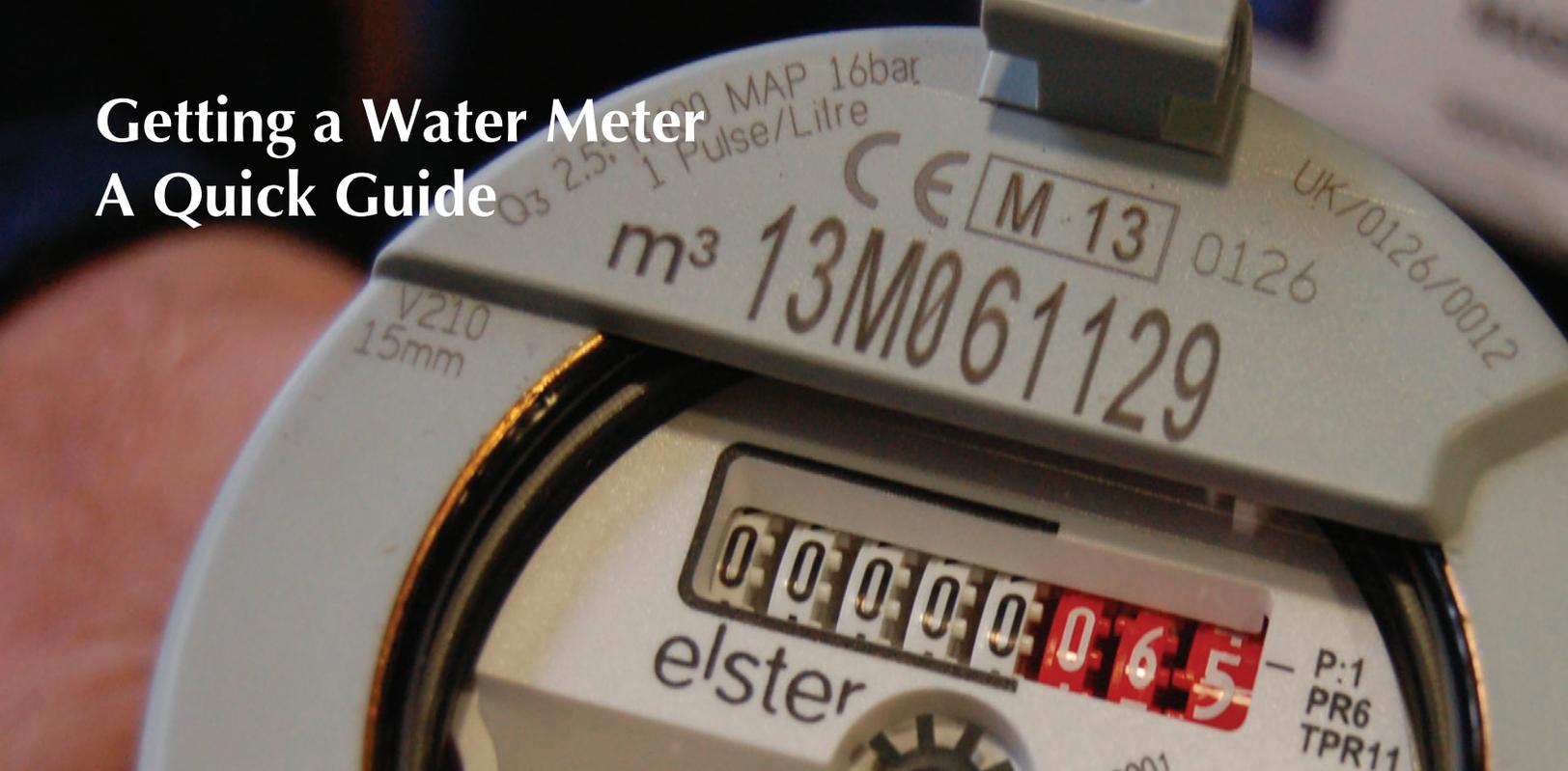


Getting a Water Meter A Quick Guide



Having a water meter means being billed on the basis of the water you use.

Unmetered customers pay a fixed amount based on the rateable value of their house.

Having a water meter puts you in control of your water-use so you can take steps to reduce your bill.

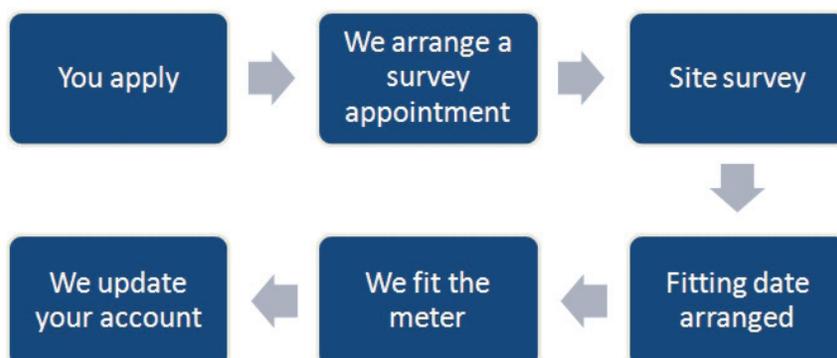
If you have a meter installed and decide having a water meter is not for you, you have two years to decide whether you'd like to switch back.

Is a water meter for me?

Our customers save on average between £300-£400 per year by switching to a water meter. If you're not sure, you can use our online calculator to help you work out your water-use and whether a water meter might save you money. The online calculator does a lot of the calculations for you and is at southwestwater.co.uk/calculator.

What is the process?

We have to come and look at the pipework arrangements to determine if we can install a meter. You will need to be present at this time. After the survey, we can install external water meters with minimal interruption to supplies — you don't even have to be at home. However, if you have an internal water meter then you will need to be at home. The whole process can take up to 90 days, but we make every effort to complete the process as speedily as possible.



Can everyone have a water meter?

In some cases, when installing a water meter is too difficult and costly, we might make other arrangements. This could include putting you on an Assessed Charge, which means you only pay the average charges in this region for the services you use based on the number of people in your house.

What if I am a tenant?

If you are a tenant you still have the right to have a water meter installed provided your tenancy is for longer than six months. Please tell your landlord when you have had a water meter installed.

Can I get help with my metered bill?

If you receive benefits or tax credits you may be able to get help with your water bill by qualifying for our WaterSure or WaterCare tariffs. You will need to have a water meter fitted and other criteria will apply.

Find out more:

[Southwestwater.co.uk/watercaredtariff](https://southwestwater.co.uk/watercaredtariff)
[Southwestwater.co.uk/watercareplus](https://southwestwater.co.uk/watercareplus)
or call 0344 346 1010*

What about leaks?

You are responsible for the part of the supply pipe usually from the street boundary into your house.**

It's a good idea to check your meter regularly. Having a water meter means you should quickly become aware if your pipe is leaking.

Provided you make arrangements to fix the leaking pipe quickly, we may make an allowance for the extra water lost from the moment you discover the leak until you get it fixed.

Tips on reducing your water-use



- Get a water butt to collect rainwater for watering the garden and washing the car
- Reduce the amount you flush from older toilet cisterns by installing a 'hippo'
- Put flow restrictors on your taps
- Take a shower rather than a bath
- Reduce the time you spend in the shower or leave the tap running

For more water-saving tips and free water-saving devices, go to our website southwestwater.co.uk/freekit.

Full terms and conditions

This is a quick guide to getting a water meter. For our full policies on metering, please ask for a copy of our codes of practice, which are also available on our website at southwestwater.co.uk/watermeters.

*03 numbers are charged at standard rates and will be included in any free minutes in a mobile or landline phone contract.

**Other supply arrangements are also possible.

