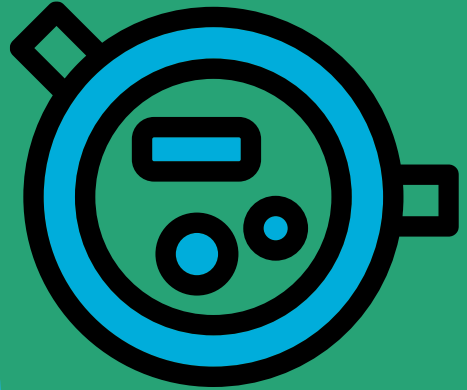


Switch to a meter



- ✓ Take control of your bills
- ✓ Only pay for what you use
- ✓ Risk free



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.

Take control of your bills

Seven out of 10 customers now have a water meter and only pay for what they use. Those who have switched to a meter found on average they had been paying £100 more than they needed to.

What's more, around 25% of energy used at home is to heat water – so by saving water you will also save energy, help the environment and lower your household bills.



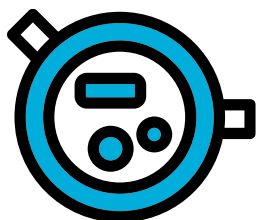
Money Back Guarantee

We offer a money back guarantee to all customers who switch to a meter. We're confident you will save money. If you don't after two years with a meter you can return to unmetered charges. You won't end up paying more. If you apply again for a meter at the same property you will be unable to revert again.

What you need to know

We'll let you know if after two years of metered charges you've paid more than you would have on unmetered charges. You can go back to unmetered charges if you ask within 30 days of getting the second bill in year two and we'll refund or credit the difference. You can go back at any time during the first two years, but you won't be eligible for the Guarantee. Full details are on our website:

[wessexwater.co.uk/meter](https://www.wessexwater.co.uk/meter)



Ask for a meter today

- online at **[wessexwater.co.uk/meter](https://www.wessexwater.co.uk/meter)**
- contact us on 0345 600 3 600
- fill out the page opposite.

Some common questions

When will I get the meter?

Once you tell us you want a meter, we'll visit and check to see if we can fit one. We'll try to fit the meter during this visit but if we need to return we'll let you know.

Your meter will be fitted for free provided it is practical to fit one and the cost of fitting will not be unreasonable. We aim to fit your meter within 30 working days of receiving your application. If we don't manage this, and it is our fault, you'll receive free services from day 30 until the new meter is fitted. We'll amend the charges when we set up your new metered bill.

This won't apply if the installation has been delayed at your request or that of a third party.

Will my water supply be affected when you fit the meter?

When we fit your meter, your water supply may be turned off for less than 30 minutes. We'll let you know if we do, so it shouldn't cause you any problems.

What happens with my account?

Once your meter is fitted, we'll change you over to metered charges automatically. You can find out about our metered charges at [wessexwater.co.uk/charges](https://www.wessexwater.co.uk/charges)

How often will you check the meter?

We aim to read the meter twice a year and you will be only be billed for what you use.

How do I save money on a meter?

We'll give you some information and advice on how to save water and money when you have your meter fitted. You can also find handy tips on our website [wessexwater.co.uk/saving-water](https://www.wessexwater.co.uk/saving-water)

Other useful things to know

Leaks

If we find a leak we may be able to repair it for you free of charge under our leakage policy. If you think you might have a leak visit: [wessexwater.co.uk/leaks](https://www.wessexwater.co.uk/leaks)

Earthing

Properties built before 1966 sometimes use incoming metal water pipes as an earth for their electrical systems.

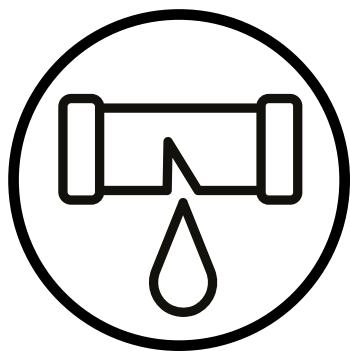
If you have a meter fitted you may need to check the earthing for your property.

What if something goes wrong?

The meter will be owned by Wessex Water so you shouldn't tamper with it or remove it - If you're having work done and need to move it, speak to us. Meters work very accurately - but if you think your meter is faulty you can ask for it to be tested.

If you want to know more

Further information can be found on our website at [wessexwater.co.uk/meter](https://www.wessexwater.co.uk/meter) or you can contact us.



Apply for a meter

It's easy to ask for a meter – simply apply online at [wessexwater.co.uk/meter](https://www.wessexwater.co.uk/meter) or call 0345 600 3 600. Alternatively, you can complete the application form below and return it to Wessex Water, 1 Clevedon Walk, Nailsea, BS48 1WA.

About you

First name _____ Surname _____

Address _____

Postcode _____

Mobile number _____ Alternative number _____

Email address _____

Customer reference number (as shown on your bill) _____

Address of property to be metered (if different from above) _____

Postcode _____

Are you:

The property owner? Part owner with a housing association? A tenant?

If you are a tenant, do you have a tenancy agreement of less than six months? Yes No

If yes, please obtain your landlord's written permission to have a meter fitted before you apply. Please send us copies of the written permission and your tenancy agreement.

If no, we still recommend you contact your landlord to let them know before you apply.

Do you share a supply with your neighbour? Yes No

About your household

How many people live in your property? _____

How we will use your information

We will use the information you provide in this form to process your application to have a water meter fitted and to update our systems. Your personal data will be treated in accordance with our privacy notice which is available at [wessexwater.co.uk/privacy-policy](https://www.wessexwater.co.uk/privacy-policy)

Signature (all customers)

I have read, understood and accept the terms and conditions of the meter option scheme.

Signature/s _____

Date _____

Please check that you have completed the relevant sections on this form and return it to us.



Extra support when you need it

If you or anyone you know needs extra support, we can help through Priority Services.

This may include:

- help if your supply gets interrupted
- help finding and reading your meter
- bills and leaflets in braille, large print or other languages
- a password to protect against scam house calls.



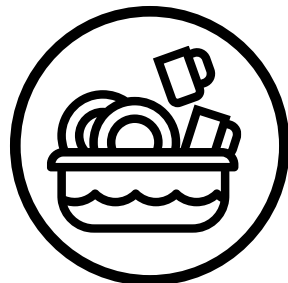
PRIORITY SERVICES

Extra support when you need it

Register today at
**[wessexwater.co.uk/
priority-services](https://www.wessexwater.co.uk/priority-services)**
or call **0345 600 3 600**

Helping you save water and money

GetWaterFit is our handy water calculator that can help you save water, save money on your household bills and claim **FREE** water saving devices. Try it out at **[wessexwater.co.uk/get-water-fit](https://www.wessexwater.co.uk/get-water-fit)**



Contact us

Billing enquiries

- Payment arrangements • Metering • Moving house • Problems paying
- High water use • Priority Services

0345 600 3 600

(Monday to Friday, 8am to 6pm; Saturday 9am to 1pm)

Submit an online enquiry via our website [wessexwater.co.uk/contact-us](https://www.wessexwater.co.uk/contact-us)

Write to: Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

Water supply or sewerage enquiries

- Loss of supply • Leak • Water quality problem • Sewage flooding
- Blocked sewer

0345 600 4 600

(Monday to Friday, 8am to 6pm, emergencies only at other times)

Submit an online enquiry via our website [wessexwater.co.uk/contact-us](https://www.wessexwater.co.uk/contact-us)

Write to:

Operational enquiries, Wessex Water, Claverton Down, Bath BA2 7WW

This leaflet forms part of our core customer information, covering key aspects of our work including charges, enquiries and complaints. More information can be found at [wessexwater.co.uk/policy](https://www.wessexwater.co.uk/policy) or contact us for a leaflet.

We welcome calls via the Relay UK and SignLive British Sign Language service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.



Rated: Jan 2024

 **Trustpilot** Excellent



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