



HOSPITALITY SECTOR

Water Resilience Guide



For busy business owners water resilience is about Maximising Profit & Minimising Risk

Welcome to your guide on Water Resilience for the Hospitality sector. In an industry where guest experience, operational efficiency, and reputation are paramount. The reliable availability and responsible management of water are not just environmental concerns, they are fundamental to your business success. This guide will help you understand your water footprint, identify risks, and implement practical strategies to ensure your operations are resilient in the face of changing water availability and increasing costs.



Why Water Matters to Your Organisation, Right Now:

- **Hidden Costs:** Water bills are just the start. Leaks, inefficiencies, and supply disruptions hit your bottom line hard.
- **Reputation Risk:** Guests and investors increasingly prioritise sustainable businesses. Your water footprint is visible.
- **Operational Security:** Water scarcity and service interruptions are growing threats. Don't let a dry tap close your doors.
- **Real Savings:** A medium-sized hotel (100-200 rooms) spends £20,000 - £50,000 annually on water. A 10-20% cut can save £2,000 - £10,000+ yearly.

Your Water Footprint: Where It Goes & Why It Matters

- **Guest Rooms (30-40%):** Showers, toilets, taps. High-volume daily use.
- **Kitchens (15-25%):** Dishwashing, prep, cooking. Intensive, critical for operations.
- **Laundry (10-20%):** Linens, towels. Significant volumes, often daily.
- **Pools & Leisure (5-15%):** Filtration, top-ups. Evaporation and splash loss adds up.
- **HVAC & Cooling (5-10%):** Chillers, boilers. Essential for comfort, but often overlooked.
- **Landscaping (5-10%):** Gardens, outdoor areas. Can be highly wasteful if not managed.

Knowing where water is used identifies your biggest waste points. Focus your efforts where impact is highest.

Quick Wins: Immediate Savings, Minimal Effort

- **Install Aerators:** Reduce tap flow by up to 50%. Saves water without compromise.
- **Low-Flow Showerheads:** Use 6-9 litres/minute (LPM) vs. 15-20 LPM. Significant savings.
- **Dual-Flush Toilets:** Save 3-5 litres per flush. Simple upgrade, fast payback.
- **Linen/Towel Reuse Program:** Can cut laundry water use by up to 17%. A sustainability win.
- **Check Dishwashers:** Ensure full loads, efficient cycles. Optimises energy and water use.
- **Defrost Freezers Smartly:** Use ambient air, not running water. Eliminates unnecessary waste.

These are low-cost, high-impact changes. They pay for themselves quickly, boosting cash flow.

Smart Investments: Future-Proofing for Long-Term Value

- **Greywater Recycling:** Reuse sink/shower water for toilets/irrigation. This can reduce mains water demand by 20-30%+.
 - Offers long-term supply security & substantial savings.
- **Smart Irrigation Systems:** Use weather & soil sensors/data. Save up to 50% on outdoor water.
 - Automated efficiency, prevents overwatering.
- **Efficient Laundry Machines:** Commercial-grade, low water use.
 - Large-scale savings where water use is intense.
- **Rainwater Harvesting:** Collect for landscaping, non-potable uses.
 - Free water source, reduces reliance on mains.

These initiatives require CapEx but deliver significant, sustained savings and build resilience against future water price increases or shortages. Payback typically 5-10 years.

Your Hidden Drain

- **The Silent Cost:** A single leaking toilet can waste over 20,000 litres/year, costing hundreds of pounds. Undetected leaks account for 10-30% of total water use.
- **Conduct Regular Checks:** Daily visual inspections by staff (toilets, taps, pipes).
- **Meter Monitoring:** Read your water meter daily/weekly, especially during off-peak hours. If it's moving when no water is supposedly being used, you have a leak.
- **Fix Promptly:** Don't delay. Small drips can become big problems.
- **Install AMR Systems:** PE can supply and install Automated Meter readers which provide real-time, 24/7 visibility into water usage, enabling early detection of inefficiencies, excessive consumption, or potential leaks.

Leaks are pure waste. Proactive detection and repair prevent significant financial losses and avoid potential property damage.

Engage Your Team & Guests: Cultivate a Water-Wise Culture

- **Staff Training:** Educate on best practices (e.g., reporting leaks, efficient cleaning).
 - Empowers your team to be part of the solution.
- **Guest Communication:** Clear, polite notices on towel/linen reuse, efficient showering.
- **Incentivise:** Recognise staff efforts in water saving. Boosts morale and engagement.
- **Local Partnerships:** Engage with local water authorities, environmental groups.

Water saving isn't just about tech; it's about habits. A culture of water stewardship enhances your brand reputation and amplifies savings.

Be Prepared: Manage Water Supply Risk

- **Know Your Risks:** Identify potential water supply disruptions (e.g., burst pipes, drought).
- **Emergency Plan:** Outline steps for water outages (e.g., bottled water, temporary facilities).
 - Water supply disruptions can lead to significant revenue loss) and high emergency costs.
- **Backup Storage:** Consider on-site water tanks for critical operations.
 - Ensures continuity during short-term outages.
- **Supplier Engagement:** Understand your utility's resilience plans.
 - Proactive discussion can prevent surprises.

Prevention is better than cure. Proactive planning mitigates significant financial and reputational damage from water supply interruptions.

Next Steps: Your Action Plan

- **Baseline Your Use:** Get your water bills and track consumption for the past year. You can't manage what you don't measure.
- **Walkthrough Assessment:** Identify quick wins and potential investment areas in your hotel.
- **Prioritise:** Start with the easiest, highest impact actions.
- **Communicate:** Share your plans and progress with your team.
- **Get Expert Help:** We can provide detailed assessments, recommend solutions, and connect you with implementation partners.

Starting small and building momentum leads to lasting change and significant, measurable benefits. Take control of your water future today.



Need Support? Let's Talk

Want support optimising your facility's water resilience?

We help hospitality organisations cut consumption,
reduce waste, and improve control.

Email :
Sustainability@pe.solutions