

Your option to meter 2020/21



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This booklet will help you decide whether you could benefit from having a meter installed.

Can you have a water meter?

In most cases we can fit a meter free of charge.

However, there are a few exceptions. We can't install a meter:

- Where the property is occupied under a fixed-term tenancy of less than six months and the landlord doesn't agree to this
- If the cost of installing a meter is over £650 and the customer doesn't want to pay the cost above that amount
- In multi-occupied premises, such as a block of flats or a caravan site, where a bulk meter already exists

Tenants

The Water Industry Act 1991, as amended from time to time, specifies that you don't need permission from your landlord to apply for a water meter, unless you're in a fixed-term tenancy of less than six months.

However, we advise you to inform your landlord that you're applying for a meter, whatever the circumstances.

Landlords

We can only fit a meter if your name is on the water bill. Please make sure you let your tenants know that you want to have a meter fitted at the property.

Shared pipework

If a supply pipe serves your property, as well as one or more others (on a shared supply), it may be necessary to separate your supply before we can fit a meter. There's a charge for this work.

In exceptional circumstances we'll consider fitting a meter inside your property. We'll have to carry out a survey and then fit a remote reading sensor so that we can read it easily.

Where will the meter be fitted?

We'll normally fit the meter in a small underground box between your property and the street.

We'll install it in one of three locations:

- In a pit near the street boundary of your property
- In a box on the wall of your building
- Inside the property, usually in the kitchen next to the stop tap

The meter location is at our discretion and while we try to agree the location with you, the final decision will rest with the Company.

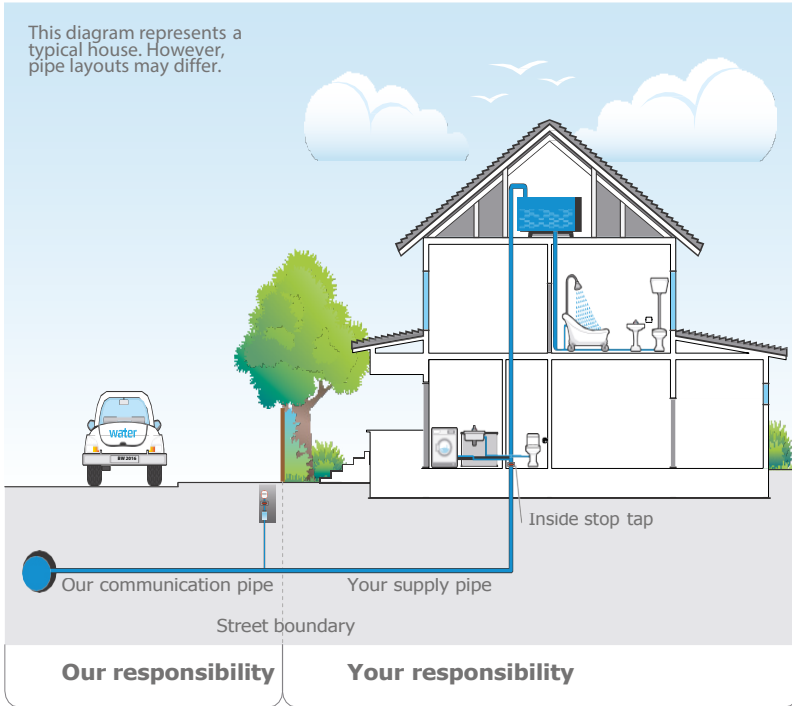
Where the water supply is to a block of flats, we may be able to fit the meter in the building (but not the individual flat) provided the plumbing system in the flat is self-contained with no shared storage tanks.

Where a single pipe supplies a block of flats, the residents may ask the managing agents or residents' association to apply for a communal meter to be installed, subject to the agreement of all residents. Upon request we'll carry out a survey to see whether this is possible.

Who owns the meter?

After the meter is installed it still belongs to us and we're responsible for maintaining and repairing it. If you damage the meter or any device relating to it, you'll have to pay for the repair or replacement. You're also responsible for all the water recorded by the meter.

Whose pipe?



We're responsible for maintaining the service pipe – normally up to the street boundary.

You're responsible for the repair and maintenance of the pipe between this point and your property – the supply pipe.

Safety warning – electrical earthing

The use of metal supply pipes as a means of electrical earthing is no longer regarded as safe practice, and was abolished in 1966. Properties built before this date could still be earthed this way.

Your water supply pipe should not be used for earthing your household electrical installation. If you think this might be the case we advise you to contact your local electricity supplier or an approved electrical contractor to discuss this matter and possibly have your earthing arrangements checked.

The earthing of a property is the sole responsibility of the owner. We can't accept any liability for damage or injury resulting from the use of a water supply pipe as a means of electrical earthing.

When will your meter be read?

Normally we'll read your meter every six months. The readings will be used to calculate the charges due for each period and we'll send you a bill shortly after we've read the meter.

If for any reason we're unable to read your meter or it stops recording, we'll estimate how much water you've used based on your previous usage. If you think our estimate is wrong or if you prefer a bill based on an actual reading, you can either:

- Enter your own reading on our online form under 'Water meters' 'Need a meter reading?' on our website at www.bournemouthwater.co.uk; or
- Call us to read your meter, or give us your own meter reading, on 01202 590059

Your bill will include water use up to the date of the meter reading (or the estimate) and the standing charge for the next six months.

Your first metered bill

You'll continue to pay your current rateable-value based charge until we fit your meter. We'll convert your account to a metered account and you'll begin to pay for your water based on the actual amount you use from the day that the meter is installed.

We'll contact your sewerage company (either Wessex Water or Southern Water) on your behalf, so they can adjust your sewerage bill.

Can you pay by instalment?

Yes, we have a budget plan. If you already pay by Direct Debit please tick the appropriate box on the Free meter application form on page 14.

If you don't pay by Direct Debit and you wish to do so, please fill in the Direct Debit form on page 15, call us on 01202 590059 with your bank details, or visit www.bournemouthwater.co.uk and complete the Direct Debit form online under 'Ways to pay'.

Changing back to an unmetered charge

If you've chosen to have a meter but aren't happy with your bill, you can go back to the rateable-value based charge within 24 months of the meter installation. This option applies to customers who requested a meter and those who had a meter installed after they moved into a previously unmetered property. It doesn't apply to new properties or to properties with a swimming pool or sprinkler.

How to read your meter

The face of the meter usually looks like this:
Please read the meter dials from left to right.

Read the black numbers only (for whole cubic metres which we use to calculate your bill).

You can ignore any figures in red (which record parts of a cubic metre).



Reading your meter – please take care

If the meter's in an underground pit, it may be in a public area such as the footpath or in the road. If you wish to read your meter, you must take care not to put yourself or others in danger (for example, by leaving the lid loose or open, or blocking the footpath or road). We strongly advise you not to read your meter if it's in the road. Please ask us to read it for you.

To open the lid you may need a special tool that we can provide or you could use a strong screwdriver.

Once you've taken the reading, please close the lid and make sure it's properly in place and level with the ground so it won't be a hazard to others.

Leaks

It's important to check that there aren't any leaks at your property. Remember, the length of pipe from the street boundary to your house and outbuildings is your supply pipe and belongs to you. It's your responsibility to repair leaks occurring on this pipe or on your internal plumbing. Water lost as a result of a leak on your supply pipe or internal plumbing is also your responsibility. However, if you have a leak, don't worry as we may be able to help, full details of our Leakage Policy are available on our Website, see our Code of Practice for Household Leakage.

If you suspect there's a leak at your property, please call Customer Service on 01202 590059.

We'll then visit you and recommend what should be done. This appointment is free for the first hour.

How does the sewerage company know that a meter has been fitted?

We'll inform your sewerage company (Wessex Water or Southern Water) once we've fitted your meter. We'll then send them the meter readings which they'll use to calculate their charges.

Normally, Wessex Water applies their charge to 95% of the recorded water use and Southern Water applies their charge to 92.5%.

These figures are based on the assumption that some of your water is used to water the garden and doesn't go into the sewer. If you think that even more of the water you use doesn't go into the sewer, we advise you to contact your sewerage company. Contact them on the following phone numbers:

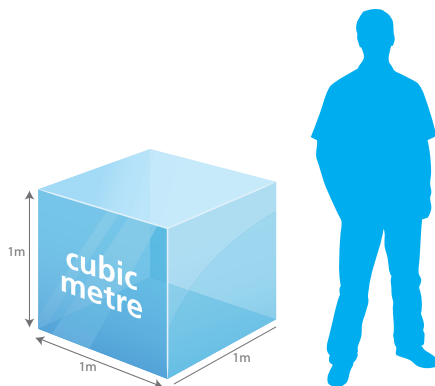
Wessex Water 0345 600 3600 Southern Water 0330 303 0277

Will you be better off on a meter?

The following is to help you decide whether you could benefit from having a meter installed, you can also find a water meter calculator at www.ccwater.org.uk/watermetercalculator.

Figures are shown in cubic metres and are based on actual usage from a random sample of our metered customers.

One cubic metre is 1,000 litres, approximately 220 gallons (about 13 baths).



Please be aware that individual water usage can vary greatly. From experience we've found that, on average, a person uses about 60 cubic metres a year. It's important to remember, while some households may use less, others may use a lot more.

The figures in the table opposite cover both water charges and the sewerage charges levied by either Wessex Water or Southern Water. The estimated savings may vary a little, depending on where you live, as these companies have slightly different sewerage charges.

Average estimated annual consumption figures

| Household customer water consumption | | No. of people at home | Estimated cubic metres of water used per year | Estimated potential savings (£) each year on both your water and sewerage bills when you have a meter fitted (savings will depend on your sewerage provider and on actual usage) | | | | | | |
|--------------------------------------|--|-----------------------|---|--|------|------|------|------|------|------|
| Relatable value £ | | | | 500 | 450 | 400 | 350 | 300 | 250 | 200 |
| High usage | <ul style="list-style-type: none"> Regular baths rather than showers | 1 | 90 | £758 | £655 | £551 | £448 | £344 | £241 | £137 |
| | | 2 | 150 | £606 | £503 | £399 | £295 | £192 | £88 | |
| | | 3 | 190 | £505 | £401 | £298 | £194 | £90 | | |
| | <ul style="list-style-type: none"> Frequent use of automatic washing machine Regular use of dishwasher Frequent use of hosepipe | 4 | 220 | £429 | £325 | £221 | £118 | £14 | | |
| Average usage | <ul style="list-style-type: none"> Mix of showers and baths | 1 | 60 | £834 | £731 | £627 | £524 | £420 | £317 | £213 |
| | | 2 | 110 | £708 | £604 | £500 | £397 | £293 | £190 | £86 |
| | <ul style="list-style-type: none"> Regular use of automatic washing machine Occasional use of dishwasher Occasional use of hosepipe | 3 | 150 | £606 | £503 | £399 | £295 | £192 | £88 | |
| | | 4 | 180 | £530 | £426 | £323 | £219 | £116 | £12 | |
| Low usage | <ul style="list-style-type: none"> Showers rather than baths | 1 | 55 | £847 | £743 | £640 | £536 | £433 | £329 | £226 |
| | | 2 | 90 | £758 | £655 | £551 | £448 | £344 | £241 | £137 |
| | <ul style="list-style-type: none"> Regular use of automatic washing machine Occasional use of dishwasher Occasional use of hosepipe | 3 | 115 | £695 | £591 | £488 | £384 | £281 | £177 | £74 |
| | | 4 | 140 | £631 | £528 | £424 | £321 | £217 | £114 | £10 |

Saving water

When you have a meter fitted you become more aware of how much water you're using and think about how you could use less.

Toilets

If you have a large toilet cistern that was installed before 2001, consider one of the following:

- Fitting a new low-volume flush or dual-flush model
- Converting it to dual-flush by fitting a dual-flush siphon
- Converting it to variable flush
- Using a displacement device such as a Save-A-Flush bag available free from us

Showers

- Fit a flow restrictor on your shower or a low flow or aeration shower head
- Do not fit a pumped (power) shower

Taps

- Fit tap restrictors in hand-wash basins, where appropriate

How to apply for a meter

Please fill in the Free meter application form on page 14 and return it to us. You can also apply online at www.bournemouthwater.co.uk or call us on 01202 590059.

Installing the meter

On receipt of your application form, online application or phone call we'll arrange to survey the property and advise you whether it's possible to install a meter. If we need to meet you, we'll contact you and make an appointment.

We aim to install the meter within 60 days of receipt of your signed application form, online application or phone call. We'll leave a postcard informing you when it's installed.

Please note however, installation may be delayed if:

- We have to notify the Local Authority about excavating the road
- Alteration is required to your plumbing prior to installation
- Circumstances arise outside our control

Where we can't install a meter

Where the plumbing is complex and the cost of installing a meter is unreasonable (in excess of £650), we can offer you an assessed charge based on the number of occupants in your home. This is a fixed annual charge. Alternatively, you can choose to have a meter installed provided that you arrange to make the necessary alterations at your expense.

An assessed charge isn't permitted where the internal pipework is boxed in. The pipework must be made accessible in line with water regulations. If a customer doesn't wish their cupboards to be cut or doesn't make pipework and stop taps accessible, an assessed charge can't be offered.

In the case of multi-occupied premises (such as a block of flats or a caravan site), if the occupiers form a management committee responsible for the overall bill, they can elect to have a single meter installed at the boundary box free of charge.

However we won't be able to offer a free meter where a bulk meter is already in place.

FAQs – Frequently Asked Questions

A water meter: why have one?

We want to help you find the best way to pay for your water, minimise your bill and, where possible, promote the efficient use of water.

What does the water meter measure?

The meter allows us to work out your bill. It records how much water you use in cubic metres (m³). One cubic metre equals 1,000 litres or 220 gallons – that's enough for about 13 baths.

Is there a charge for a water meter?

In most cases we install a meter free of charge. However, this offer is subject to a survey as in certain circumstances it may be impracticable or expensive, for example:

- If you share a water supply with your neighbour
- If you need to alter the existing plumbing (we would ask you to have any necessary plumbing work done before we install the water meter)

We normally install the meter at the boundary of the property. We may charge you if you want the meter installed somewhere else.

Are there any cases where I must have a water meter installed?

You must have a meter installed if you intend to use a sprinkler or automatic garden watering system, or have an automatically replenished swimming pool.

Also, since April 2000, we may install a meter when there's a change of occupier, owner or tenant.

How long will it take to install a meter?

We aim to install a meter within 60 days of receiving your signed application form, phone call or online application.

If we fail to fit the meter within 60 days, we won't apply the rateable value charge from the 61st day until the meter is fitted. If the rateable value charge for this period is less than £10, we'll credit your account with a minimum of £10.

If the reason for failure isn't our fault, we won't pay any compensation.

Are water meters accurate?

Yes, they're manufactured and tested to EU Measured Instruments Directive 2004/22/EC (MID) standards.

What if I have a leak?

It isn't always obvious when there's a leak on your underground pipe or on your internal plumbing, so when we read the meter we'll notify you if the water usage has risen significantly since the previous reading. If this is the case, it's very important for you to act quickly to prevent a large water bill.

We also recommend you read your water meter regularly to monitor your usage.

In some cases we may consider refunding the cost of the water wasted from a leak. For full details, please refer to our 'Code of practice on leakage for household customers', which you can find under 'Publications' on our website www.bournemouthwater.co.uk

Please call us on 01202 590059 for more information.

Free meter application form

Please fill in all the boxes on the form using a black ball-point pen and return the form to us.

Please allow up to 60 days for a meter to be installed.

Full name

Business name (if applicable)

Address of property to be metered Post code

Phone number Number of occupiers.....

When are you normally at the property during working hours?

.....

(Account) Reference number (Please copy from your bill)

| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

If you already pay your bill by Direct Debit, please indicate when you wish to pay as metered payment dates differ.

Twelve monthly instalments payable on or immediately after the 1st, 8th, 15th or 22nd of each month

☐

Please indicate if you would like payments collected on the 1st, 8th, 15th or 22nd of each month

☐
1

☐
8

☐
15

☐
22

If you wish to pay by Direct Debit please fill in the form on page 16.

Tenants only

Have you notified your landlord of your request for a water meter and, if applicable*, gained their written permission?

Please attach a copy with this application. Type of property (please tick box)

☐ Private house/bungalow

☐ Flat/apartment

☐ Shop

☐ Office

☐ Business – other please specify

I agree to have a meter fitted at the above address under the terms and conditions stated.

Signature

Full name Date

For office use ONLY

Application no

Account no. RV.....

Job code

Location of boundary box

* You'll need your landlord's permission if your tenancy agreement is for less than 6 months

Instruction to your bank or building society to pay by Direct Debit – If you have a water meter

 You can set up a Direct Debit quickly and easily online at www.bournemouthwater.co.uk/waystopay

Originator's Identification No.

9 8 5 7 8 1

Name and full postal address of your bank/building society

The Manager Bank PLC

.....

.....

Postcode

Name of account holder(s)

.....

Bank/building society account number

.....

Branch sort code number

..... - -

(Account) Reference number

.....

Instruction to your bank/building society
Please pay Bournemouth Water Direct Debits from
the account detailed in this instruction subject to the
safeguards assured by the Direct Debit Guarantee.
I understand that this instruction may remain with
Bournemouth Water and, if so, details will be passed
electronically to my bank/building society.

Signature(s)

.....

Date

Bournemouth Water and customer use only
This is not part of the instruction to your bank or
building society.

Please choose how often you wish to pay
and tick one box only.

(In the first year this may vary depending on when
we can set up your instruction.)

12 monthly instalments payable on or immediately
after the 1st, 8th, 15th or 22nd of the month

☐

Number of people in the property
This information will be used to estimate your budget
payment plan more accurately.

Payment following receipt of your account

☐

Please indicate if you would like
payment(s) collected on the 1st, 8th,
8th, 15th or 22nd of the month.

☐
☐
☐
☐

1

8

15

22

Account holder(s): forenames and surname

Full name

.....

Full name

.....

Address

.....

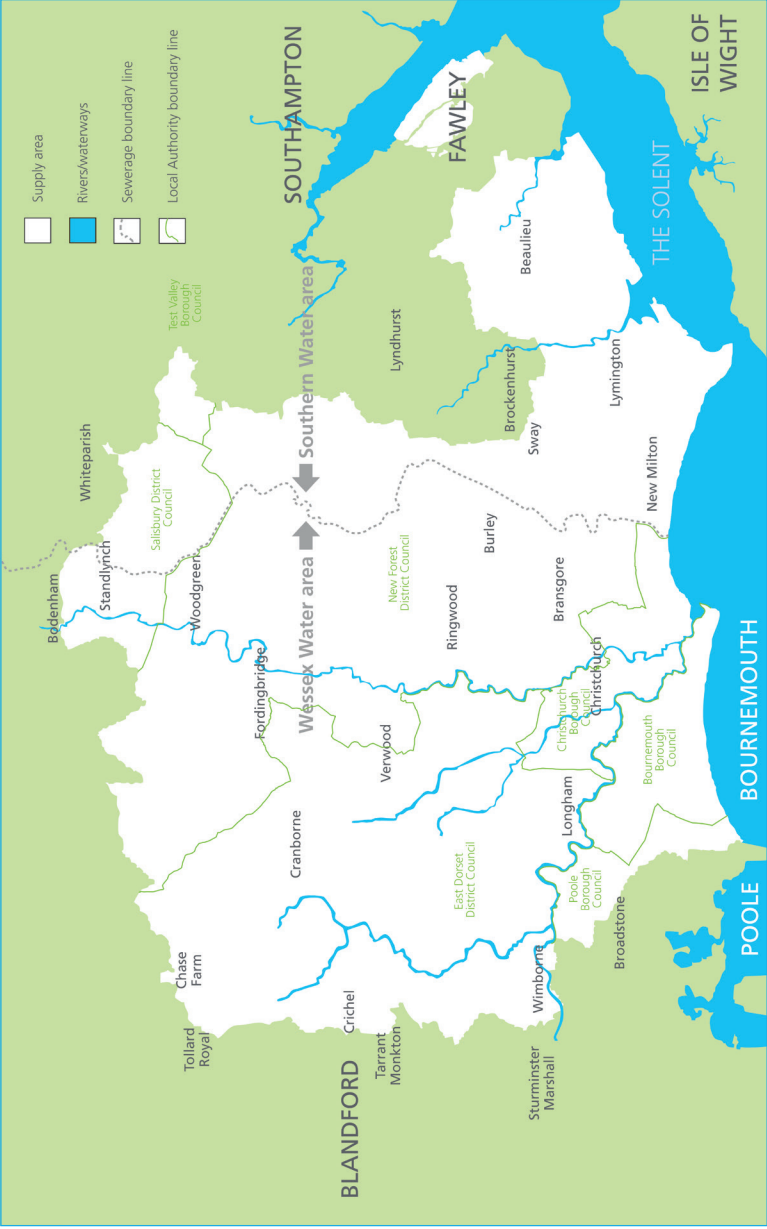
.....

Postcode

Phone number

• Banks and building societies may not accept Direct Debit instructions for some types of account.

- If there are any changes to the amount, date or frequency of your Direct Debit, Bournemouth Water will notify you 10 working days in advance of your account being debited, or as otherwise agreed. If you request Bournemouth Water to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Bournemouth Water or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Bournemouth Water asks you to.
- You can cancel a Direct Debit at any time by contacting your bank or building society. Written confirmation may be required. Please also notify us.



| | | | |
|----------------------|----------------------|----------------------------------|-------------|
| Area of supply..... | 1,041km ² | Population..... | 0.5 million |
| Length of mains..... | 2,838km | Number of properties served..... | 208,450 |

Bournemouth Water
PO Box 4762
Worthing BN11 9NT
[Customer Service 01202 590059](tel:01202590059)
Fax 01202 597022
customerservice@bournemouthwater.co.uk
Automated card payment service 0800 389
5110 Freephone Leakline 0800 587 8979
You can contact us via Relay UK
www.bournemouthwater.co.uk