



UK | INDIA | SPAIN | NETHERLANDS

Your Water Efficiency Partner

Control Flow HL2024

Crawley Borough Council



Our Company

Cenergist is a specialist water and energy services specialist and are pleased to continue to support our UK Water Company Partners in achieving their ambitious water efficiency goals.

Part of the Eneraqua Technologies plc group, we currently work with 7 UK water companies, helping them meet their water efficiency goals in both domestic and commercial buildings. Through our own patented water saving technologies, we can deliver PCC savings of up to 22% in domestic properties and 30% in commercial premises.

On average we improve some 30,000 homes and buildings each year with a current CSAT rating of 99% across all of our programmes of work. The high levels of customer satisfaction are due to the quality ethos embedded within the company – our employees treat each home as if it were their own. Householders and commercial building managers recognise this commitment to quality and the respect shown to their property.

Control Flow HL2024 are our family of patent protected products that provide unmatched performance in terms of pressure-independent flow control. With the ability to be installed at various points within the property, Control Flow HL2024 eliminates flow variations caused by pressure fluctuations in the supply system. By providing a controlled and steady flow with variations of less than 2%, Control Flow HL2024 provides a great experience for householders with:

- Customer satisfaction rates in excess of 99%
- Reduction in water consumption of up to 75 litres per day or PCC of 23%
- Total water and energy bill savings of up to £350 a year based on metered data
- Legionella safe – Control Flow HL2024 does not increase the risk of legionella or require any specialist legionella treatment

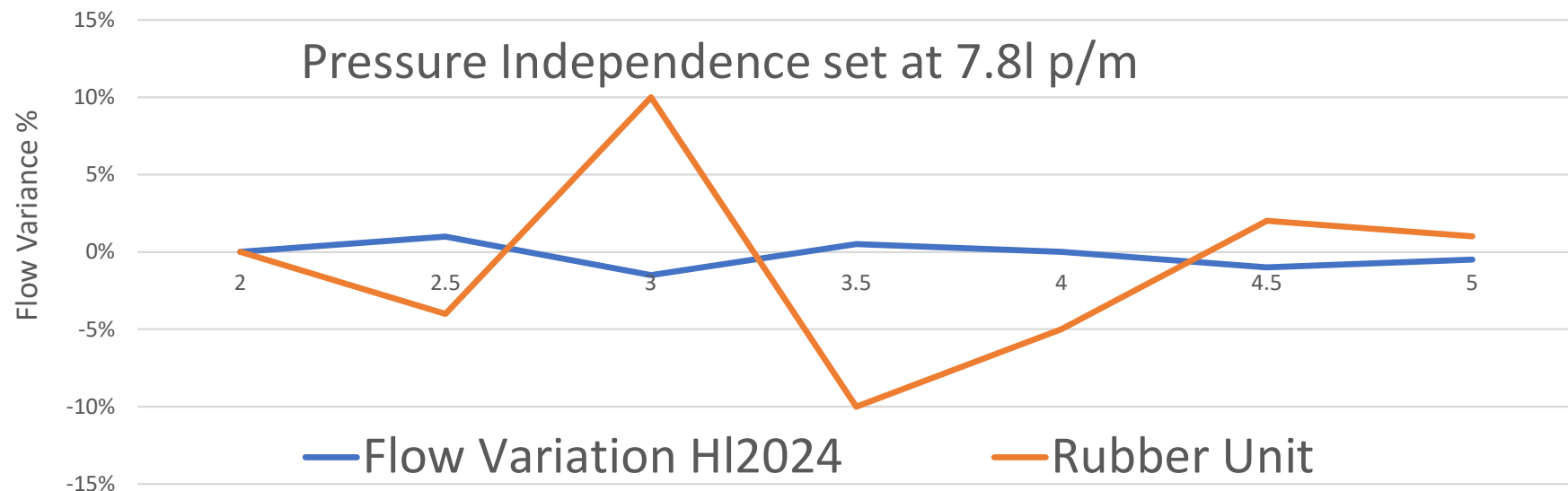
The benefits of the product are being recognised across the sector. In addition, Control Flow HL2024 is also being adopted by local authorities seeking to achieve water neutrality for new build developments.

Control Flow HL2024

Control Flow HL2024 is a pressure independent flow controller that can be set at varying flow rates, the lowest being 5 litres per minute, and the highest being 23.4 litres per minute. For higher, measured water savings, we would recommend installing the Control Flow inline at either 10, 12.8 or 15.6 litres per minute within each home, either at the cold- water inlet or within the meter chamber (if they have a meter), depending on occupancy. The homeowner will notice no difference to their water usage, and as such, we have a 99% customer satisfaction rating across all our projects.

Traditional flow controllers often claim pressure independence. However, this is often incorrect and used to paper over the cracks of poor response times; up to 10% variance in flow rate and a short life span. A common issue with flow controllers that utilise rubber parts is the degrading and ultimately destruction of the unit over a short period. In addition, they are often easily removed by the homeowner, negating any long- term water savings.

Control Flow HL2024 is designed using high grade materials, offering a high level of durability and superior flow regulation that other products do not. As such, the Control Flow technology will offer lifetime savings of 10 years or more.



Control Flow Meter Save

Control Flow MeterSave is a water saving device that can be installed in the meter chamber of each home as a retrofit measure or as part of a new install/repair programme. This is an ideal way to control water consumption within the home and maximise water savings to achieve AMP delivery targets.

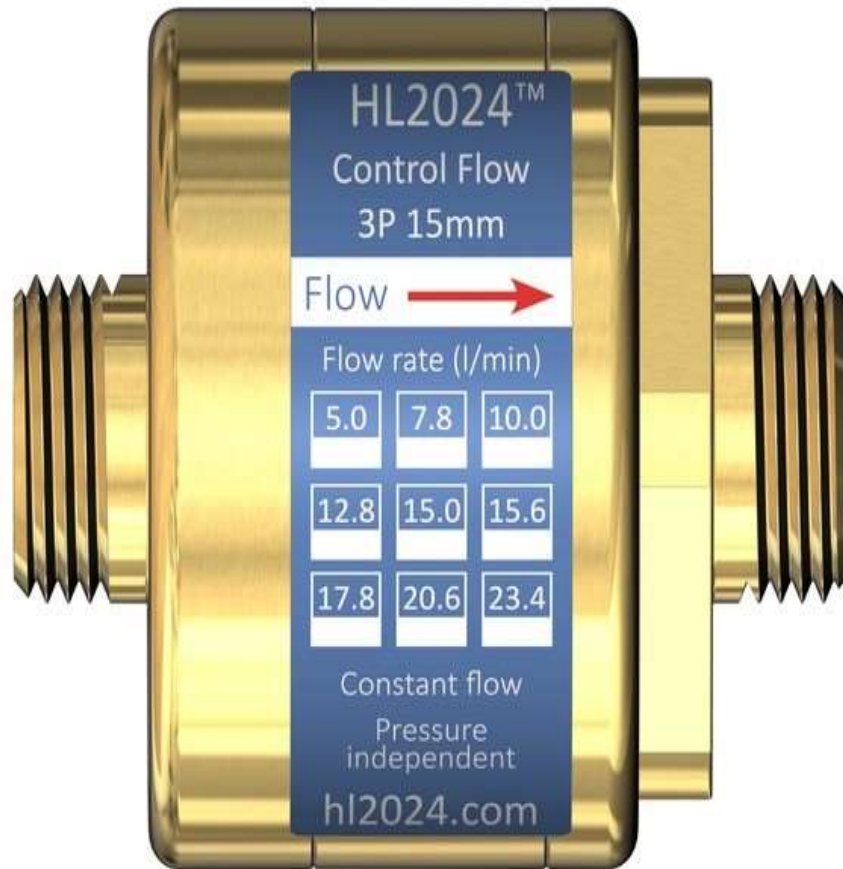
Control Flow MeterSave can be included in a wide range of water company programmes as a supply only product too, such as existing water efficiency projects, metering/smart metering programmes and developer services projects.



Why Control Flow HL2024 is better than other products:

- Only flow controller to be approved as pressure independent by KIWA the water testing institute
- Measured saving of 75 litres per property on average
- Proven PCC saving of 23%
- Can easily be installed as retrofit, not just part of newbuild programme.
- Highly engineered and designed product with a lifetime of 10 years or more.
- Pressure independence and reduction relieves demand on network.

Control Flow HL2024- 3P Inline

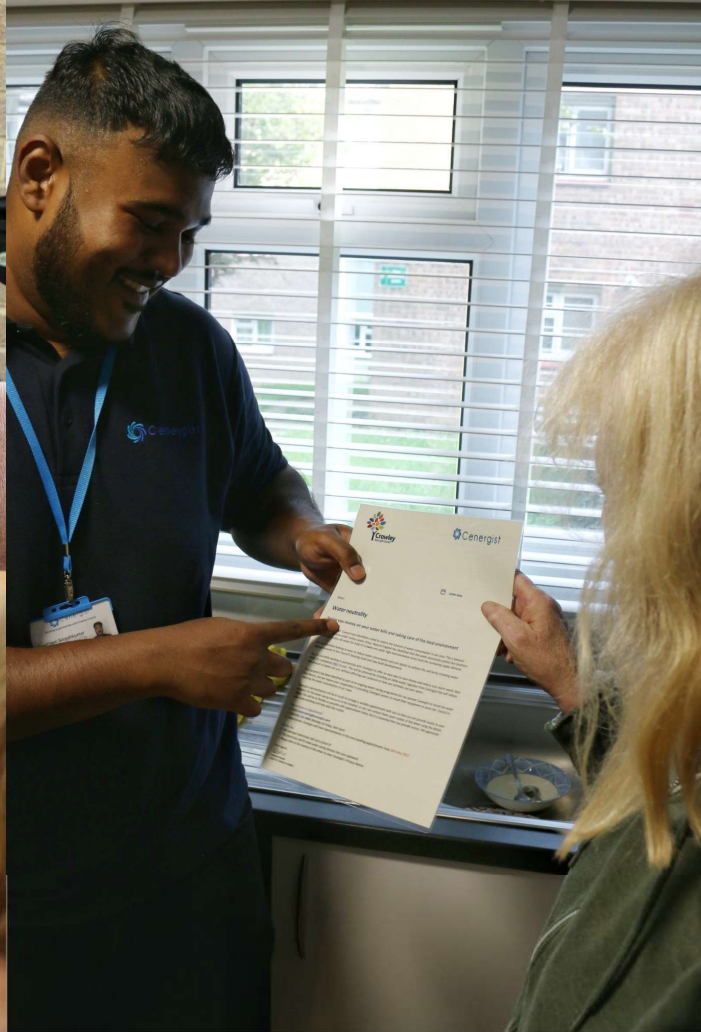


Fitted into the piping, the Control Flow 3P Inline is optimally suitable to control flows into specified areas of any water system. As such it ensures system stabilisation, optimal user comfort and water savings. The product is installed inline, negating the risk of the customer removing it and last 10 years- much longer than the traditional water saving products.

It can be set at a flow rate from 5-23.4 litres per minute. Before installing, we will always check flow rates and occupancy levels.

Across all of our projects so far, average measured savings are sat at 70 litres of water per property, per day. The PCC reduction is currently 23% on average.

The average household gas consumption reduction is measured at £195.50 per annum.



Crawley Borough Council Pilot – Final Report

How we carried out the study with Crawley Council

Fairlawn House, Three Bridges



The main requirement of this project was to show the water consumption reduction through the installation of Control Flow HL2024 into Crawley Council properties. This will then support the method of installing the product into wider existing housing stock to allow the development of new build properties to take place without drawing down more precious resource from the existing water network.

To prove the water savings within the identified properties, we delivered the project over a set timeframe to allow for pre- installation consumption meter readings to be taken, a meter reading on the day of install four weeks later, and a final meter reading another four weeks post install.

The customer journey was as follows:

Pre- Installation- Week One:

- Properties were provided by Crawley Council.
- Each householder received a letter from Cenergist outlining the project.
- A Cenergist householder Liaison Officer visited the properties to schedule an installation appointment.
- First water meter readings were obtained.

Installation- Week Four:

- Installations of Control Flow HL2024 complete.
- Second water meter readings were obtained on the day of installation.

Post Installation- Week Eight:

- Third water meter readings were obtained.

Water Saving Results



Cenergist have installed Control Flow products into 100 Crawley Council householdered properties. We obtained pre and post installation consumption data for all installations.

Following our analysis, the pilot has shown a successful water consumption reduction across the 100 homes.

The key outcomes are as follows:

| Control Flow HL2024 | |
|---------------------------|-------|
| No. of properties | 100 |
| Average PCC Reduction (L) | 30.53 |
| Average Occupancy | 2.8 |
| Average Daily Saving (L) | 73.07 |
| % Decrease in Consumption | 23% |

Gas Saving Results



The project was delivered 6th of June – 5th of August. It is assumed that gas usage is from hot water use only. Gas savings are expected to be higher during months where householders will be using their heating as well as hot water.

As part of our savings analysis we gathered gas meter readings at the appointment booking stage (4 weeks pre install), at the point of install and 4 weeks post installation. We used this data to produce the below savings.

The key outcomes are as follows:

| Gas | |
|----------------------------|---------|
| No. of properties | 95 |
| Average Daily Saving (Kwh) | 7.65 |
| % Decrease in Consumption | 49.33% |
| Financial Saving Per Annum | £195.50 |

The above financial savings are based on the current £ per Kwh in the UK of £0.07p.

In October 2022 across the UK we will see the current £ per Kwh increase. With this in mind the Financial Saving Per Annum is also likely to increase.

Long Term Water Industry Savings

Cenergist have installed Control Flow products into water company properties since early 2020. The savings below show the measured savings across each project since that time. The readings are spread across a two year timeframe, proving ongoing measured savings across time, and seasonal variance.

| Control Flow HL2024 | |
|---------------------------------|--------------|
| Average Pre Consumption (L) | 396.34 |
| Average Post Consumption (L) | 326.93 |
| Average Pre PCC (L) | 199.85 |
| Average Post PCC (L) | 166.52 |
| Average PCC Reduction (L) | 31.64 |
| Average Occupancy | 2.32 |
| Average Daily Saving (L) | 69.40 |

Long Term Water Industry Savings Validation



“Working with Cenergist has been a real pleasure to date. The whole team are very knowledgeable about their products and fully commit to driving change and reducing water consumption. They have been extremely helpful, flexible and proactive to our approaches, allowing us to make the easy decision of looking at future options within our Demand Management Portfolio to include Cenergist as a supplier to help with our tough demand reduction targets.”

“We have worked with them since early 2020 by installing products into 3000 homes, and through meter read analysis, pre and post product installation, we have seen steady average measured savings of 69 litres per day across that time period to the present day. We’re really pleased about the consistent savings even across the different seasons,”

- Steve Johnston of Affinity Water

Customer Satisfaction

Across our installs, following the completion of the pilot, we received feedback from every customer who received an install. Our customer satisfaction feedback shows an average rating of **4.88**. We revisit each customer around 2-4 weeks post install to retrieve feedback. We ask about; impact on usage and the customers main feedback has been they don't notice any difference following the installation of Control Flow HL2024.



Householder Quotes

85 The Birches, RH10 1RU

"Great service, hoping this will save me money" 5/5

2 Fairlawn House, RH10 1EL

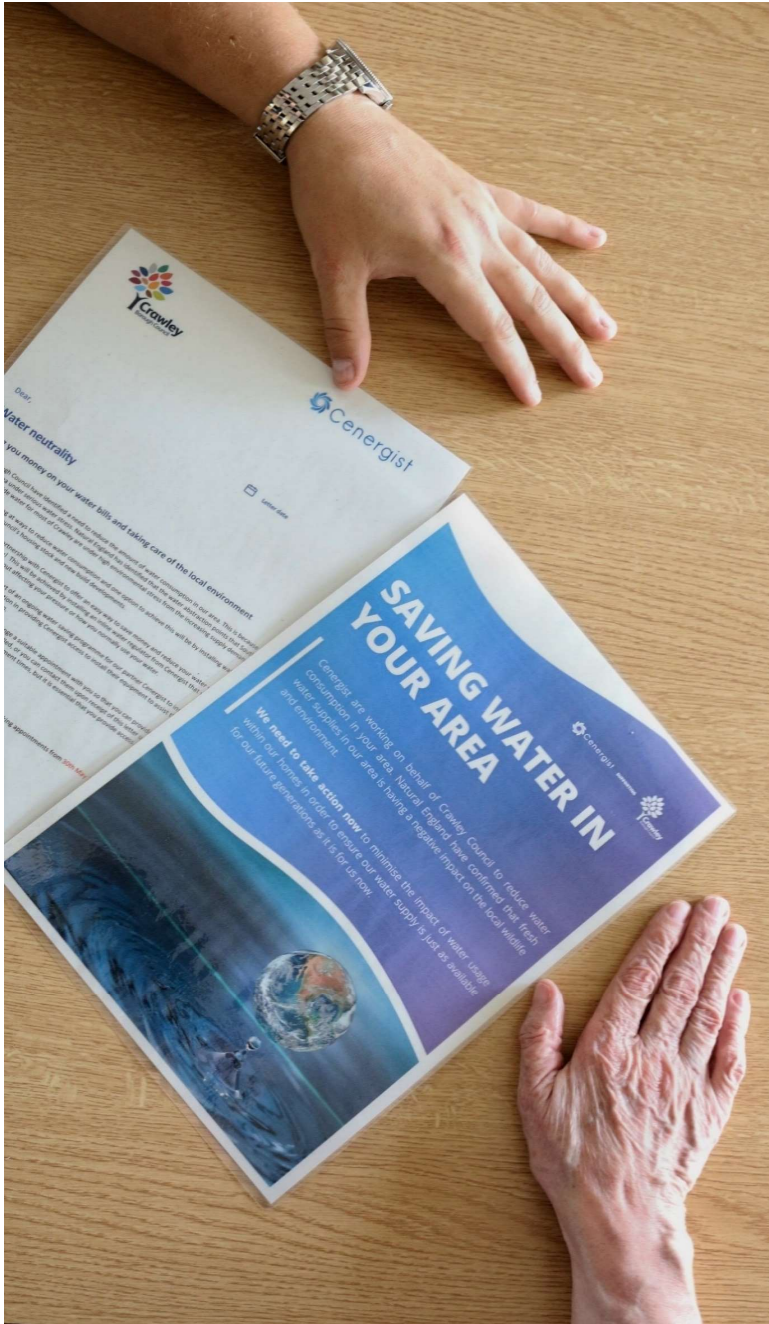
"No issues with install, really happy with Marc and the team very friendly" 5/5

87 The Birches, RH10 1RU

"Excellent. thank you for the service". 5/5

| Customer Satisfaction Rating | Satisfaction Score |
|------------------------------|--------------------|
| 1-5 | % |
| 4.88 | 99% |

Conclusion



- The average daily saving show **73.07** litres per property per day
- Average PCC reduction of **30.53** litres
- Annual gas saving for householders is **£195.50**.
- Long term savings from wider water industry work sat at 69 litres
- 99% CSAT Score

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