terms of flood management. Need killer fact to prove whether RWH does have benefits for managing floods. **We need to obtain facts from Belgium (LJ)**

The group discussed whether there is a need to lobby MPs to add SUDS in terms of flood protection into their manifesto

Technology is progressing in leaps and bounds – the way to make it work is for it to be adaptable to modern use. The challenge is how do you get developers to find value? When people buy a new house they think about flood protection and RWH is another avenue for this. **Need to make water efficient systems desirable to general public.**

SUDS & RWH: Attenuation is largely ignored – we need more data on cost of combined RWH with Attenuation and what benefits they can deliver.

Would rainwater harvesting systems benefit people in flood areas, or would it be more expensive? Cost of retrofitting is more expensive and more technologically challenging than for new build.

Need to focus on GWR and RHW – but they need to be looked at in conjunction with other things.

Example of dual flush WCs where some products do a good job and some don't. **Need water company on side to help with technological issues e.g. on GWR.**

Lobbying: RWHA undertakes a lot of lobbying and this would be the route to legislation for any organisation that has a lobbying body. We need to be able to use killer facts that people will be able to understand – our messages need to be consistent. If everyone agrees then it becomes common ground. Need to talk to organisations that could perhaps assist. Perhaps a Pledge card – this could be used to build up our message particularly with other organisations such as BMA CIPHE etc. If we see a pattern emerging maybe we can have some influence

**Action:** talk to RWHA, BMA and other organisations (all) & report back to Phil/Kevin via Suzy

#### **Public Event:**

*Delegates:* Should invite some NGO's: invite NHBC – invite housing associations, plumbers (?), house builders/developers

*Communication* – how? Flooding – use the issue of flooding to give the benefits of a SUDS/RWH system – need facts – we need to break the myths

*Engagement:* at event use the audience to engage with public (spread the word) – how to make the message desirable.

Research available: WWF –

[http://www.wwf.org.uk/where\\_we\\_work/europe/rivers\\_in\\_the\\_uk/uk\\_water\\_campaigns/](http://www.wwf.org.uk/where_we_work/europe/rivers_in_the_uk/uk_water_campaigns/)

WATEF website: <http://www.watefnetwork.co.uk/58-268>

EST: At Home with Water (new study available soon)

<http://www.sustainabledorset.org.uk/sites/sustainabledorset.org.uk/files/publications/At%2BHome%2Bwith%2BWater.pdf>

#### *Event Objectives*

- To allow people to cascade information
- To convince the market that water efficiency is available, technologically possible and affordable. For example “It’s expensive – no it isn’t!”
- To establish that there is a desire from the general public to learn more on water efficiency.
- *Venue:* Sarah M to check to see what Water UK have available in terms of possible venue (London) and Carly to undertake costings. Action: all – everyone to check to see what is available. Date: 14 January – please advise if you could not accommodate this date. Presentations: No product/customer based presentations – possibly ask one of water companies (?) Need to keep it neutral in order to engage audience.
- Possible speakers : Water company ; WWF ; Clive Coley (Energy Savings Trust)
- Action: SM to speak Clive Coley and also speak to Andrew Tucker

Format: Look at format of World Water Day 2014 (<http://www.un.org/en/events/waterday/>)

Perhaps case study on technical side – problems encountered – maybe from housing association viewpoint – need to assimilate data and presentation needs to be generic

How technology is moving forward, how easy it is now, and future steps.

Need to set scene and raise challenges e.g. why are you here? Similar presentation to that given by Ian Barker at WATEF conference.

**Actions:** Lutz Johnen to obtain report from Belgium and to send examples of schemes to members

What is Belgian experience? Also look at what is going on in rest of Europe as well as UK

Presentations to be short (15 mins max) and to emphasise the future – 45 mins after each session for Q&A – people should come to event with questions rather than long presentations

How best to communicate – 25 minutes is most people's comfort time for listening – maybe use voting button technology

Need to put something together from industry side – need to assimilate average prices and numbers (data), Energy Study

Event Title: to be agreed

Event Description: to be agreed

### **ACTIONS**

1. **Suzy to re-circulate EA carbon report on GWR**
2. **Everyone:** to provide Angela Wallis with proposals by end of October if possible
3. **Lobbying & Pledge Cards :** all talk to RWHA, BMA and other organisation & report back to Phil via Suzy (by 7 November)
4. **Data/Killer Facts:** everyone to obtain data (Neil P to obtain graphical data from Andrew Tucker) and feed back to Phil via Suzy – need 4 **killer stats** (deadline 7 November)
5. **Data:** everyone – need to provide data on how much water GWR and RWH systems actually use – report back to Phil via Suzy by 7 November
6. **Belgium:** Lutz to obtain report on Belgium & examples and sent to Suzy for circulation amongst members as soon as possible.
7. **Water Re-Use Committee Event Date:** 14 January possible date – everyone to feedback availability to Suzy by 7<sup>th</sup> November
8. **Pre-event meeting:** Once event date established – Suzy to send planner for pre-event planning/logistical meeting
9. **Venue:** everyone to investigate their possible venues and costings and feed back to Phil via Suzy by 7 November
10. **Presentation rules and guidance for speakers:** Everyone to agree these – ideas to be sent to Phil via Suzy by 7 November.