

Could you save with a meter?

Fitting meters free 2010/11



Could you save with a meter?

How can a meter help me?

If you use relatively little water, opting for a free meter should mean smaller bills. So, if you have a small household or use water efficient methods and appliances you could benefit from having a meter fitted.

Many people find that they make a conscious effort to use less water once they have a meter fitted and this means a benefit for both your pocket and the environment. If you are using less water you are also heating less water and this can help you to save on your energy bills and reduce your (and our) carbon footprint.

Asking us to fit a meter is easy! You can make your application over the telephone or online at www.stwater.co.uk

Do some customers have to have a meter?

You must have a meter fitted if you use a sprinkler or automatic garden watering system (hand held hose pipes don't count unless they are a perforated hose), have a swimming pool with a capacity greater than 10,000 litres, or if the bill relates to a non-household premises (for example a business). This is because you will be using a large volume of water, over and above the amount that we would consider fair to be used on an unmetered tariff.



Would I be better off with a water meter?

Table 1 – try our water use calculator and find out!

How many people live in your house?	X15	
How many baths a week does your household take?	X6	
How many showers a week does your household take?	X2	
How many times a day does your toilet get flushed?	X3.5	
How many times a week do you use your washing machine?	X6* X3**	
How many times a week do you use your dishwasher?	X2* X1**	
How many days of the year do you use a sprinkler or hosepipe?	X number of hours you use it each day	
Do you have a swimming pool?	If so how many cubic meters do you use a year to fill or top it up?	
Add up the figures in the right hand column to estimate your household's annual water use.		
*Machines over 10 years old, ** Machines under 10 years old		

Now that you have your annual water use figure you can take a look at how much your metered bill is likely to be. Simply find your figure on table 2 over the page (or table 3 if another company provides your sewerage services).

How much could I save?

Find the closest amount to your annual water usage (from table 1) in table 2 below:

Annual use of water in cubic metres	Type of property		
	detached	semi-detached	other
	£	£	£
45	215	189	162
60	248	222	195
80	292	266	239
105	347	321	294
120	380	354	327
140	424	398	371
150	446	420	393
165	479	453	426
170	490	464	437
195	545	519	492
210	578	552	525
250	667	640	613
290	755	728	702
310	799	772	746
350	887	860	834
400	997	970	944
500	1,217	1,191	1,164
600	1,437	1,411	1,384

Now write that amount in the space below. You will also need to write in the amount on your current unmetered bills which cover a calendar year. This will show you how much you could save.

Charges on your current unmetered bills (for the year)	£
Your estimate of your metered charges	£
Amount that you could save	£

Please note: Volumes of water in the calculator are approximate

The figures shown on the next page include charges for all of our services.

We charge you for:

- **Water supply** – supplying clean water to your property (measured by your meter)
- **Sewerage** – removing and treating used water from your kitchen and bathroom
- **Surface water drainage** – removing and treating rainwater and surface water from your property
- **Standing charges** – fixed charges for billing, reading and looking after the meter

If you don't receive all of our services then the charges could be less. There are three columns in the table because we charge different amounts for surface water drainage depending on your type of house.



How much could I save if my property is on the border of your region?

If you live on the border of our region you might get your sewerage services from another water company. Your bill will tell you if this applies to you and, if it does, you can use table 3 below.

Volume	Anglian	United Utilities	Thames	Yorkshire	Welsh
m ³	£	£	£	£	£
45	219	214	156	184	155
60	259	251	185	224	176
80	312	300	223	276	203
105	378	361	270	342	238
120	418	398	299	381	258
140	471	447	337	434	286
150	498	471	356	460	300
165	538	508	384	499	320
170	551	520	394	512	327
195	617	581	441	578	362
210	657	618	470	617	383
250	763	716	546	722	438
290	869	814	621	827	439
310	922	863	659	879	521
350	1,028	961	735	984	576
400	1,161	1,084	830	1,116	645
500	1,426	1,328	1,020	1,378	783
600	1,691	1,573	1,210	1,640	921

Write your estimated bill amount in the space below. You will also need to write in the amount on your current unmetered bills which cover a calendar year. This will show you how much you could save.

Charges on your current unmetered bills (for the year)	£
Your estimate of your metered charges	£
Amount that you could save	£

Can I go back to unmetered bills?

Yes, but you must tell us within 12 months of the date we fit the meter or within 30 days of receiving your second bill. If you do go back to paying unmetered charges your meter has to be left in place (we won't read it or charge you from it.) Remember that you must pay by meter if you use a garden sprinkler, you fill or top up a swimming pool, or your bill is for a non domestic property.

We will fit your meter for free!

Call us on **0845 709 0646** or visit our website **www.stwater.co.uk** and we will arrange for one of our fitters to come to your house and fit a free water meter!

We will usually only visit you once – we will check that it is suitable and fit the meter at the same time. If this isn't possible then our fitter will make a second appointment with you once they have carried out their check.

During the check we will make sure that you can have the meter fitted for free. The fitter will be checking that we can fit the meter externally without any complications. This is always the option we will take if we can. If external fit is not possible then we will check to see if internal fit is possible. They will also check that the stop tap is in good working order and shuts off your water supply and that you agree for the meter and cables to be fitted where we recommend.

When you have the meter fitted your water supply will only be affected for around two hours. Our fitters work to very high standards of health and safety and they may ask you to sign to say that you have witnessed them carrying out certain safety checks. We also sometimes select properties to quality check and we may ask your permission to visit at a convenient time.

Are there any circumstances when the meter won't be free?

We do have some rules and conditions but almost all of our customers can have a meter fitted for free. We will only charge you if:

- We have to replace your internal stop tap (for example if it doesn't turn off your water supply or it has an integral drain-off valve). This would cost £29.38 (including VAT).
- We have to move the meter after we have fitted it. We will always ask you to sign to confirm that you are happy with the place we have fitted the meter on the day that it is done – this is why we ask you to pay if you change your mind.

How can I be sure that the fitter who calls is genuine?

All of our fitters carry ID cards with their name and photograph on it. You can check their identity by calling **0800 783 4444** where we will confirm that they are genuine. Don't call any other number they give you or accept any excuses - our fitters will be happy to let you check that they are who they say they are. If you are in any doubt, don't let them in.

Where will you fit the meter?

We will usually fit the meter externally either in an existing boundary box or it may be necessary for us to install a new boundary box. However, sometimes we may need to fit the meter internally and in this situation we will also install a radio reading unit on top of the meter. This allows us to read your meter without requiring access to your property.

What if you can't fit the meter?

There are some properties, especially flats, where it might not be possible for us to fit a water meter at all. If this is the case we may be able to make alternative charging arrangements with you. Call us on **0845 709 0646** to find out more.

How do I apply for a water meter?

Simply fill in the questionnaire at www.stwater.co.uk and one of our advisers will call you back to arrange a date to fit your meter.

You can also fill in the questionnaire opposite then call us on **0845 7090 646** (between 8am and 8pm Monday to Friday, 8am and 1pm Saturday). You will need to quote your account reference number from the front of your bill.

Don't worry if there are questions that you aren't sure about – our advisers will be happy to help you. They can also help you work out whether a meter could save you money if you are not sure. Try to ask all of your bill and savings questions to the telephone adviser as the meter fitter will not be able to help with them.

Once you have applied our telephone adviser will be able to tell you the dates that fitters will be in your area. When you have chosen an appointment and agreed it, we will give you a job number. Please keep the date and reference number in the space below for your reference in the future.

Date:

Reference Number:

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Meter application questionnaire

Please complete this questionnaire and have it ready when you call us

1. What type of property do you live in?

Flat

Terrace

Semi-detached

Detached

2. How many people live in your home?

3. Is there a separate supply to an outside tap or outbuilding with its own stop tap?

Yes

No

4. Is your main internal stop tap accessible and working?

Yes

No

5. Does it turn off all mains cold water inside the property?

Yes

No

6. Do you know where your external stop tap is?

Yes

No

Please note that the bill and water use calculators in this leaflet are a guide and exact figures may vary.

This publication is available
 in alternative formats, including
 large print and Braille.

For further information please:

call 08457 500 500

textphone 0800 328 1155

email customer.relations@severntrent.co.uk



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