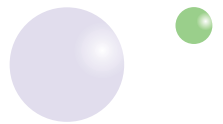
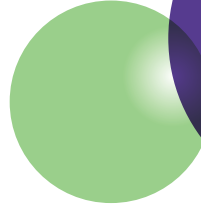


business stream

A SCOTTISH WATER COMPANY



case studies



B&Q fixes it with water management

Business Stream identify significant water savings for B&Q

As the number one home improvement retailer in Europe, B&Q takes its environmental responsibility very seriously. A sustainable water action plan is a key element of its One Planet Living social responsibility policy.

With this in mind, B&Q asked Business Stream to look at ways to reduce water consumption across its 28 Scottish stores.

Business requirement

B&Q stores throughout Scotland use significant amounts of water in their staff and public toilets, garden centres and in-store cafes. The environmental and economic cost of supplying water to each of these facilities can mount up,

making it extremely useful for B&Q to know precisely how much water is being used at each store and by which department.

In 2008, Business Stream and B&Q decided that the best way to lower store environmental impact whilst effectively managing water consumption across all 28 Scottish stores would be to review onsite water usage.

Solutions

To gauge whether B&Q was spending more than average on their water, we benchmarked their Scottish stores. As a result of this, above average water usage was identified and smart metering was introduced to each store. This allowed our team to record each Scottish store's water meter readings and flow rates remotely, using a dedicated website, without the need for time consuming site visits.

By recording water readings every 15 minutes, smart meters show peaks and troughs in water usage and is extremely

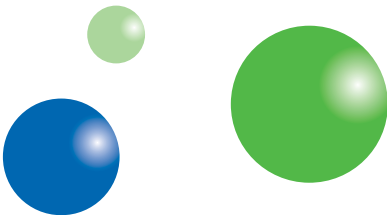
useful when you need to identify potential leaks.

As a result, six stores were immediately identified as having irregular and larger than usual water flow rates. This led to full water optimisation surveys being conducted at B&Q's Falkirk, Livingston, East Kilbride, Aberdeen, Darnley and Motherwell stores.

Business benefits

A leak detection team was sent out to each store and they quickly identified a variety of small scale leaks and faulty toilet facilities. In one store alone an annual saving of over £7000, or two tonnes of CO₂, was achieved by simply reducing the number of times a urinal cistern filled and flushed.

Routine monitoring of the flow data has also allowed us to identify any increases in water consumption immediately, and by quickly informing B&Q, any issues are dealt with before significant losses occur.



B&Q's garden centres in these stores have also benefited. During summer months, the bulk of water usage is for watering plants in the garden centres using hosepipes. Rainwater collections systems were recommended, however, these are already fitted in their newer stores.

As a result of our water optimisation surveys, a total year on year saving of more than £20,000 should be made by B&Q. By making some simple repairs and changes to store water consumption practices, both the environmental impact and financial cost of these six stores can be reduced.

Sue Haywood
Energy Analyst, B&Q

'Since working in partnership with Business Stream, we have taken significant steps toward reducing our water costs and lessening the environmental impact in our Scottish stores.'

'Leaks have been identified and fixed whilst usage can now be monitored more effectively. By focusing on where the water is being used, Business Stream has helped provide a customised solution for each of our stores.'

'This helps B&Q stores run more efficiently whilst ensuring that we remain on target to achieve our long term aim of lowering our stores' environmental impact.'



Contact information

To find out how we can make water work for you, please get in touch.

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