

What you need to know

Terms and conditions of a metered water supply



YorkshireWater

This leaflet provides important information and advice for customers with a water meter. We've summarised the terms and conditions that apply to all customers whose properties are served by a metered water supply.

We (the company) have based this summary upon various statutory provisions and codes, which apply to you (the customer) if you take a metered water supply directly or indirectly from our mains.

The content of this leaflet doesn't affect any statutory relationship between us but is intended to help you to understand the terms and conditions that apply.

If, after reading this leaflet, you've any questions, please call our Contact Centre on 0345 1 24 24 24 for help.

General terms and conditions

- 1 The water meter belongs to us and remains our responsibility after installation. The same applies to any outreader that may be fitted.
The meter chamber belongs to us and we'll maintain it however, we reserve the right to charge you for any repairs for damage caused by you or your agents. The Water (Meters) Regulations 1988 state where a meter may be installed. If necessary, we may fit the meter on your supply pipe. Irrespective of where the meter is fitted, however, you're responsible for any repairs to your supply pipe. If you'd like more information about this, please contact us for a copy of our Code of Practice leaflet on pipework responsibility.
- 2 In some circumstances we may need to fit an outreader. If you'd like more information about meter readings, please refer to the section of this leaflet called Advice to customers or contact us for a copy of our Code of Practice leaflet on water meters.
- 3 We may reposition the meter at any time. If you object to our proposal, we may agree to reposition the meter to suit you, provided that you meet any additional cost. We'll also consider any request from you to reposition the meter and we'll allow the change, provided that the new position is acceptable and provided that you meet the cost of carrying out the work.
- 4 If the meter and/or outreader is fitted on your property, you'll:
 - a) ensure access is available
 - b) allow our employees or our agents reasonable access during working hours to read the meter, to test the meter or to carry out any work on the meter and associated equipment, and
 - c) be responsible for any costs that we incur in repairing or replacing the meter, if you or your agents have caused the damage or fault.
- 5 We'll charge you for all water passing through the meter, whether you've used it or it has run to waste, subject to item 7 below and paragraph 4 in the section of this leaflet called Advice to customers. We'll take the meter reading to be evidence of the amount of water used, and we'll then invoice you for that usage, in accordance with the tariffs that are listed in our Charges Scheme for that financial year.
- 6 We'll handle any complaint or dispute in accordance with our Complaints Procedure. If you'd like a copy of our Code of Practice leaflet explaining this procedure or a copy of our Charges Scheme booklet, please contact us

- 7 On a discretionary basis, we may give an allowance against your water and/or sewerage charges, in respect of water that has registered on the meter but was lost through leakage. If you'd like a copy of our Allowances Policy, please contact us.
- 8 You must tell us immediately, if you discover that the meter is faulty or has become damaged.
- 9 If the meter is located on your property and not in the public highway, you must:
 - a) ensure access is available
 - b) avoid damaging the meter chamber including the cover and control valve
 - c) inform us immediately if the chamber, cover or control valve becomes damaged
 - d) ensure that the meter is adequately protected against damage from frost by providing insulation or background heating
 - e) ensure that the meter is adequately protected from damage generally
 - f) prevent the ingress of waste or hazardous materials
 - g) arrange the removal of any waste or hazardous material which does enter the chamber
- 10 Whilst we'll always try to provide a constant supply of water, factors outside our control may prevent this. Unplanned interruptions to supply may occur due to burst pipes, adverse weather conditions such as heavy frost or drought, accidents or work that we have to carry out to resolve an emergency situation. We may also have to interrupt the supply to carry out planned repairs and maintenance or other such improvement works. If you'd like a copy of our Code of Practice leaflets detailing our Customer Charter or providing more information about our water supply services, please contact us. If you use the water supply for non-domestic purposes, you must provide a cistern or tank, which can hold the quantity of water that you're likely to need in any continuous 8-hour period. You must ensure that all fittings and equipment are connected through this cistern, unless the water is to be used for human consumption, culinary purposes or to supply fittings that are used solely for fire fighting purposes. We may be prepared, in certain circumstances, to relax this condition by written agreement. If you'd like more information about this, please refer to paragraph 8 of the section of this leaflet called Advice to customers. Please note, however, that in order to comply with the Water Supply (Water Fittings) Regulations 1999, you may have to supply certain fittings and industrial processes via a storage cistern. If you'd like a copy of these regulations, please contact us.
- 11 The fact that you have a metered water supply doesn't mean that you're in any way exempt during periods when the use of hosepipes is restricted or prohibited under Section 76 of the Water Industry Act 1991.
- 12 We may disconnect the water supply to non-domestic premises if you fail to pay your water and/or sewerage water charges as and when indicated on your bill or other account.

- 13 We've a statutory duty under the Water Industry Act 1991 to supply water for domestic purposes, which:
 - a) is wholesome at the time of supply, and
 - b) meets certain standards for constancy and pressure in accordance with the Water Industry Act 1991.
- 14 When you move, you may continue to be liable to pay water and sewerage charges, unless you have given us at least two working days' notice prior to vacating the property. You may provide your own reading on the day that you move. Alternatively, you'll need to give us enough notice to take a final reading. You can help us greatly by giving us a full week's notice.

Advice to customers

- 1 We strongly advise you to keep a check on your water usage.
- 2 We offer extra help to household customers with additional needs. Please call **0800 1 38 78 78** for more information about our Priority Services.
- 3 We may raise a charge if you request more than one meter reading per financial year. This doesn't include readings due to changes of occupier or if you're registered with us for the Priority meter reading service.
- 4 We may give an allowance if you have to run off excessive amounts of water because of discolouration or if we advise you to do so for any other reason. We'll usually reduce your meter charges by £5.
- 5 We may give an allowance if you use water either for fire fighting or for testing fire fighting equipment.
- 6 If you feel that a different size or type of meter may benefit you and you request this in writing, we'll consider changing the meter at your cost, subject to a survey. Examples of such situations are:
 - a) if the supply is inadequate for your needs, a larger meter or different type may improve the flow, or conversely
 - b) if your water usage has significantly reduced since the current meter was fitted, then a smaller meter may be sufficient for your needs.

Because large meters are designed to operate at high flows, they may not record consumption at low flows. If a smaller meter is fitted, this may therefore result in more accurate usage charges. Please contact us for further advice about this.

- 7 If a dispute arises between us over the interpretation of the provisions in this leaflet, we'll consider your complaint in accordance with our Complaints Procedure. If you're not satisfied with the way we've handled your original complaint or with the outcome, you may request a formal review of your complaint. If you're still unhappy with the outcome of our review, you may request an independent review by telephoning or writing to:

Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

Telephone: **0300 034 2222**

Email: **enquiries@ccwater.org.uk**

If you'd like a copy of our Code of Practice leaflet explaining our complaints procedure, please contact us.

- 8 We recognise that in some circumstances the provision of 8 hours' storage may not be practical or necessary, for example for some schools, shops, offices, community centres and church halls. We'll consider any written request to relax the terms and conditions relating to 8 hours' storage, however in order to comply with the Water Supply (Water Fittings) Regulations 1999, you may have to supply certain fittings and industrial processes via a storage cistern. If you'd like a copy of these regulations, please contact us.
- 9 If you'd like more information about understanding pipework responsibility, please contact us for a copy of our Code of Practice leaflet on pipework responsibility.

Some statutory provisions

- 1 To waste water, to misuse water, to consume water unduly or to contaminate water is a criminal offence.
- 2 If you consider that the meter is recording inaccurately, you may request, on payment of a fee, that we test the meter. The permitted limits of error are +/- 2.5% to +/- 6% depending upon the flow rate. Should the meter prove to be outside these limits, we'll refund the fee and revise your meter accounts. If you'd like a copy of our leaflet providing information and advice on high metered water usage and the testing of water meters, please contact us.
- 3 It's an offence to tamper with a meter, or to allow others to do so, in order to prevent it from recording accurately.
- 4 Subject to certain provisions, if you propose to install a water fitting or alter a plumbing system, you must give us notice that you plan to begin such work. This also applies to any plumber or other person or agent acting on your behalf.
- 5 In addition to the restrictions to which we have referred in paragraph 10 of the section of this leaflet called General terms and conditions, we may impose further restrictions on the use of water we supply in accordance with the Water Resources Act 1991.
- 6 The person who is liable to pay meter charges is the occupier of the premises, unless an agreement to the contrary has been reached with us. This means that if you're a tenant, then you're responsible for water and/or sewerage charges, unless your landlord has informed us that he or she will pay the charges.
- 7 Any reference to a statutory provision or instrument includes reference to the provision or instrument as amended, modified, consolidated, re-enacted or replaced.

If you need to get in touch:



Visit our website yorkshirewater.com



Tweet us @YWHelp



Call us on **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.



Write to us

PO Box 52
Bradford
BD3 7YD

Other useful numbers:

Asian language **0345 1 24 24 21**

Text telephone/minicom **0345 1 24 24 23**

24 Hour automated services
(meter readings and payments) **0345 1 247 247**

Fax number **01274 372 800**

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 Business 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**