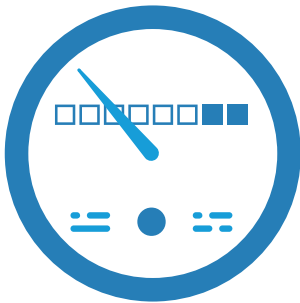


Switching to a meter



water 
business

www.water2business.co.uk

Switching to a meter

Why have a meter?

Water meters give you more control over your bills and could be your first step towards saving money.

If you don't already have a meter you are probably charged for your water based on your organisation's rateable value rather than your consumption so putting in a water meter could help you become more water wise and potentially save money.



Step 1 – calculate your metered costs

As water charges vary depending on where your property is located, contact water2business on **0345 600 2 600** (Monday to Friday, 8am to 5.30pm) to calculate how much your water bill would be if you had a meter.

Now compare what your metered bill would be with what you are currently paying to see if you'll save money by installing a water meter.

Your metered charges

If you receive both water and wastewater services from us your bill is made up of four charges.

These are:

- ✓ a charge for each m³ of water you use
- ✓ a charge for each m³ of waste that leaves your property
- ✓ a standing charge for water service
- ✓ a standing charge for wastewater service.

Your metered wastewater bill is based on 95% of the water you use returning to the sewer. The 5% allowance covers regular organisational use as well as evaporation and incidental loss. Your organisation may also require trade effluent consent if you discharge a large volume of sewage to the public sewer. You can find out more at www.water2business.co.uk/trade_effluent.

If considerably less than 95% of the water you use returns to the sewer, you can apply to have your charges reduced. Call **0345 600 2 600** (Monday to Friday, 8am to 5.30pm).

Standing charges

What do the standing charges cover?

Standing charges cover the cost of maintaining the meter, your annual meter read and producing your bill. In addition, the wastewater 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 wastewater standing charge greater than the unmetered standing charge?

Wastewater bills include a charge for taking away surface water from your property and for highway drainage. This charge is included in the wastewater rate for unmetered properties. For metered properties it is included in the standing charge, not in the rate per cubic metre.



Step 2 – apply for a meter

Make sure you have checked points one and two below and read the need to know information below before you apply.

- 1 Check your plumbing system for obvious signs of leaking water – once you switch to a meter, wasting water will increase your use and your bill.
- 2 Check all your water outlets. If you find any problems put things right before you apply for a water meter.
- 3 Complete and return your application form, on page 5 and 6.

Tenants

If you have a fixed term tenancy of less than six months, you can't request a water meter without your landlord's approval. You will need to send us copies of your landlord's written permission and tenancy agreement.

Other types of tenancy may not require that approval.

If you're a tenant and want a water meter we suggest you contact your landlord before applying.

Shared pipework

If your property shares pipework with others some work may have to be done to make sure the meter is fitted where it will measure your water use only and that it can be read. A device that allows us to read the meter remotely may need to be installed.

When it's impossible to put the meter outside it may have to be fitted inside your property. If so, we'll normally need access to read the meter at least once a year, or more depending on your current contract, unless a remote reading device can be installed.

Leaks

If a leak is detected at the time of fitting the meter we will apply the applicable wholesaler leakage policy. Our customer services team will be able to advise on services to repair any leaks and associated charges.

See the Leakage Allowance code of practice for more details.

We encourage our customers to be water efficient to make savings on their bills and reduce wastage, so we recommend that you read your meter at least once a month to help you track how much water you use, making it easier to spot leaks and arrange repairs quickly.

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.

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. 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.

Fill in the form below

About you:

Title, ie, Mr, Mrs, Miss, Ms:

First name:

Surname:

Business name:

Job title:

Address:

Postcode:

Preferred contact number:

Best time to call:

Alternative contact 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:

Access to your property is not normally required to carry out the survey or fit the meter. If access is needed, 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) Shop: ☐ Shop and flat: ☐ Hospital: ☐
School: ☐ Farmhouse and buildings: ☐ Listed building: ☐ Other: ☐

Do you share a supply with your neighbour? Yes: ☐ No: ☐ Don't know: ☐

Is there an external tap that turns
off the water to your property only?

Yes: ☐ No: ☐ Don't know: ☐

Fill in the form below (continued)

Please let us know if you have one of the following covers outside your property (please tick):



- ☐ Cover type 1
Round lid, plastic in appearance.



- ☐ Cover type 2
Square hinged lid, hole in middle/side. Approx 235mm (9 inches).



- ☐ Cover type 3
Hinged lid with concrete surround. Approx 150mm (6 inches).

Other: ☐ Don't know: ☐

Are you:

The property owner? ☐ 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.

What type of water user would you say you were?

High: ☐ Medium: ☐ Low: ☐

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:

Customer Services, water2business, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

What happens next?

Thank you for applying for a meter. You don't need to do anything else, we'll look after the rest.

What we'll do

- ✓ We'll write to you to confirm we've received your application.
- ✓ The relevant wholesaler will visit your property to check if a meter can be fitted. There may be a cost for the visit and for the installation of the meter. These costs will vary depending on where your property is located. Contact water2business on **0345 600 2 600** (Monday to Friday, 8am to 5.30pm) to find out what the charges may be.

No, a meter can't be fitted: We'll write to you to explain why a meter can't be fitted and you will continue to be charged on an unmetered basis.

Yes, a meter can be fitted: The wholesaler will fit your meter on the same day as the survey or within 25 working days of us receiving your application form.

Normally the meter will be fitted as near the property boundary as possible – sometimes just outside the boundary in the pavement. If this isn't possible the wholesaler will discuss alternative locations with you.

The water will have to be turned off for a short period while the meter is being fitted. You'll receive a guide to your meter leaflet to read.

Once your meter has been fitted, your account will automatically change to a metered one. We'll write to advise you of any refund you are due or send you a final bill for your unmetered account. If you have a payment plan we will transfer it to your new metered account and adjust your monthly payments if we need to. You must pay any charges owing up to the date the meter was fitted.

Our Promise

If your meter hasn't been installed within 25 working days of receiving your application, and it is the wholesaler's fault, we'll stop your unmetered charges at the end of that time and start your metered charges from the date the meter is fitted.



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

FAQs

How often do you read the meter?

We'll normally read the meter once a year or at the frequency specified in your contract – as long as we can gain access.

If we send you an estimated bill you can give us your actual meter reading via your online account.

Can I read the meter?

If you have a meter we recommend you regularly check the water you're using.

Reading a meter is easy to do, and when we fit your meter you'll receive a leaflet with more information about how to read it. Please only read your meter if it is safe and practicable to do so.

Are water meters accurate?

Yes, they are manufactured and tested to a British Standard specification (BS 5728/1) and International Standard ISO 4064/1. If you think your meter isn't recording accurately you can ask us to test it. If the meter is recording accurately you'll be liable for the cost of the test, which will vary depending on where your property is located.

If we find a fault and this has affected readings, we'll revise your bills based on your normal usage level.

Who owns the water meter?

The water meter is the property of the wholesaler and tampering with it is a criminal offence. If you damage the meter or any device connected to it, such as remote reading equipment, you'll have to pay the repair or replacement costs. The wholesaler will be responsible for its maintenance, repair and eventual replacement. However, if you believe there is a problem with your meter, please raise a service request via your online account.

What if my wastewater services come from another water company?

You may receive your water supply and wastewater services from different water retailers. If so we'll forward details of your use to the other company so your water/wastewater charges can be billed in relation to the volume of water on the meter.



Contact us

Online account:

Log in at www.water2business.co.uk

Phone: 0345 600 2 600

(Monday to Friday, 8am to
5.30pm)

Calls may be recorded for training and
monitoring purposes.

Email: [customer.services@
water2business.co.uk](mailto:customer.services@water2business.co.uk)

Write: water2business,
21e Somerset Square,
Nailsea, BS48 1RD

