

Would a water meter be right for you?

Your guide to our free water meter fitting scheme.



YorkshireWater

If you're thinking about having a water meter fitted, this leaflet will give you all the info you need, including details of our free water meter fitting scheme.

Did you know all houses built since 1990 must have one? Likewise, those with a swimming pool, fixed garden sprinkler or fish pond. Many other customers have chosen to have a meter fitted, too. Want to know why? Please read on.

On the back cover of this leaflet you'll find all the ways you can get in touch with us, along with a full list of other free customer guides about all the services we offer.

This document relates to domestic customers only. If you're a business, please contact your retailer.

Will I be better off on a meter?

It depends on how much water you use. If you're a low to medium user, it certainly is worth considering as you only pay for the amount of water you actually use.

The table below gives an idea of how much you use, although the exact amount will depend on your routines and habits, and on the age and model of your domestic appliances.

Annual Usage (cubic metres)	Number of people in household					
	1	2	3	4	5	6
Low	45	80	115	150	185	220
Medium	65	110	140	175	215	250
High	80	130	180	230	270	320

Appliances and activities	Average litres per use
Flushing the toilet	6
Brushing your teeth	6
Power shower	150
Normal shower	40
Having a bath	80
Washing machine	50
Dishwasher	14
Washing up in the sink	12
Hosepipe or sprinkler (per hour)	1000
Washing car (per bucket)	35

For some customers, having a meter can help them save water and save money, but it's up to you to decide. If you want to find out if it's right for you to switch to a meter, have a look at our website for more information or visit ccwater.org.uk/watermetercalculator

How does a water meter work?

It's very similar to a gas or electricity meter. It simply records how much water we've supplied to your home, measured in cubic metres (one cubic metre is 1,000 litres or 220 gallons).

Who does it belong to?

The meter and its connections belong to us, and we look after any repairs or replacements at our cost. It's an offence for anyone to tamper with it or to do anything which may prevent it from recording accurately.

How are bills calculated?

We take a meter reading or make an estimate based on how much water you've already used. So, you're paying for the water you use in arrears. We then add a standing charge for the quarter, e.g from 1st April to 30th June, so you'll usually pay some of it in advance.

If we provide sewerage services for your home, this will be added too.

Can anyone have a water meter?

If you're a tenant and don't pay your water bills directly to us, you'll need to contact your landlord as it may not be possible to have a meter installed.

If you're living in a property like a block of flats, it may not be possible to install separate meters.

However, we can install a single meter for a single bill if a person or company is prepared to accept responsibility for payment.

What if I can't have a meter?

If you request a meter, but we find the pipework connecting to your property is complex or there isn't a suitable location, we can offer you the option of paying by assessed charge instead.

The assessed charge relates to the type of property that you live in and whether you live alone. We'll let you know all the details, so you can decide whether to switch to it from your current rateable value. Whichever way you choose will then apply to any new occupiers of your property should you move.

Are there any terms and conditions?

All our T and C's for the supply of water by meter can be found in a guide called Metered terms and conditions. Please call for your copy or visit yorkshirewater.com/newwatermeter

Fitting a water meter

How much does it cost?

It's free to install, as long as the meter is fitted in our preferred location.

Where is the meter fitted?

New meters are usually fitted outside, next to the stop tap.

How do I arrange to have it fitted?

Apply online at yorkshirewater.com/meter or get in touch via any of the ways listed on the back cover. We guarantee to carry out a survey and fit a meter within three months of receiving your application. If we don't, and the reason for this is within our control, we'll only ask you for meter standing charges for the period beginning 3 months from the date we receive your application to the date on which we actually install it.

What if I want my meter fitted in a specific place?

We prefer to install meters outside, close to the property/highway boundary and near the external stop tap. Please let us know if you'd like it in a different location, if it's practical, that's fine by us but you will be responsible for any additional costs incurred.

However, we recognise that some customers may have special requirements. So if you're registered for our Priority services (you may have sight difficulties, a disability or another qualifying condition) we'll gladly make a contribution to any extra costs.

For details about our free Priority Services, please call us on **0800 1 38 78 78**.

What work will you need to carry out?

When we install a meter outside, we'll try to make sure everything goes back to how it was before. Sometimes it may look slightly different due to the age of the new surface against the old.

Any dispute about where the meter should be situated may be decided by an independent legal process (arbitration).

What happens with my account when I have had a meter installed?

Our service providers, Morrison Utility Service, will tell us when your meter has been installed. We'll then write to you 2 to 3 weeks after to let you know when you stop paying unmetered charges. If you are in credit £50.00 or more, we'll issue a refund. Anything less will be transferred to your metered account.

With a meter, we will read it at least once a year and your bill will come every three months. If you choose to pay using a payment plan, we'll review it yearly to make sure you're paying an amount that matches your usage. Of course, we'll let you know of any changes we make.

If I opt for a meter, can I change my mind later?

Yes, you can go back to charges based on rateable value if you contact us within 2 years of the meter being fitted. Please note, though, you'll remain liable for meter charges up until the time we receive your request.

We won't remove the meter, it will be there should you change your mind. Should you move, the new occupants will be billed according to their metered usage.

You may only exercise your legal right to revert to rateable value charges on one occasion.



Reading your water meter

How do you take readings?

We try to read each meter every six months and guarantee to do it at least once a year. Many of our water meters, especially the newer ones are now automated which means we won't need to disturb you. In fact, we can get a reading signal just by driving down your road! If we haven't managed to get a reading, we'll send you an estimated bill based on how much water you've used before.

You can take your own reading if it's safe to do so and provide it to us online at yorkshirewater.com/meter or by calling our automated telephone service on 0345 1 24 72 47. Or, you can text it to us on 07537 403008 with your ref number e.g. ref51234567012read1234.

What happens when I move?

You can take your own reading on moving day or let us know at least a week before and we'll do it for you. Otherwise we'll estimate your final bill.

Unfortunately, if you don't give us 2 working days' notice, you are liable for charges up to 28 days from when you inform us, until the next scheduled meter reading or until the new customer advises they have moved in, whichever happens first.

What if my meter reading seems really high?

If it's higher than expected, there's a chance you might have a leak. You'll need to read another of our guides 'What happens if you've got a leak' for help and advice. It'll tell you how to check the meter reading yourself, how to check for leaks, plus other information.

For a copy, please go to yorkshirewater.com/leakcheck

How accurate is the meter?

Water meters are very reliable and are tested to ensure that they meet the required British and European standards.

Can I have my meter tested?

If you wish to test it, we can arrange it for a small fee payable in advance. However, we strongly advise that you check all other possibilities first, as our meters very rarely fail the tests.

To test it, the fee must be paid in advance, we'll then remove the meter, fit a new one and take the original meter to an approved testing centre. It will be tested on a special rig, approved by Trading Standards. The meter fails if it is found to be outside the accuracy limits set by regulations under the Weights and Measures Act.

We'll send your results to you

We'll send you a copy of the result. If the meter has failed, we'll refund your test fee. If it was over-recording, we'll also amend your bill. This will be backdated to the last time the meter was read by us. If it was under-recording, however, we'll not adjust your bill. We won't normally put the old meter back after it's been tested.





Free ways to contact us:



Chat with us live on our website



Free callback service via our website

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



Visit our website yorkshirewater.com



Tweet us @YWHelp



Contact us on Facebook

Other ways to contact us:

Telephone

0345 1 24 24 24

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm. For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

24 Hour automated services

0345 1 247 247

(meter readings and payments)

Write to us

PO Box 52, Bradford, BD3 7YD

Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

Visit yorkshirewater.com/policies for details