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Dear Water Customer,

As we enter the winter period, we wanted to update you on Tidworth's water resource position and remind everyone of the importance of continuing with water conservation efforts.

From March to September 2023, the Tidworth region received 174% of the long term average rainfall. Groundwater levels within our area have responded positively to these conditions and are currently above average for this time of year.

Veolia will continue to monitor water resources within the region closely over the next few months as the long range weather forecast is still uncertain. It is possible that we may experience a colder, stormy winter season, which increases the risk of 'freeze/thaw' events. These events can cause an increase in leaks and burst pipes. Veolia would like to encourage all customers to fix leaks inside your property as quickly as you can. This will save you money on your bills and help conserve precious resources. If you spot a leak while you're out and about, please report it to Veolia so it can be fixed quickly.

Due to the favourable conditions and water conservation efforts within the Tidworth region, Veolia is not predicting the implementation of any water use restrictions (such as a hosepipe ban) in Spring 2024, as our forecasts show that we will have enough water to meet customers' needs. However, it is important that everyone continues to use water responsibly around homes and gardens.

**Please take a minute to read the water saving tips overleaf to find out more about the water savings initiatives you can apply at home.**

We will keep you updated as the situation evolves.

You can also find information on our website at <https://www.veolia.co.uk/tidworth-customer-billing> or scan the QR code below to take you straight there.

Thank you for your ongoing support.



**Fiona Winters**  
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# WATER'S WORTH SAVING

WE NEED YOUR HELP TO SAVE WATER!

**Water is precious, but the UK's supply is under strain from increasing demand and unpredictable, extreme weather.**

Let's all do our bit so there's enough to go around. You can also save money, help protect rivers and wildlife, and reduce your carbon footprint.



**How many of these tips can you do at home?**

## Turn the tap off

when you clean your teeth and you could save 6 litres of water every minute



## Take a shorter shower

cutting 1 minute off your shower can save 12 litres of water



## Re-use cooled cooking water

to water your plants – just make sure its not salty!



## Re-use your paddling pool

more than once, and empty the water on the garden when you're finished with it



## Check and fix leaky taps and loos

a leaky loo could be wasting up to 400 litres of water per day!

## Install a water butt

to save the rain for using on the garden. Did you know the average house roof in the UK collects enough water per year to fill 450 water butts?



## Swap your hose for a watering can

hoses and sprinklers can use 1000 litres per hour – that's more than 12 baths



## HOW MUCH WATER CAN YOU SAVE?

Be part of the campaign! Share your tips for saving water – take a picture and post on Instagram or Facebook using

**#watersworthsaving**