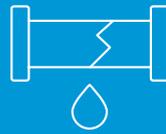


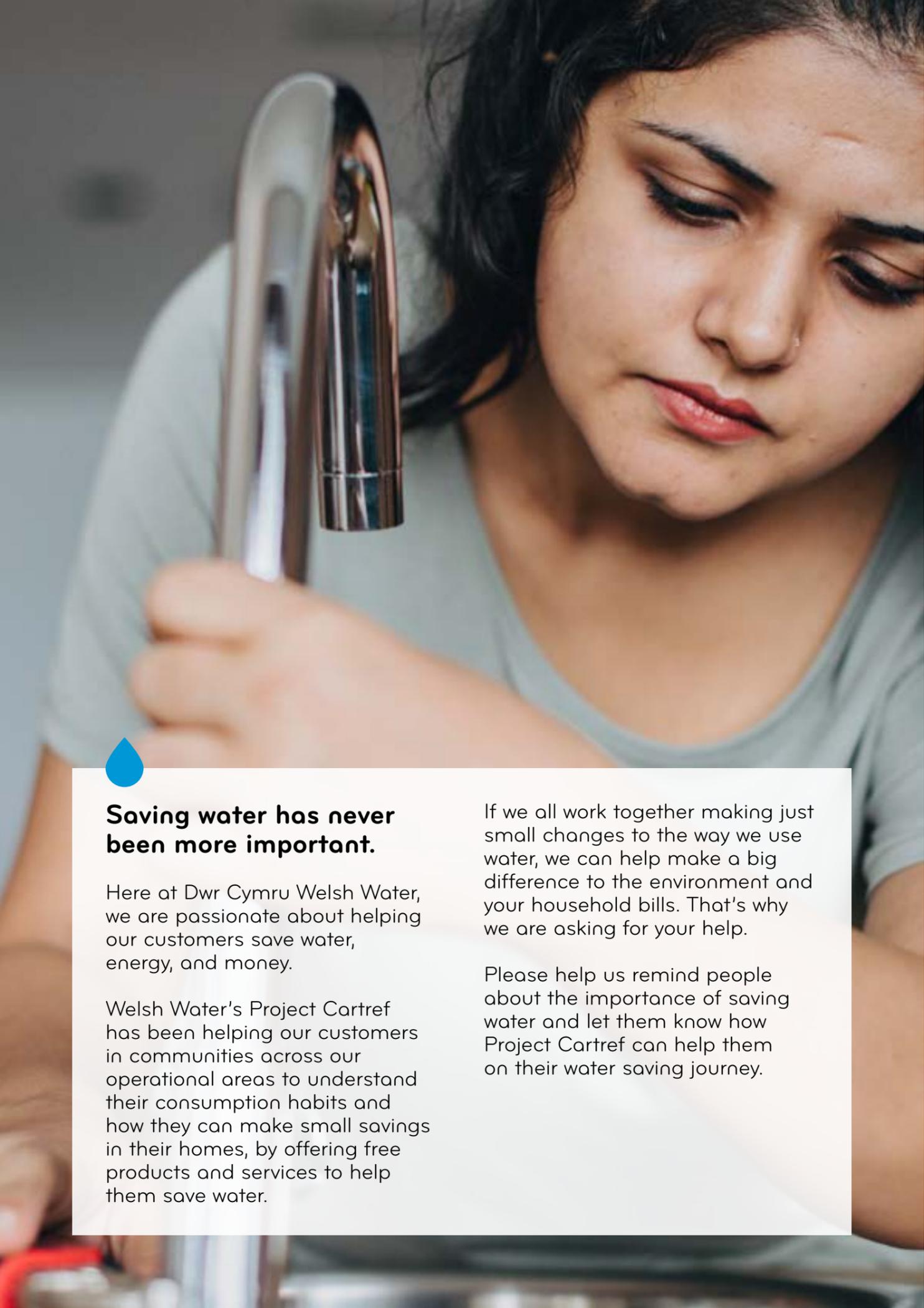


Dŵr Cymru
Welsh Water



CARTREF

— STAKEHOLDER TOOLKIT



Saving water has never been more important.

Here at Dwr Cymru Welsh Water, we are passionate about helping our customers save water, energy, and money.

Welsh Water's Project Cartref has been helping our customers in communities across our operational areas to understand their consumption habits and how they can make small savings in their homes, by offering free products and services to help them save water.

If we all work together making just small changes to the way we use water, we can help make a big difference to the environment and your household bills. That's why we are asking for your help.

Please help us remind people about the importance of saving water and let them know how Project Cartref can help them on their water saving journey.

HOW CAN WE HELP FIXING LEAKS

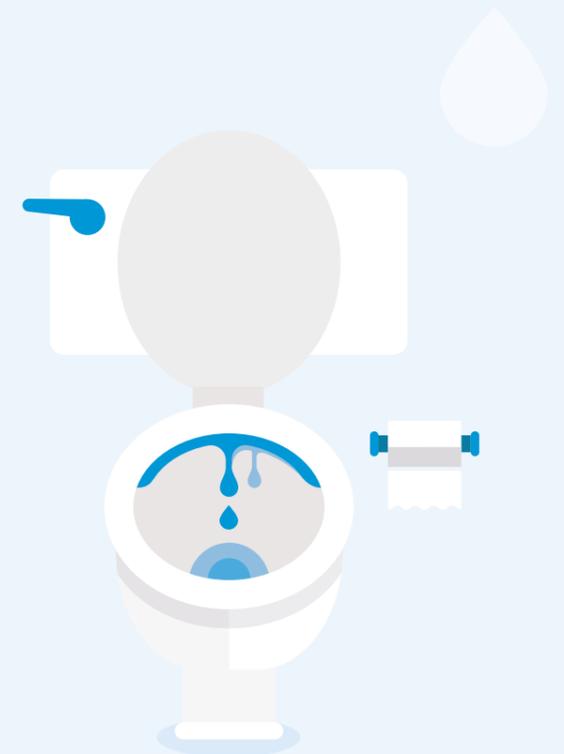
Project Cartref helps customers identify plumbing loss within the home or in the work place, for example, a leaky loo, which can waste around 12 litres an hour. Over a day this adds up to 288 litres – nearly 2 people's average daily water usage.

We can help with fixing leaking toilets or toilets that constantly flush, all you need to do is go to our website to register your interest by clicking this [link](#). Once registered our team can set up an appointment with one of our certified plumbers, completely free of charge.

Alternatively you can email us at cartref@dwrcymru.com or phone us on **0800 052 0130** (quoting Cartref to our call centre staff).

We'll explain the types of repairs we can do when we arrange the visit. When we are able to support with a repair this will be carried out free of charge.

Even if the leak can't be fixed by one of our plumbers, we can point you in the direction of a WaterSafe approved, plumber and can give you helpful tips and tricks on saving water as well as offer free energy saving products.



WATER SAVING PRODUCTS & GET WATER FIT CALCULATOR

The Get Water Fit calculator from our partners Save Water Save Money allows you to find out how much water you use every day and also how that may affect your energy bills.

By answering a few simple questions about your water usage in the home on our **Get Water Fit Calculator**, we can give you advice on simple changes that can be made to your day-to-day water usage. This service also gives you the opportunity to order free water saving products, that are quick and easy to install that can give you big savings on your water bill.

If you're a business owner and are keen to install energy efficient products within your business, please get in touch, as we may be able to help!



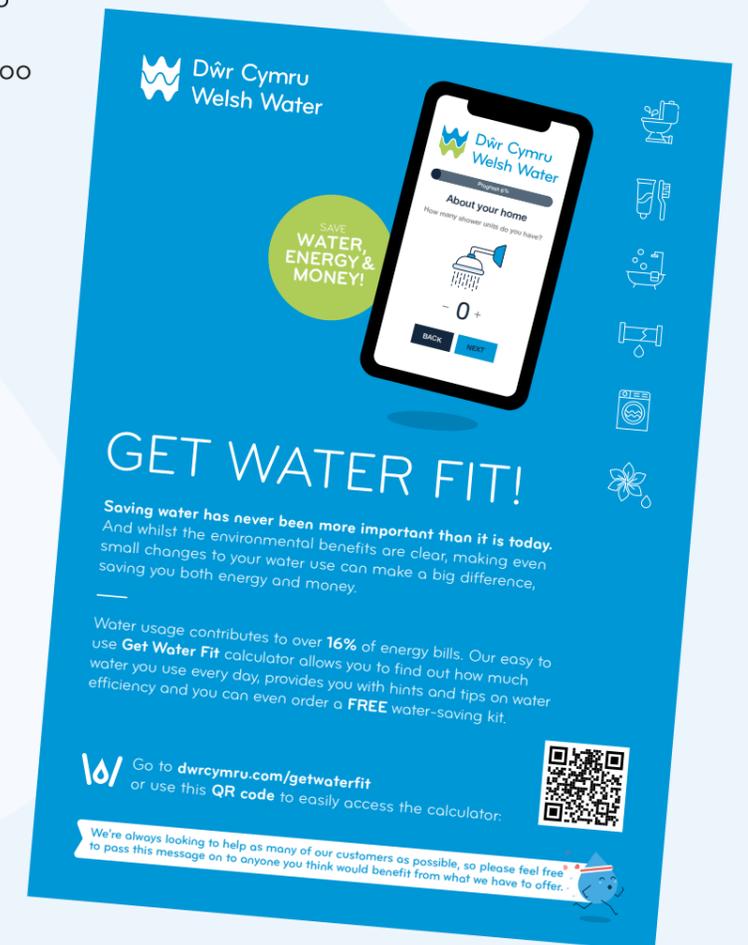
HOW CAN YOU HELP

Please help us remind people about the importance of conserving water and how together we can all do our bit to help.

Post on social media using our pre-drafted posts attached to show your followers that you're supporting our drive to become more water efficient, signposting to www.dwrcymru.com/getwaterfit for more information or our leaky loo **repair programme**.

Remember to use **@DwrCymru** and please like and share our content with your followers.

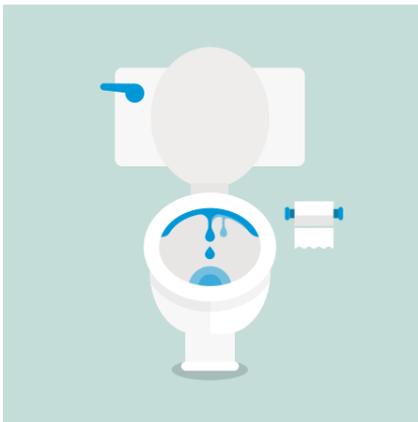
Share the content below to your intranets, websites, newsletters, and blogs to let people know about the need to save water.



SOCIAL MEDIA CONTENT

Feel free to use these social media post templates and accompanying graphics.

Did you know that a leaky loo can waste up to 400 litres of water a day? This can have a knock on effect on your water usage, and your bill. If you are worried there may be a leak in your home, you can send a short clip to Welsh Water's Cartref team, who will be able to provide you with advice, or organise a leakage appointment to resolve the issue, completely free of charge! Follow this link to find out more <https://welshwater.vynapi.com/record?StoryboardName=customer-issue-reporting>



And follow the social media channels:

Twitter [@DwrCymru](https://twitter.com/DwrCymru)

Facebook [@DwrCymruWelshWater](https://www.facebook.com/DwrCymruWelshWater)

Instagram [@DwrCymruWelshWater](https://www.instagram.com/DwrCymruWelshWater)

Did you know? Turning off the tap whilst brushing your teeth could save 10 litres of water – that's a bucketful! We're supporting [@DwrCymru](https://twitter.com/DwrCymru) to use a bit less water, and you can too. Take a look at their Get Water Fit calculator to find out how much water you use each day and how that may affect your energy bills. Go to dwrcymru.com/savewater to register.



If like us, you want to look at ways to save energy and money, try [@DwrCymru](https://twitter.com/DwrCymru) new Get Water Fit calculator. This handy tool lets you see how much water you use and where you can cut back. Go to dwrcymru.com/getwaterfit to register.



SOME FACTS

DID YOU KNOW?



The average water used per person per day is 150 litres in Wales

Turning off the tap while brushing your teeth saves around 10 litres of water



A dripping tap can fill five fire engines a year



A dishwasher uses around 20-40 litres of water per load



A shower saves approximately 20 litres of water compared to a bath

By using all the water you need, but being careful not to waste it, you can really help make a big difference.

Visit www.dwrcymru.com/savewater to find out more ways to save water.