Portsmouth Water customers use around 10% more water than the rest of the country.

Portsmouth Water wish to enable customers to make small habitual changes to reduce the amount of water they use.

Smart meters can make people aware of how much water is being used in their household, empower customers to take control of their usage, and see the results of their efforts.

BLUE MARBLE

Climate change and population changes are reducing the amount of water naturally available.

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Smart meters can make people aware of how much water is being used in their household, empower customers to take control of their usage, and see the results of their efforts.

As a region, the Southeast must extract less water from sensitive environments, such as the rare chalk stream we are lucky enough to have in our area.

- Pure, clear, constant water from underground chalk aquifers and springs, flowing across flinty gravel beds, make chalk streams the perfect sources of clean water – and ideal for lots of wild creatures to breed and thrive. The majority of the world's chalk streams are found in England.

To **reduce abstraction** from natural environments, Portsmouth Water wish to enable customers to make small habitual changes to reduce the amount of water they use.

Smart meters can make people aware of how much water is being used in their household, empower customers to take control of their usage, and see the results of their efforts.

BLUE MARBLE

Smart water meters is a new technology, installed in the ground and unlike the smart meters many customers will be familiar with from their energy supplier.

Smart meters share real-time data (up to 1 day delay) and personalised water use.

As such, smart meters make it quicker and easier to detect leaks within the water network as we can see continuous water flow through data.

There is no cost to customers to have a smart meter installed.

BLUE MARBLE

Smart meters allow customers to observe their water use and therefore to be able to take advantage of different water rates promoted by Portsmouth Water.

For example:

Rates based on volume used that reward customers who use water responsibly and penalise excessive use.
    (e.g. a household would be charged a low rate for a certain usage in a day, and then a higher rate for water above that).

(Note: Vulnerable customers and those on PSR would be excluded from any rate variables, and there would also be consideration for larger households).

BLUE MARBLE

Smart meters allow customers to observe their water use and therefore to be able to take advantage of different water rates promoted by Portsmouth Water.

For example:

Higher rates during peak times and lower rates at other times of the day/year to reduce strains on the network and potential supply issues.

(Note: Vulnerable customers and those on PSR would be excluded from any rate variables, and there would also be consideration for larger households).

BLUE MARBLE