

SWITCHING TO A METER



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wessexwater.co.uk

Wessex Water
YTL GROUP

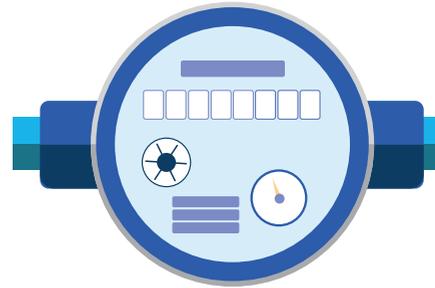


FOR YOU. FOR LIFE.

IS A WATER METER FOR ME?

More than two thirds of our customers have a meter and only pay for water they use. Over 90% of people in our region who choose to have a water meter make a worthwhile saving.

Having a water meter allows you to see, and therefore control, how much water you use. What's more, around 25% of energy used in the home is for heating water - so by saving water you could also save energy, reduce your carbon footprint and lower your energy bills.



MONEY BACK GUARANTEE

We understand that some people are unsure whether a meter will save them money, so we offer our customers a **Money Back Guarantee**. This is our promise that if you don't save money after two years with a meter, you can revert back as if you had never switched and we will credit your account with any overpayments*.

If you're paying more than you previously did after your first year of metered charges, we will write to you to let you know. Plus, we'll give you free water saving advice and devices to help you reduce your water use.

Applying for a meter is easy. Simply complete the application form on pages 5 and 6, apply online at wessexwater.co.uk/meter or you can contact us on 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm)

**You can revert at any time during the first two years with the cut-off date being 30 days following the bill at the end of your second year. We will not remove the meter, this will be left for future use but flagged so we no longer read it. To qualify for the Money Back Guarantee, you must keep your meter for the full two years and then ask to revert. It does not apply if you've had a meter fitted through our change of occupancy policy. Full terms and conditions can be found on our website:*

wessexwater.co.uk/metering-terms-and-conditions

SAVING WATER

We've launched a new online tool which helps you understand how you use water, provides tailored advice and devices, and raises money for charities. Try it out for free at wessexwater.co.uk/getwaterfit

WHAT HAPPENS NEXT?

Once we've received your application, we'll visit your property to see if we can fit a meter.



On our first visit, in the unlikely event we cannot fit your meter at the time, we'll let you know. Extra checks may be required, or we'll arrange an appointment with you.



If we can fit a meter, we'll do it on the same day as this visit or within 30 days of receiving your application.



If we're unable to fit a meter, we'll contact you to explain why and to discuss alternative charging arrangements.



When we're fitting the meter we may need to turn the water off for a short period of time.



If you do not save money after your first year on a meter, we'll let you know - we will provide you with water saving advice and devices to help you save water



We aim to read the meter twice a year. Your unmetered charges are payable until the meter is fitted. Once fitted we will finalise your unmetered bill, there is no need to contact us



If you do not save money after two years on a meter, we'll get in touch again...



METERED CHARGES

If you receive both water and sewerage services from us, ie, your property is connected to the public sewer, your bill is made up of four charges.

These are:

- a charge for each cubic metre of water you use
- a charge for each cubic metre of waste that leaves your home
- a standing charge for water service
- a standing charge for sewerage service.

Standing charges

What do the standing charges cover?

Standing charges cover the cost of maintaining the meter, reading it and producing your bill. In addition the sewerage standing charge covers the cost of surface water and highway drainage.

Are standing charges payable even if I don't use any water?

Yes, we still have to read the meter and maintain the service and you still need to pay for surface water and highway drainage.

Why is the metered sewerage standing charge greater than the unmetered standing charge?

Sewerage bills include a charge for taking away surface water from roofs, drives and patios, and for highway drainage. This charge is included in the sewerage rate for unmetered properties. For metered properties it is included in the standing charge, not in the rate per cubic metre of water.

If you have any billing queries, please feel free to get in touch. Our contact details are on the back cover of this leaflet.

FREE for you - Visit wessexwater.co.uk/getwaterfit to see how you can save more water and order FREE water saving devices.

WATER SAVING TIPS:

Take shorter showers - around 25% of your daily water use is from showering. Try shaving a minute off your shower time.



Fill your washing machine - make sure you always wash full loads. Consider doing one less wash a week



Install a water butt to collect free rainwater to water your plants. Plants prefer this and you'll save water too.



APPLY FOR A METER

Applying for a meter couldn't be easier – simply apply online at wessexwater.co.uk/meter. 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: Best time to call:

Alternative number:

Email address:

Customer reference number (as shown on your bill):

About your property

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

..... Postcode:

We do not normally require access to your property to carry out the survey or fit the meter. If we do need access, please indicate any days of the week or times (am or pm) you prefer us to visit:

.....

.....

If we need to contact you to discuss the meter installation, how would you like us to do this? (Please tick box)

Phone Email Letter

Type of property (please tick box)

Detached house/bungalow Terraced house Flat

Do you share a supply with your neighbour?

Yes No Don't know



APPLICATION FOR A METER (continued)

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.

About your household

How many people live in your property?

What type of water user would you say you were? High Medium Low

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

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:
Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA.

Wessex Water February 2021

Our Promise

If we don't install your meter within 30 working days of receiving your application, and it is our fault, we'll stop your unmetered charges at the end of that time and start your metered charges from the date we fit the meter.

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

NEED TO KNOW

Leaks

When we fit a meter we check for leaks and we may be able to repair one on our service pipe free of charge under our household customer leakage policy. It's a good idea to check your meter readings regularly for unusually high water use.

If you're worried you might have a leak, see our website for more help:
wessexwater.co.uk

Water in the meter chamber doesn't necessarily mean there is a leak - the chamber allows rainwater and water in the soil to get in.

Shared pipework

If your property shares pipework with others we may have to do some work to make sure we fit the meter where it will measure your water use only and that we can read it. We may need to install a device that allows us to read the meter remotely.

When it's impossible to put the meter outside we may have to fit it inside your property. If so, we'll normally need access to read the meter twice a year unless we can fit a remote reading device. Where we can't gain access to read a meter, we may have to go back to charging on an unmetered basis.

In some cases it may be too expensive or physically impossible to fit a meter. If so, we may be able to charge you another way.

Earthing

Properties built before 1966 sometimes use incoming metal water pipes as an earth for their electrical systems. Fitting a water meter to your supply may mean that this system will no longer work.

So if you're in any doubt about how your property is earthed, contact a qualified electrician for advice.

If work needs to be done you'll have to pay for it so think about this when you're deciding whether to have a water meter fitted.

Meter tampering

The meter is owned by Wessex Water and interfering with it is an offence and will result in a fine. So you shouldn't remove it, even if you have work done on your home.

If you think your meter is not recording accurately you can ask for it to be tested. If the results confirm the meter is reading accurately, you will be liable for the cost of the test which will be no more than £70+VAT (total £84).

EXTRA SUPPORT WHEN YOU NEED IT

We know that some customers need extra help due to age, ill health, a disability, mental illness or additional needs. This may include easy access to water during a leak or outage, help reading your meter or setting up a password for when we visit. You can also sign up on someone's behalf.

Register today at wessexwater.co.uk/priorityservices

or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

Energy companies offer a similar service.



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 8pm; Saturday, 8am to 2pm)

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

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/contactus](https://www.wessexwater.co.uk/contactus)

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. All these leaflets can be found at [wessexwater.co.uk/policy](https://www.wessexwater.co.uk/policy)

We welcome calls via the Relay UK 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.

Wessex Water is not responsible for the content of external websites.

HAVE YOUR SAY...

We value your opinion so join our online customer research panel. You can tell us what you think of our services, how we can improve and help us plan for the future. Visit [wessexwater.co.uk/haveyoursay](https://www.wessexwater.co.uk/haveyoursay)

