



Water Savings Boost the Resource Bank

Water management has become an increasingly significant issue in the UK and water usage plays a key role in BT's resource usage reduction programme. BT and Monteray have been working together to identify ways to reduce annual water consumption by a target of 1-4% per annum as part of the ISO14001 certification process.

BT's current annual water bill is in the region of £6.5m, of which an estimated £1.5m could be attributed to the flushing of urinals. Each water-flushed urinal across the estate requires 500 cubic metres (500 units) of water at an equivalent cost of £100 per annum. A conclusion could be reached, therefore, that by replacing auto-flush urinals with waterless urinals, a reduction in water consumption could be achieved. This could not however be at the expense of high standards of sanitation and hygiene.

Annually there are approximately 6,000 pipe work blockages that could be attributed to urinals across the estate. This causes significant inconvenience to BT customers with the closure of washrooms and the deployment of resources to clean up and clear blockages in the pipe work.



Finding a solution

Monteray is pro-actively focused on improvement initiatives and proposed a new bio solution for waterless urinals. Other waterless urinal schemes had previously been tested, but required permanent modifications to the pipe work. The eco-cube contains naturally occurring microbes that prevent the build-up of uric scale and attack the existing deposits in the pipe work, degrading them so that they can be washed away. The 'friendly' bacteria leave the washroom smelling fresher and cleaner, removing the need for toxic cleaning chemicals which can pose a risk to health.

BT Energy enthusiastically embraced the eco-cube system and agreed to work together with Monteray on a trial and possible national implementation plan. Initial product testing took place at two large sites. The trial emphasised the considerable water savings that would be possible across the entire estate. The customer was unaware that any change had taken place other than a few positive comments of a cleaner and fresher environment. BT Energy was so encouraged by the results of the initial product testing that it was agreed to fund a 12 month trial in some 24 buildings, including Telecom Tower, before considering a wider roll out across the business.

Results and benefits

The results so far appear extremely promising. BT is on target to deliver a total water saving across the business of 4%. Most importantly the user's experience is no different from using a traditional urinal, other than the cleaner and fresher environment.

Case study



Monteray has experienced a reduction in blockages across the trial buildings. The surfaces of the washroom are easier to clean. The washrooms have become safer and more pleasant working environments for cleaners as only bio-degradable cleaning fluids need to be used. As the programme is extended BT will see:

- Potential water cost savings of £1.2m a year.
- A significant contribution to the ISO 14001 targets.
- An improved working environment and service for BT employees.
- Affirmation of the high priority placed on sustainable initiatives.



Monteray in action

The initiative has reinforced the working relationship between BT and Monteray, further strengthening the partnership. It has demonstrated that Monteray can deliver practical solutions to support BT's business objectives and improve customer satisfaction across both organisations.

Working together BT and Monteray have significantly reduced annual water consumption. The introduction of the waterless urinals provides a safe and fresh environment. The system saves hundreds of millions of litres of water every year, is 100% biodegradable and removes the need for any toxic cleaning chemicals.

This initiative to reduce water consumption illustrates how Monteray is a responsive and proactive FM partner underpinned by the six HEROIC core values:

**Helpful – Expert – Reliable –
Open – Innovative – Committed.**

