

Automated Meter Reading **FAQ**

Why has the water meter at my property been upgraded?

All our customers will be having their meters upgraded over the next 7 years as part of a region wide programme. This will happen either when new buildings are built, when customers choose to have a meter fitted or when we replace an old meter for a new one.

What will be different about my new meter?

Your new meter is fitted with a built in transmitter that sends your reading to us when we're outside your property. If the meter is located within your property we will no longer need to disturb you to take a reading. If the meter is located outside your property we will no longer need to lift the lid to see the meter.

Can you be sure the reading you take is correct?

In order to secure government approval (OFWAT) for this scheme we had to prove that the transmitted reading is the same as the numbers shown on the meter. Our extensive tests over a number of years have shown that 100% of the time the reading is exactly the same as that shown on the meter.

What are the benefits to me?

As well as the lack of disturbance to read the meter there are a number of other benefits:

- The meter takes regular recordings
- The meter monitors for water leaks
- The meter warns if backflow is occurring from incorrectly fitted appliances

How will I find out if I have a leak or backflow?

When we read your meter from outside the property our technician will be given warnings of any leaks or backflows. They will discuss this with you there and then if possible. If no-one is in we will leave a card explaining the situation and what you need to do next.

Do I need to look after the meter?

There is nothing you need to do to look after your new meter. You may still read the meter as you do now. When you receive a bill it will indicate 'Automated Meter Reading' to let you know how we have taken your reading.

Is there any extra cost for this upgraded meter?

There is no extra cost for having the meter fitted. We're committed to improving the service to our customers and this is one way in which we are seeking to do that.

Is it safe and secure to transmit my reading?

Your meter reading is only sent out when we ask for it. We typically only ask for a reading twice a year. The signal is encrypted and doesn't contain any customer details.

The signal uses a frequency that can only be used for this purpose and is very low power. The government regulate us in this area and confirm we are well below the safe standards.

For comparison the signal strength is the same as the signal that opens your car door.

Will there be quality checks on the meter?

These devices have been in use by us for almost 4 years with no failures. We will take a sample of AMR units every year to test to continue to prove accuracy.

Will I still receive estimate bills?

At present we aim to read your water meter twice a year and you receive two estimates per year.

You will continue to be billed in this manner in the future.