

Water efficient showerheads – Questions and Answers

1. Why is South East Water encouraging the use of water efficient showerheads?

With around 30 percent of all household water used in the shower this is a great place to focus our water saving efforts. Three star showerheads are designed to save around 40 percent of the water used while still providing you with a great shower experience.

2. Do I have a choice in what type of water efficient showerhead I receive?

South East Water generally offers two different styles of showerheads. Please note, customers will only be offered a showerhead in the style currently installed in their home. Both models offered come with a lifetime warranty from the manufacturer.

3. Can I install the new showerhead myself?

It is easy, instructions are provided on the pack. You are able to change it if you own and occupy the house. Tenants are able to have a showerhead installed only once consent has been obtained from the property owner. If you find you are unable to install it yourself you can arrange for a qualified plumber to come and assist you.

NB: Technically the Plumbing Regulations limit this to home owner/occupiers. In all other cases a licensed plumber must do the installation.

4. I have heard that 3 Star rated showerheads provide an unpleasant shower experience. Is this true?

In years gone by, some water efficient showerheads focused more on water saving than comfort. Today, all 3 Star rated showerheads must meet rigorous performance standards set by Standards Australia for spray pattern, delivery temperature etc.

5. Are 3 Star rated showerheads compatible with all types of hot water services?

3 Star showerheads should only be installed with mains pressure hot water services. Older style gravity fed hot water services (generally in the roof) do not provide adequate water pressure to enable this type of shower head to work at its optimum and *some* instantaneous hot water services are also not compatible. Ask your plumber to check the compatibility of your hot water system.

6. I have two (or more) showers. Am I entitled to more than one 3 Star rated showerhead?

We are happy to exchange more than one showerhead per household.

7. What happens to the old showerheads?

When you exchange your old showerhead with SE Water, we collect the old fittings and recycle them. The funds raised will be donated to a water-focused charity.