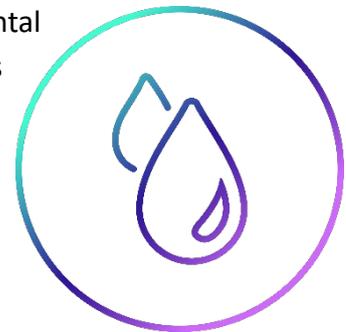


As the hospitality industry faces increasing pressure to operate sustainably, water conservation has become a key area of focus. Businesses, ranging from hotels and serviced apartments to spas and resorts, recognise that effective water management benefits the environment and leads to significant cost savings. In this article, PE Solutions, in collaboration with Full Power Utilities, explores practical and innovative approaches to water efficiency specifically tailored for the hospitality sector. By drawing on real-world insights and proven strategies, our goal is to help operators reduce water consumption, lower their bills, and enhance their sustainability credentials...

## Making Every Drop Count : Smarter Water in Hospitality

As the hospitality industry faces rising costs, tighter environmental regulations, and shifting guest expectations, water sustainability is no longer a 'nice to have'—it's a business imperative. Hotels and serviced apartments are high-consumption environments, often running round the clock, with water used across a wide range of facilities: bathrooms, kitchens, laundry, landscaping, pools and more.



Yet despite this, water is often one of the most under-monitored resources in a building. Becoming more water resilient isn't about compromise—it's about making systems smarter, reducing waste, and running more efficiently. Here are three high-impact areas where operators can take action:

## Start with your data : The Power of Metering

**You can't manage what you can't measure.** The first and most important step in reducing water consumption is gaining full visibility of how and where it's being used. Automated Meter Reading (AMR) devices offer just that—real-time, 24/7 data that lets operators pinpoint unusual usage, identify inefficiencies, and monitor trends across different areas of the site.

Positive Water, use advanced algorithms that analyse continuous flow patterns. This allows them to detect issues like hidden leaks or outlets left running overnight. For example, a single tap left open can waste up to 6 litres per minute, which adds up to over 2,800 litres in just one night (Waterwise, 2023). That's more than enough to fill a small plunge pool—wasted for no reason.

Early detection not only saves water but also prevents property damage and keeps operating costs in check. With the right metering tools, water management becomes proactive rather

## Infrastructure Upgrades : Efficiency by Design

Once you've got data, you can act on it. **Often, high water use isn't a surprise—it's built into the bones of the building.** Poor infrastructure, legacy fixtures, and over-sized systems can all drive up consumption unnecessarily.

Take toilets and taps. Older toilets may use up to 13 litres per flush, compared to newer dual-flush models that use just 4–6 litres. Tap aerators—simple attachments fitted to the nozzle—can reduce flow from 10 litres per minute to 5, without impacting user experience.

Similarly, rainwater harvesting is increasingly viable. Roof runoff can be stored and used for irrigation, toilet flushing or cleaning external areas. Especially for hotels with extensive outdoor grounds, this can offset thousands of litres of potable water usage each month.

Another emerging practice is xeriscaping—landscaping that uses drought-resistant plants. This is particularly relevant for resorts with large green areas or hot climates. By designing outdoor spaces with native or low-water vegetation, and reducing lawns or thirsty ornamental plants, operators can drastically cut irrigation needs. It's not a new concept, but it's one many in hospitality haven't yet tapped into. The aesthetic can still be lush and luxurious—it just requires smarter planning.

## Shaping Behavior : Small Changes = Big Impact

**Water efficiency isn't just about technology; it's also about people.** Human behaviour accounts for a significant portion of water waste, especially in high-occupancy buildings like hotels.

Guests often don't think twice about how long they leave a tap running or how long they shower. That's why design-led nudges—like installing sensor or timer taps—are so effective. They prevent overuse by default, without relying on behavioural change alone. In commercial settings, sensor taps have been shown to reduce water use by up to 70% (US EPA WaterSense, 2020).

Communications matter too. Encouraging shorter showers or displaying water-saving messages in rooms can raise awareness without disrupting the guest experience. Staff training is equally important—those on the ground should know how to report leaks or excessive water use quickly.

## Top 10 Practical Steps To Improve Water Sustainability

If you're not sure where to start, here's a practical list of ten things that hotels and serviced apartments can begin exploring today:

- Install Automated Meter Reading (AMR) to monitor water use in real-time.
- Encourage shorter showers with in-room messaging or digital nudges.
- Replace traditional taps with aerator or sensor taps to cut flow by up to 50%.
- Upgrade toilets to dual-flush or low-flush models.
- Switch to water-efficient showerheads using less than 9 litres per minute.
- Conduct regular leak checks or set alerts using smart flow monitoring.
- Capture and reuse rainwater for irrigation or non-potable uses.
- Xeriscape outdoor areas using drought-tolerant, native plants.
- Review laundry operations for water recycling or load optimisation.
- Train staff and engage guests to build a culture of water mindfulness.

## Summary

Water sustainability isn't just about conservation—it's about operational resilience, cost reduction and delivering a better guest experience. In a competitive and resource-intensive sector like hospitality, the properties that take the lead on water efficiency will be better prepared for the future.

By starting with data, upgrading where it counts, and nudging behaviour in the right direction, hotels can not only reduce their environmental impact but also protect their bottom line. **With practical changes that are often simple to implement, it really is possible to make every drop count.**

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