

Wimbledon Community Forum Agenda

Date: Wednesday 2 December 2015

Time: 7.15 pm

Venue: Wimbledon Arts Space

For further information please contact:

Email getinvolved@merton.gov.uk

Call: 020 8545 3896

Visit: www.merton.gov.uk/communityforums

- | | | |
|----------|----------------------------------|-------------------|
| 1 | Welcome and Introductions | 1 -
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| 2 | Open Forum | |
| 3 | Date of next meeting | |

Future meetings: all 7.15pm in Wimbledon Arts Space

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Wimbledon Community Forum
2 December 2015
Chair's Report

The meeting was held at the Wimbledon Methodist Church, and chaired by Councillor James Holmes. Approximately 15 residents attended, as well as eight other Merton Councillors, and officers from the council and its partners. The Chair welcomed everyone to the meeting.

Thames Water – water conservation and Smart Meters

Mumin Islam, Metering Stakeholder Liaison at Thames Water, and his colleagues Clare Collard and Laura Edwards, spoke to residents about Thames Water's Smart Meters and provided information on how residents could conserve water. The presentation can be found at <http://www.merton.gov.uk/community-living/communityforums/wimbledoncommunityforum.htm>

Smart meters will be fitted in homes of Thames Water customers for free. Unlike standard meters, which are fitted in homes and provide a dial reading, smart meters are online and provide greater information. They are located outside rather than in homes, but placing them inside houses is a possibility for the future.

In response to questions, Thames Water said:

- Other than the Sewers Crossing Railways scheme – an ongoing scheme to improve sewer infrastructure - no major water works are currently planned in Merton as the borough has fewer leaks than other areas. Thames Water will notify councillors and residents in advance of any further works planned in the future.
- Smart water meters are being rolled out across London over the next 10/20 years. The programme is not currently in LB Merton and Thames Water are not able to confirm a start date yet but will notify residents well in advance of any changes to their bill.
- Smart meter roll-out programmes take three to four years to complete in each borough; households without a meter receive smart meters first, but eventually the company will roll them out to all customers. Current analogue meters will not be removed until they reach the end of their 15-year life-cycle.
- Thames Water will contact each customer individually about the installation of their smart water meter. Any residents with concerns about moving to a smart meter because of the impact on their bill or sensitivities to electromagnetic waves, should contact Thames Water once they have received their first letter which will have contact numbers on.
- An educational programme on how to save water is planned. In terms of smart meters, all customers will go on a two-year transition period during which they will stay on their normal bill but will be able to see how much their metered bill would be, helping them to adjust their water usage in anticipation of metered billing.
- Smart meters will mainly be installed underneath pavements rather than underneath roads.
- The installation of smart meters is contracted out; however Thames Water works very closely with its contractor, Morrison Utilities, whose employees are fully trained and wear Thames Water uniforms.

- The roll-out programme is not intended to generate revenue and therefore there will be no additional charge to customers for its implementation.
- Thames Water is working closely the government's Information Commission Office to ensure data protection of its customers.
- Thames Water's planning department works with local authorities to look at implementing the required water infrastructure when major regeneration developments are planned.

Richard Tracey, Assembly Member

Richard Tracey, the London Assembly member for Merton and Wandsworth provided residents with an overview of the projects he's been working on in the run up to his retirement after eight years as Assembly Member:

Assembly Members have been involved in the scrutiny of the police budget and lobbied the Home Secretary and MPs to prevent budget cuts. The Comprehensive Spending Review has now concluded that the police will not face any budget cuts, and Assembly Members have been reassured by the Police Commissioner and Borough Commanders that the priority is borough and neighbourhood policing.

Mr Tracey has also been heavily involved in transport matters in London, including campaigning Crossrail 2 for longer trains to cope with commuter capacity and securing some more bus lines to support the new train network.

In response to questions about Crossrail 2, Mr Tracey said:

- Consideration is still being given to whether Crossrail 2 will include a track running through Tooting or Balham. Consultation over such issues is still taking place.
- Talks are ongoing over providing links from South London to Heathrow Airport. There is currently no suggestion that Crossrail 2 would divert from its proposed North-South route, but Mr Tracey/Councillor David Dean agreed to follow up with Network Rail the possibility of a link from Fulwell to the airport (feedback from Mr Tracey to be provided on this matter). Discussions are already taking place for the Crossrail Regional option to go west of Wimbledon.
- Mr Tracey has been lobbying for a Tramlink extension, but although this is an aspiration of Sutton and Merton councils, it is not in TfL's current budget plans, therefore is not funded.
- TfL is being encouraged to develop much of the land it owns for housing.
- Mr Tracey agreed with concerns voiced by Councillor Peter Walker that the construction period of Crossrail 2 could have a detrimental effect on Wimbledon Town Centre and its economy. Mr Tracey has raised this as a concern with Network Rail.

Mr Tracey has been working on the London Waste and Recycling Board to assist boroughs in being more efficient in handling waste and recycling and giving them funding to help them with this goal.

Greater London National Park City

Ben Brace, a volunteer on the campaign to make London a National park City explained what the project is about. A presentation on the campaign can be viewed at

<http://www.merton.gov.uk/community-living/communityforums/wimbledoncommunityforum.htm>

The campaign is seeking support from Merton's wards - to date three of Merton's wards of signed up to show their support (Colliers Wood, Cricket Green and Longthornton). Once support has been obtained, volunteers will try to raise funds to create an entity to drive the campaign forward. Support can be given by signing up on the campaign website <http://www.nationalparkcity.london/>.

There is cross-party support for the campaign from all of the current London Mayoral candidates.

Motions to Council and Soapbox

These items were postponed to the next meeting due to time restrictions.

Dates of future meetings:

Monday 14 March 2016 at The Mansel Road Centre, Trinity United Reformed Church, Mansel Road, London SW19 4AA

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Thames Water Wimbledon Community Forum

2nd December 2015

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Mumin Islam – Metering Stakeholder Liaison

Laura Edwards – Local & Regional Government Liaison

Clare Collard – Local & Regional Government Liaison Manager



Thames Water – Our Region

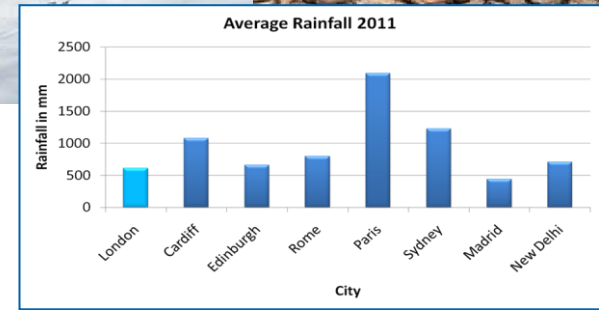
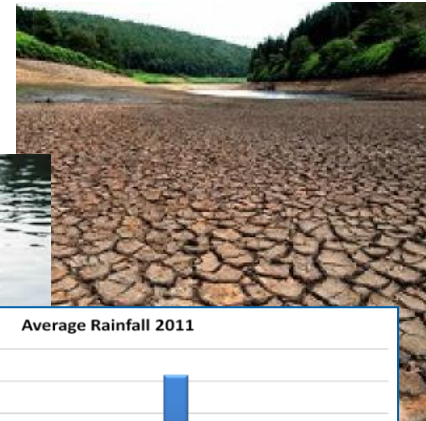
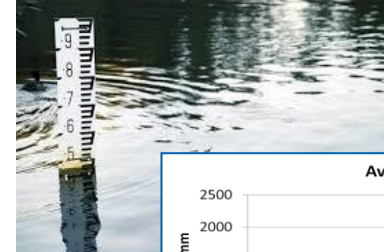


Why Save Water?



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Increasing Population

More weather extremes (flooding & droughts)



Environmental needs



Increasing demand & change in water use behaviours



Water Efficiency



Save water

- ▶ Save water at home
- ▶ Water-saving freebies
- ▶ Save water at work
- ▶ Save water at school
- ▶ Water efficiency campaigns

Ask us a question:

Type your question here.

Water-saving freebies

Our water-saving freebies will help you save water and money at home and in the garden.

Order now



★ Calculate your usage

Water-saving tips

★ Visit Waterwisely

Love your river



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Why save water?

On average, each of us uses 160 litres of water per day. That's over 1,000 litres per week and **twice as much as 25 years ago**.

Water supplies in our region are seriously stretched, with all available sources of fresh water for drinking already in use. This will only get more difficult as our population grows and our weather becomes more unpredictable. To secure supplies for the future we need everyone to use water wisely. By using less we can also reduce what we need to take from rivers and the environment to help support fish and other wildlife.

Enjoy water and savings!

Free and easy ways to save water and money

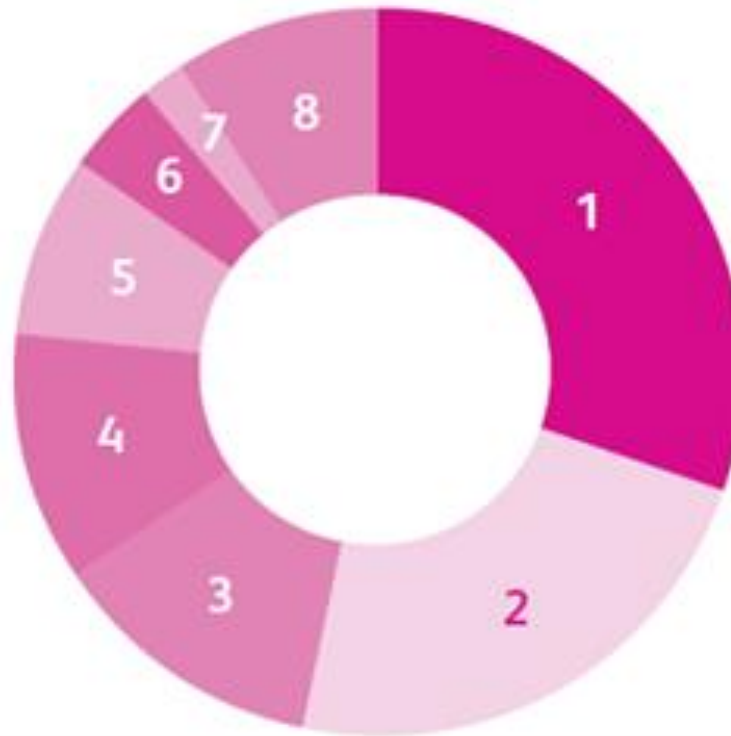


How we use water in the home

Average customer uses
= 160 l/person/day

Average household water use in London

1. Showers and baths	31%
2. Flushing the toilet	23%
3. Washing dishes	12%
4. Taps	11%
5. Washing clothes	8%
6. Outside water use	4%
7. Drinking	2%
8. Other	9%



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Figure 1 - Water Breakdown [2012 Data used in dWRMP14]

How can we all help to save water?

www.thameswater.co.uk/savewater

Top tips for saving water

- Turn off the tap when brushing your teeth
- Take shorter showers - we recommend four minutes
- Fix leaks and drips
- Reduce your water use in the garden
- Don't leave the tap running to clean dishes or vegetables

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The screenshot shows the 'Save water' section of the Thames Water website. At the top, there is a navigation bar with the Thames Water logo, a home icon, and links for 'Your account', 'Help and advice', and 'Save water'. A search bar is located on the right. Below the navigation bar, there is a 'Save water' section with a list of links: 'Water-saving freebies', 'Water-saving calculator', 'Why save water?', 'Advice', and 'Leaky loos'. To the right of this list is a large blue banner titled 'How much could you save?' with a calculator icon and a 'Get started' button. Below the banner are four icons representing 'Leaky loos', 'Why save water?', 'Advice', and 'Water-saving freebies'. At the bottom, there is a footer with the Thames Water logo, the slogan 'At the heart of daily life', and a list of links including 'Your account', 'Help and advice', 'Save water', 'About us', 'Media', 'Careers', 'Accessibility', 'Cookies', 'Legal', 'Privacy', 'Sitemap', 'Language support', and 'Helpful literature'.

Water & Energy Saving calculator

Find out how much water and energy you use at home with our easy-to-use interactive calculator

Washing machine 1 of 2

How many times do you use your washing machine per week?

0 20+

What temperature do you generally wash your clothes at?

30° 40° 60° 90°

Back Next

WATER COST	£ 84.00
ENERGY COST	£ 0.00
TOTAL COST	£ 0.00

Water Efficiency "TAP app" (Talk And Products)

Information Devices Leaks & Misc

Home Information Devices Leaks & Misc

Water Efficiency Devices

Free water-saving products



18 litres a day



15 litres a day



3.5 litres a day



36 litres a day



30 litres a day



30 litres a day

Report a leak

Report a leak

- Email customer.feedback@thameswater.co.uk
- Call our 24-hour freephone leakline on 0800 714 614
- Website www.thameswater.co.uk
- Twitter [#thameswater #tweetaleak](https://twitter.com/thameswater)

Response times - We aim to send a Network Service Technician out to investigate reported leaks within

- 2 hours – emergency scenarios
- 4 hours – urgent, causing flood or disrupting traffic
- 24 hours – good flow, but no impact on customers or road users
- 3 days – weeps, no impact on network or customers' supply

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Where did you spot the leak?

Street*

Town*

Postcode

Please tell us the nearest landmark to the leak e.g. door number, shop, bus stop etc.

How bad is the leak?

Please select from the images below*



Trickling



Puddle



Flowing down street



Major burst

Upload a photo (optional)

To help us assess the leak it would be really helpful if you could upload a photo.

Do you have a photo of the leak? Yes No

Your contact details

We need your details just in case our engineers can't find the leak.

Your name*

Contact number*

Postcode*

Address line 1*

Address line 2

Town*

Smart Metering

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What is smart metering about?

- Helping customers save water to help meet the supply and demand gap
- Identifying leaks on our network to help us fix them quicker and reduce disruption
- Putting our customers in control of their bills and how they use water

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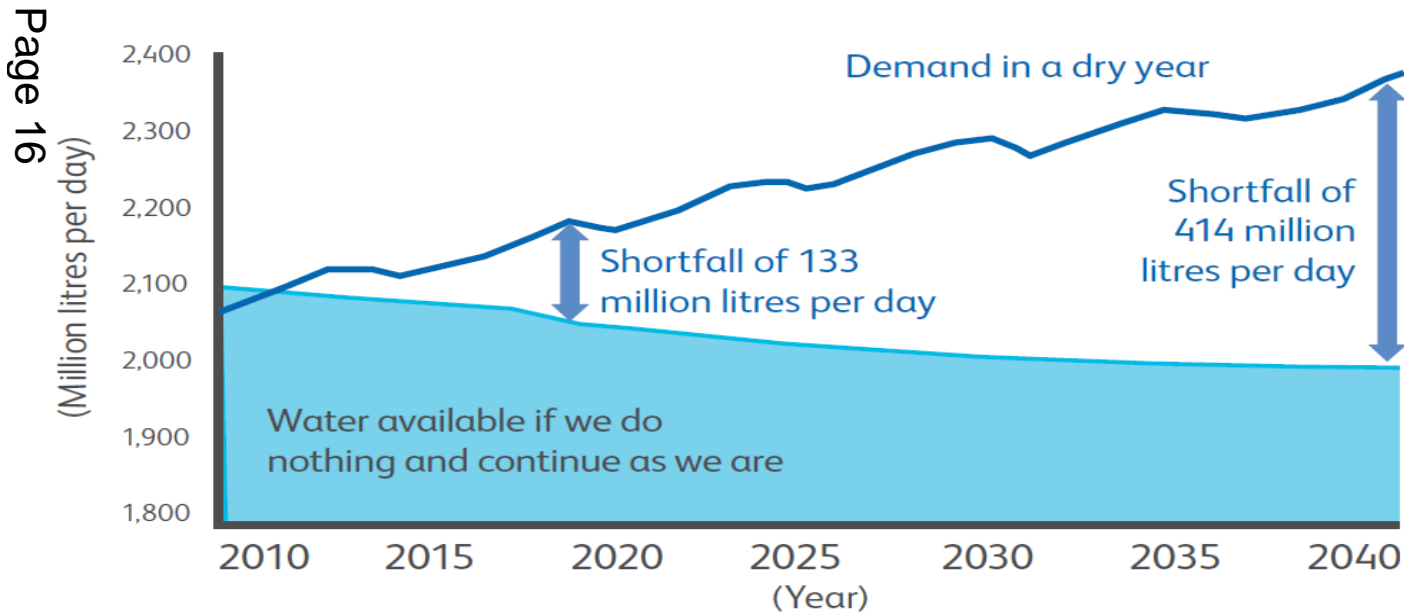


Supply and demand gap

On average, our customers each use almost **a third more** water than they did 30 years ago. On top of this, people in London each use far more water than people in other parts of the UK – **an average of 164 litres per day, as opposed to 147 litres for everyone else.**

By 2020 demand in this region will outstrip supply by **133 million litres of water per day, growing to 414 million litres per day by 2040** – equivalent to the water needed by 2 million people.

Forecast gap between supply and demand in London



Source: Draft Water Resources Management Plan, 2014

Metering approach

- Installing water meters is the most effective way to **address the supply and demand gap** in the immediate future as metered customers tend to use water more wisely.
- The Secretary of State for Environment approved our statutory **Water Resources Management Plan (WRMP)** giving us the go ahead to install meters on a compulsory basis. Metering also has the support of the Mayor of London, as well as environmental groups.
- By 2020 we aim to have 56 percent of our customers on meters, rising to 75 percent by 2030 – **aspiring to be a fully metered business.**
- Our programme started in **February 2014** and are currently working in 5 London boroughs including Bexley, Greenwich, Enfield, Islington and Camden.

Benefits: giving customers control



Meters are the fairest way to pay: As you only pay for what you use, just like energy bills.



People on meters use less: A third of our customers already have meters and use around 12% less on average.



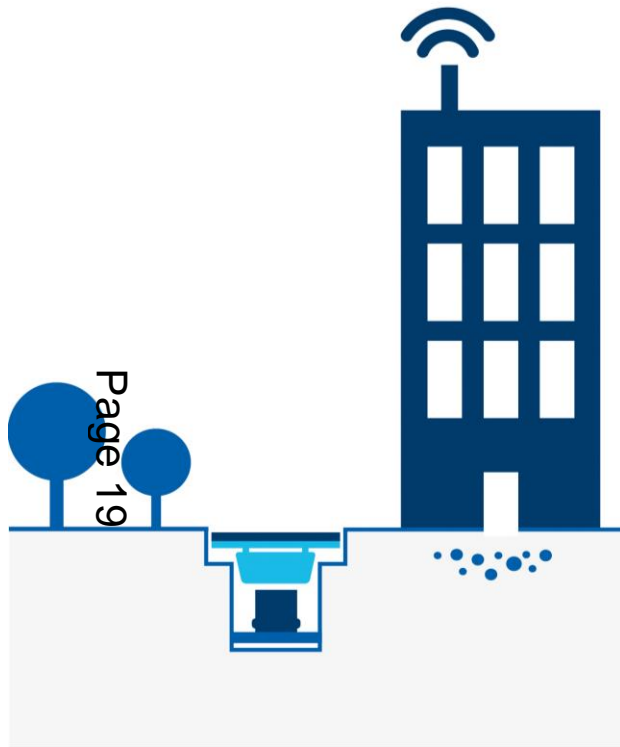
Customers can monitor their usage

so they know exactly how much they are using and what their metered charges will be.



Reducing leaks on customers pipes: Leaks on customers' pipes account for a quarter of all the water lost through leaks across our region.

How smart meters work



Customers' water usage is recorded by smart meter

Thames Water database



This data is transmitted using a radio signal and uploaded to our database



Customers can view their water usage online

Metering technology

- Our smart meters use wireless, long wave radio technology which enables us to read meters remotely
- The smart meters we are using have already been installed globally, and comply with UK legislation and EU standards (Radio and Telecommunications Terminal Equipment Directive).

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These meters have electromagnetic levels which are very low. Our smart meters are low powered using just 25mW power emission. Mobile phones use 80 times more (2,000mW) and Wi-Fi four times higher (100mW).

- www.thameswater.co.uk/Metering_website_-_Health_risks_of_smart_water_meters.pdf

Questions?

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The image features a close-up of purple lavender flowers in the foreground, with a bee in flight to the right. The background is a blurred city street scene, including a prominent clock tower on the left and other buildings under a blue sky with light clouds.

Let's make London a National Park City

The idea

- National Parks
 - Conserve and enhance natural beauty
 - Promote understanding of special qualities
- Cities
 - Population
 - Economic centres
 - Cultural heritage





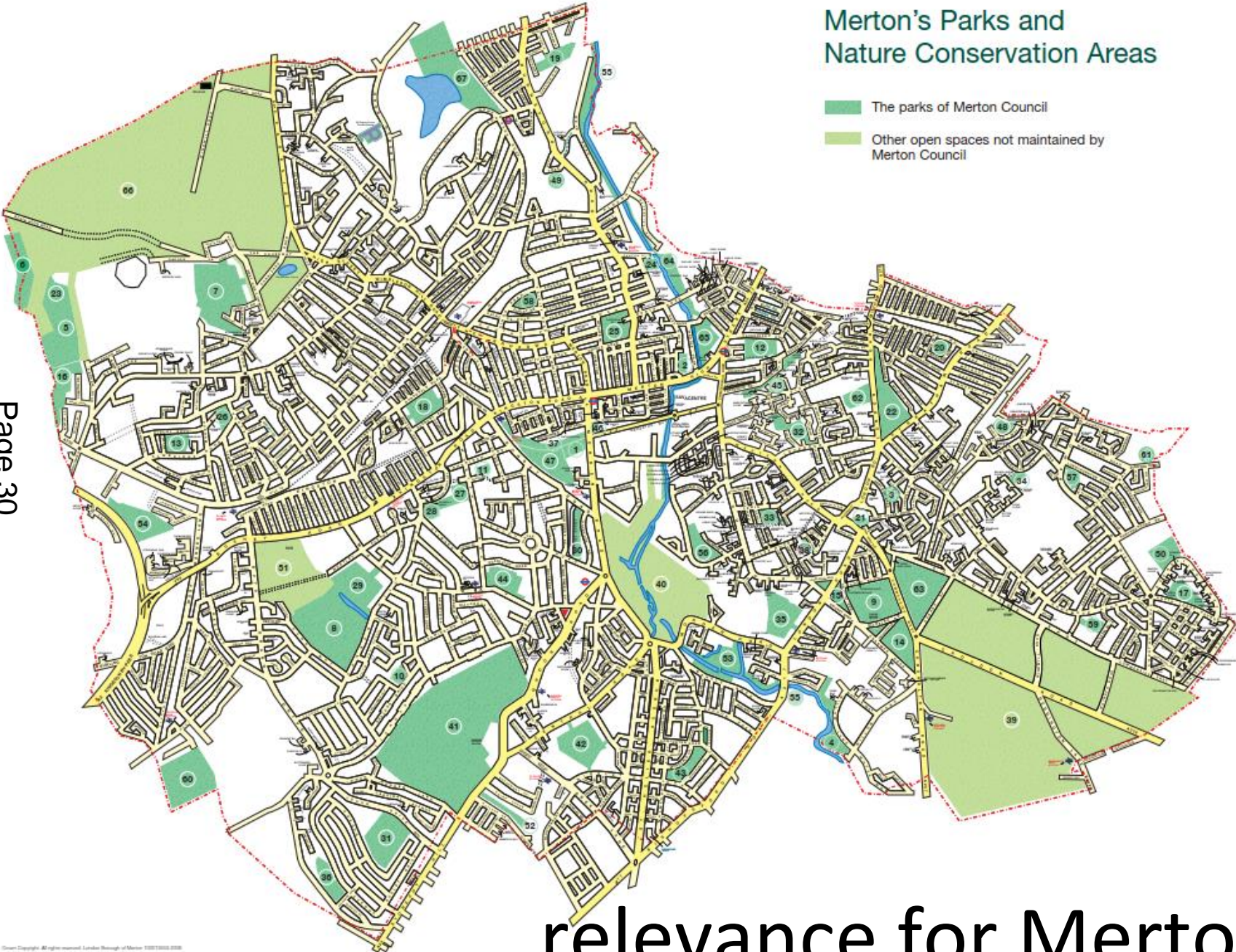




You may have seen it on the news

Merton's Parks and Nature Conservation Areas

-  The parks of Merton Council
-  Other open spaces not maintained by Merton Council



...relevance for Merton

Small scale and community

- There are already some great spaces



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South Park Gardens



Cannizaro Park



Holland Garden



Wimbledon Park



Wimbledon Common

Borough scale initiatives

- **Wandle Regional Park Proposal**
- **Sustainable Merton**
- **Merton Environmental Action Plan**
- **Love Wimbledon**
- **EcoSchools Initiative**



Declaring support

London

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Merton wards

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So please support...

Links to website:

<http://www.nationalparkcity.london/>

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

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Take home one of our proposals...

Call or email us if you have any questions.

benjamin.brace@hotmail.com

bensmith76@me.com

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