

A guide to having a water meter

Household customers



Not for profit

We're different from other water companies.

We're not-for-profit. This means that every penny goes back into keeping your bill down and looking after your water and beautiful environment—now, and for years to come.

We think it's a better way of doing things.

Although rain falls freely from the sky, we put a lot of energy and love into getting every drop of water to you.

Some customers can save money by getting a water meter. Fitting is free, and if it doesn't suit, you can change back to an unmetered bill within two years.

Take a look at this booklet to see if fitting a water meter might be the best option for you.



Did you know?

We'll be investing £1.7 billion over the next five years to make your service even better



The not-for-profit story

Discover where your money goes at dwrcymru.com/different



Thinking about installing a water meter?



How does a water meter work?

A water meter works in a very similar way to a gas or electricity meter. It records the amount of water (in cubic metres) going through the pipe to your premises.

One cubic metre is 1,000 litres—about 220 gallons of water, or around 12 baths.

Who can have a water meter?

Anyone can have a meter fitted and we'll fit it free of charge, as long as it is practical for us to do so and that this doesn't come at an additional expense to us.

If you live in rented accommodation you should let your landlord know that you are applying for one. If you have a short term tenancy of less than six months, then you will need your landlord's written permission before we can fit the meter.



Could I save money?

If you live on your own, have a small family or live in a house with a high annual unmeasured charge you may find that you could save money by having a meter installed.

Please note

We can only charge you for the amount of water you actually use once the meter is fitted. Until then, we can only give you an estimate of how much your bill is likely to be.

What happens if I have a water leak?

We are responsible for...

the water main and the pipe that runs from the main to the boundary of your property. So we will repair a leak on this part of your pipe.

You are responsible for...

the pipe that runs from the stop tap in the street to your property. You will need to fix any leaks or bursts on this part of the pipe as soon as possible.



For a copy of Welsh Water's 'Leakage Code of Practice' visit dwrcymru.com or call us on **0800 052 0145**



Installing your water meter

We aim to fit the meter within three months of receiving your application and will contact you to arrange an appointment.

We will carry out a short survey at the property to decide the most suitable place to fit the meter. A meter is usually fitted in a small underground chamber, found in the footpath at the boundary of your property. This is because it must be fitted where it will measure all the water used by your household including any outside taps or outbuildings and where it will be easily accessible for reading and maintenance.

In some circumstances we may have to install the meter inside the property but we will discuss this with you first. Before we visit, please can you make sure your internal stop tap is accessible.

Our aim is to carry out the survey and fit the meter at the same time. If this isn't possible we'll need to call again. You or someone over the age of 18, acting on your behalf, will need to be present when we call so we can access your property to carry out the survey.

Please note

We will have to turn the water off for a short period of no longer than two hours whilst we fit the meter.

If we can't fit a meter

If we can't fit a meter we'll let you know during or after our visit. You then have the option of staying on the current unmeasured charge or switch to an alternative charge called an Assessed Measured Charge. This is a fixed annual charge that is only available to household customers. Further details can be found in our 'Scheme of Charges' booklet, visit dwrcymru.com or call us on **0800 052 0145** for your copy.

We cannot always offer an Assessed Measured Charge if a meter cannot be fitted. Sometimes we may ask you to do some work to enable us to fit a meter, such as removing boxing or paneling inside your property. However, there's still no guarantee that a meter can be fitted until we've confirmed your supply arrangements. If you decide that you don't want to complete this work then we will continue to bill you on an unmeasured charge.

Ownership

The meter will remain the property of Welsh Water, so it must not be removed or made inaccessible. It is against the law to change the way it reads or to tamper with it in any way. If you have an internal meter fitted, you are responsible for protecting the meter against damage and frost.

Electrical earthing

Many years ago the water service pipe was sometimes used as a means of providing an electrical earthing system to a property. However, this practice is no longer allowed. If your water service pipe is used as an earth, then the work we carry out to fit a meter may make it unsuitable for this purpose. In this case we would strongly advise you to have your electrical system tested by an appropriately qualified electrician.

The earthing of a property is the sole responsibility of the property owner and we accept no liability for the use of a water service pipe as an electrical earthing system. If you are not the owner of the property, please pass this advice to the owner or Landlord. Our staff are not qualified to discuss earthing arrangements for your electrical installation with you.

Reading the meter

We aim to read the meter twice a year.

By agreeing to have a meter you are responsible for providing access to our employees and/or their representatives to read and maintain the meter.

We do however advise you to take your own regular readings, if it is safe to do so. This will help you to find out if there is any increase in the amount of water you are using, which may be due to wastage or leakage.



How much water do you use?

Try our online usage calculator to find out dwrwymru.com



Your Bill

Your metered charges

We will use the readings from the meter to work out how much to charge you for the amount of water you use. If your premises are connected to our public sewer, we will also use the meter reading to work out how much to charge you for your sewerage services. This is based on 95% of the volume of water used because we assume that not all water returns to the public sewer. We know that you will have used water for cooking and drinking.

In addition, there is also a service charge for water and sewerage depending on connection status. Service charges cover the cost of maintaining the meter, reading it and producing your bill. A charge for highway drainage is included in the sewerage service charge.

Metered charges begin from the day the meter is fitted and we will issue you an amended bill within 14 days of the installation. If you have a payment plan we'll also let you know your new payment amount.

If you've paid your unmeasured bill in full, any money we owe you will be credited to your new metered account.

If you have already paid your unmeasured bill, please continue to pay any unmeasured charges as usual and we will make any necessary adjustments when your metered account is set up. Any money we owe you will be credited to your new metered account.

Bill frequency

We will usually send you a bill every six months.

However, depending on when our meter readers are in your area, you may receive your first bill sooner.

Please note

If you choose to pay by instalments we will estimate how much water you will use for the following year, include any balance from your previous account and divide the cost into regular payments. We will review your usage every year and if we need to change the amount you pay, we will let you know beforehand.



Paying your bill



dwrcymru.com

Direct Debit

The easiest and most convenient way to pay your bill. You can set this up at dwrcymru.com.

Credit/debit card

Visit dwrcymru.com and click on 'I want to pay my bill' to pay with your debit or credit card or to ask us for a payment book or card.



0800 028 5209

Call our automated payment line with your credit/debit card details and customer reference number to hand. The line is available 24 hours a day, 365 days of the year, and your call will always be answered immediately.



Going back to unmeasured

You can go back to having the standard unmeasured bill for your property any time up to two years from the date the meter was fitted, or the Assessed Measured Charge applied.

However, if you have a swimming pool at the property (which is automatically filled) or use a garden sprinkler, then you must continue to pay metered charges.



Moving home

If you sell your property or move out, then the new occupier will not have the option of changing back to an unmeasured bill. It is therefore a good idea to let any potential buyers know that there is a meter at the property.

Thank you for considering installing a water meter. For further details call our team now on **0800 052 0145** or visit dwrcymru.com.