



changing to a  
**water meter**



2010-2011



## Contents

### **SECTION ONE - DOMESTIC CUSTOMERS**

- 2 Can I transfer to a measured supply?
- 2 Can I revert back to an unmeasured supply?
- 2 How often will I receive a bill?
- 3 How can I read the meter?
- 3 What if I think the meter is reading incorrectly?
- 4 Will having a meter affect my sewerage bill?
- 4 How can I estimate what I will save?
- 6 If there is a leak - who pays?
- 6 Our charges for 2010/11
- 7 Earthing electrical installation to metal water service pipes
- 7 We are here to help

### **SECTION TWO - COMMERCIAL CUSTOMERS**

- 8 Transferring to a measured supply
- 8 How do I pay for the meter?
- 9 How long will I wait for the meter to be installed?
- 9 How often will I receive a bill?
- 9 Will having a meter affect my sewerage bill?
- 9 How can I estimate what I will save?
- 10 If there is a leak - who pays?
- 10 Our charges for 2010/11
- 11 Earthing electrical installation to metal water service pipes
- 11 We are here to help
- 12 Notes

### Can I transfer to a measured supply?

All our customers may be able to transfer to having their bills based on the consumption recorded on a meter. Domestic Customers may have a meter installed free.

If you do not own your property, we will require written authority from the owner or his agent for a meter to be installed. If you are a Council Tenant, you will need the Council's permission.

If you would like us to install a free meter please telephone 023 9249 9666.

Having received your call we will arrange fitting, which will be undertaken within three months. However if, upon survey, installation is not straight forward we will contact you and discuss any available options.

### Can I revert back to an unmeasured charge?

In order to allow time for you to make a decision on whether or not to revert, you will have the option to wait until you have received two bills based on the meter reading, or within 12 months of meter installation, whichever is the latter.

You will have one month from the date of the second reading to apply to change your method of billing. However, if any of the following are applicable you will not be able to revert:

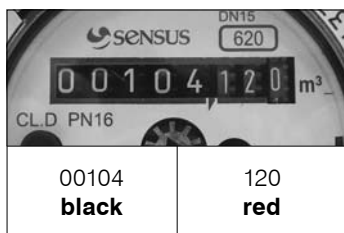
1. Where garden watering is undertaken other than by hand.
2. Where your property has an automatically replenished swimming pool or pond with a capacity over 10,000 litres.
3. If you have a double bath - that is a bath with a capacity of more than 230 litres.
4. Where a Reverse Osmosis type Water Softener is fitted.
5. If you have a multihead, pumped power shower.

### How often will I receive a bill?

Domestic meters are normally ½" (15mm). These are read at six monthly intervals and bills are normally issued within 5 days of reading.

## How can I read the meter?

- Where feasible, we recommend you read the meter at regular intervals and keep a note of the readings. By regularly checking your usage in this manner, you will quickly note any abnormally high usage which could mean that there is a leak.
- Your meter is usually sited near the boundary of your property in the footpath.
- Once you have located the meter, prise up the cover using a screwdriver, remove the polystyrene filler which is placed in the chamber to protect the meter from frost.
- Most meters are situated within their own meter box. However, some are in pits under a large metal cover that should only be removed with specialist equipment and training. Should it be the case that your meter is in such a pit, and you would like us to take a reading, please contact us on 023 9249 9666.
- The meter dial will look something like the illustration below. You should only note the Black figures. These record the number of Cubic Metres you have used. The Red figures record parts of a Cubic Metre and are ignored for billing purposes.
- The meter in the illustration has recorded 104 Cubic Metres and 120 litres. Your bill would be based on 104 Cubic Metres only.
- A Cubic Metre = 220 gallons.



If you have difficulty in reading the meter we can arrange to read the meter and advise you of the reading.

## What if I think the meter is reading incorrectly?

You may contact us to request that the meter be tested. If the meter is found to be faulty, we will pay for the test, install a new meter and adjust your bill. If the meter is found to be operating within the allowable tolerances, we will charge you for the test. If you prefer, you may contact the Trading Standards Office and request that they carry out an independent test.

**Remember, you can always contact us for advice.**

## Will having a meter affect my sewerage bill?

Once a meter is installed, we will provide Southern Water Services Limited with a record of the readings. They will normally base their charges for wastewater on 92.5% of the consumption recorded by the meter.

If you require any further information on wastewater charges, please telephone Southern Water Services on 0845 272 0845.

## How can I estimate what I will save?

Obviously the amount of water usage will vary from property to property. You will need to obtain an idea of the likely annual consumption of water in your property in order to determine the possible savings you may make.

The table shows the estimated consumption of water for various functions in the home.

<b>Water Audit Calculator</b>			
<b>Household Activities</b>	<b>Amount of water</b>	<b>Number of times per day</b>	<b>Total Litres</b>
<b>Taking a Bath</b>	80 litres	x	=
<b>Taking a Shower</b>	35 litres	x	=
<b>Flushing a Toilet</b>	9 litres	x	=
<b>Washing your Face</b>	9 litres	x	=
<b>Having a Drink</b>	1 litre	x	=
<b>Brushing your Teeth</b>	1 litre	x	=
<b>Washing Machine</b>	65 litres	x	=
<b>Dishwasher</b>	25 litres	x	=
<b>Garden Sprinkler</b>	17 litres per minute	x	minutes =
<b>Hosepipe</b>	10 litres per minute	x	minutes =

1000 Litres = 1 Cubic Meter = 220 Gallons

As a rough guide, you can base your calculations on a person using 60 cubic metres per annum for normal domestic use.

Please remember that the figures quoted are for guidance only, if in doubt it is better to err on the side of caution and increase your figures for consumption.

Using these assumptions the following table gives the possible saving on a household's water bill over the period of one year where the water rate is currently based on the sample rateable values listed.

### Possible Savings per year Using a Water Meter from 01 July 2010

Annual Usage		60m <sup>3</sup>	120m <sup>3</sup>	180m <sup>3</sup>	240m <sup>3</sup>
<b>Savings on Unmeasured Licence Charge</b>		£	£	£	£
		32.60	-	-	-
<b>Savings on a Rateable Value of:</b>	<b>£150</b>	9.10	-	-	-
	<b>£250</b>	41.10	5.70	-	-
	<b>£300</b>	57.10	21.70	-	-
	<b>£400</b>	89.10	53.70	18.30	-
	<b>£500</b>	121.10	85.70	50.30	14.90

If you save on your water bills you are also likely to save on your sewerage bills. You will need to work out your sewerage saving and add that to your water savings.



## If there is a leak - who pays?

The Company's responsibility normally ends at our stopcock outside the property boundary. Any pipes and fittings on your side of the stopcock are your responsibility to maintain and it is in your own interests, therefore, to keep these in a good state of repair.

We shall carry out a test for leakage when the meter is installed and will advise you if there is a leak on your service pipe. We will currently repair up to two underground leaks free of charge, subject to certain terms and conditions, to domestic customers provided the pipework is accessible and not under buildings or ornamental driveways.

Often there are no visible signs of a leak above ground. For that reason, we strongly recommend that you read the meter at frequent intervals in order that you can quickly identify any unaccountable increase in usage. On the first occurrence of a leak, your charges will be reassessed on the basis of past normal consumption, provided you have the leak repaired quickly. Any subsequent leak would not be entitled to an allowance.

## Our charges for 2010/11

### 1. Accounts based on Rateable Value:

Rate in the £	32.0p
Standing Charge	£20.50
Minimum Charge	£63.00

### 2. Unmeasured Licence Charge: £92.00

### 3. Assessed Charge:

For a single occupier in a one bedroom property	£58.00
For all properties, other than one bedroom properties with a single occupier	£81.00

### 4. Accounts based on Meter Readings:

Rate per Cubic Metre	59.0p
Standing Charge (½" Meter)	£24.00

### 5. WaterSure Tariff: £88.00 (Formerly Vulnerable Group Tariff)

## Earthing electrical installation to metal water service pipes

**Please read this note carefully if you are considering having an Optional Meter installed and have metal incoming service pipes.**

It is not acceptable to rely on the incoming water pipe as an earthing point for electrical apparatus. It might even be dangerous, particularly if alterations or repairs have been carried out on the water service pipe or on mains in the vicinity. The Wiring Regulations have prohibited the use of metal pipes for earthing since 1966 and we are generally unaware of whether individual connections have been made. For many years prior to this though it was common practice for earthing connections to be made to incoming metal pipes. However you should be aware that new and replacement pipes are not made from metal and are not capable of providing an earth.

Electrical appliances in all modern houses and houses where wiring has been replaced, are connected to an earth point at the electricity meter. Also bonded together and connected to this earth point are the metal casing of boilers, cookers, storage heaters etc. and even the gas and central heating pipes. All this is to provide protection against electric shock in the event of an electrical fault developing.

If an earthing point is available at your meter you are strongly advised to use it. You can find out if you have an earthing point by contacting your electricity company or a competent electrician. They will be able to inspect your property and advise on any work necessary to bring the earthing arrangements in your property to the standard required by present regulations.

Correct earthing and bonding is vital for the electrical safety of your house and you should ensure that it is effective without relying on the incoming metal service pipe.

## We are here to help

Please do not hesitate to contact us if you require any further information or advice.

### **Customer Services Office**

**PO Box 99**

**HAVANT**

**PO9 1XX**

Meter and Billing Enquiries telephone:

**023 9249 9666**

General Enquiries telephone:

**023 9249 9888**

## Transferring to a measured supply

You will have to pay for the cost of the meter and fittings. If you wish the Company to carry out the installation, this will be at your cost.

### The Options Available to You Based on a ½" (15mm) Supply

1. If the external stopcock at your property has recently been replaced with a combination meter/stopcock box a meter can be fitted at a charge of:	<b>£124.00 + VAT</b>
2. You can purchase the meter and fittings for installing externally.	<b>£134.00 + VAT</b>
3. The Company will supply and install the meter in the highway.	<b>£296.00 + VAT</b>
4. For commercial properties, a meter may be installed internally. You can purchase the meter and fittings from this Company.	<b>£67.00 + VAT</b>
5. You can purchase the meter from the Company and the fittings elsewhere.	<b>£54.00 + VAT</b>

In the cases of Options 2, 4 & 5 you will need to engage a private plumber to carry out the installation and provide details of the installation arrangement. In some commercial properties where access can be guaranteed during normal working hours, an internal meter may be permitted.

**N.B. It is necessary for a free survey to be carried out to determine if it is practical for a meter to be installed.**

To arrange a survey, please either write to the Company or telephone 023 9249 9666.

## How do I pay for the meter?

On completion of a satisfactory survey:

- a) If the Company is to install the meter, (options 1 & 3), a Statement of Cost and Meter Agreement will be sent to you. Payment in full is required before installation can take place.
- b) If you are installing the meter, (options 2, 4 & 5), you will be advised of the cost and the time which must elapse following our receipt of your payment and completed Meter Agreement before the meter will be available for collection from the Company's Stores at Havant.

## How long will I wait for the meter to be installed?

On receipt of your payment, together with a completed Meter Agreement, subject to certain conditions, the meter will be installed within 15 working days.

## How often will I receive a bill?

The frequency of the meter readings will depend on the size of the meter. The normal size of a meter is ½" (15mm) and these are usually read at six monthly intervals.

## Will having a meter affect my sewerage bill?

Once a meter is installed, we will provide Southern Water Services Limited with a record of the readings. They will normally base their charges for wastewater on 95% of the consumption recorded by the meter.

If you require any further information on wastewater charges, please contact:  
Southern Water Services - Telephone Number 0845 272 0845.

## How can I estimate what I will save?

Obviously the amount of water usage will vary from property to property. For shops and offices, the estimated annual consumption is 31 cubic metres for 2 staff. You will also need to take account of the cost of installation.

Please remember that the figures quoted are for guidance only, if in doubt it is better to err on the side of caution and increase your figures for consumption.

If you save on your water bills you are also likely to save on your sewerage bills. You will need to work out your sewerage saving and add that to your water savings.

## If there is a leak - who pays?

The Company's responsibility normally ends at our stopcock outside the property boundary. Any pipes and fittings on your side of the stopcock are your responsibility and it is in your own interests, therefore, to keep these in a good state of repair.

We shall carry out a test for leakage when the meter is installed and will advise you if there is a leak on your service pipe. We will carry out any reasonable repairs to your service pipe if the leak is within or very close to the installation point. However, we may be able only to repair the leak subject to the pipe being accessible.

Often there are no visible signs of a leak above ground. For that reason, we strongly recommend that you read the meter at frequent intervals in order that you can quickly identify any unaccountable increase in usage. No allowance will be given for water lost as a result of a leak.

## Our charges for 2010/11

### 1. Accounts based on Rateable Value:

Rate in the £	32.0p
Standing Charge	£20.50
Minimum Charge	£63.00

### 2. Unmeasured Licence Charge: £92.00

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Correct earthing and bonding is vital for the electrical safety of your house and you should ensure that it is effective without relying on the incoming metal service pipe.

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