

# Metering Policy

**Albion Water Limited**

[www.albionwater.co.uk](http://www.albionwater.co.uk)

## Introduction:

Albion Water is committed to reducing water use in our supply areas and promoting efficient use of water. Meters allow us to monitor water use, detect leakage on our networks and allow for accurate and fair billing for customers. Within our water supply networks we install and maintain meters on properties. We use AMR meters which allow us to pick up meter reads without accessing properties (although we do still need access to maintain meters or to check for any faults).

The majority of properties on our sites are new build and are metered when they are constructed, this is a legal requirement.

For unmetered properties there are specific circumstances, in which we have a legal right to fit a compulsory meter at a domestic property and charge you according to the metered usage, these are properties with:

- an automatic watering device (such as a garden sprinkler)
- swimming pools
- power showers or extra-large baths
- reverse osmosis water softening units
- a change of ownership
- as part of measures supported through our Water Resources Management Plan

If we identify a property using such equipment which has not been registered with us, we may issue back dated invoices. If you require further information, please contact our customer services team on **03300 242020** or **customerservices@albionwater.co.uk**.

We are also allowed to fit a meter when the occupier of the property changes (provided an unmetered bill has not already been sent to that occupier).

## Requesting a meter:

We can fit a free meter to an unmetered property so that your charges are based on your actual use. In some circumstances we may not be able to fit a meter and we will charge you using assessed charges, see the Assessed Charges section below. We may not be able to fit a meter if:

- you have more than one supply of water to your property
- you are on a shared supply and it is not cost effective to separate the supplies
- the pipework inside your property is inaccessible, obstructed or in poor condition
- the meter could not be situated in an appropriate position (see section 4.13 of our Code of Practice for further information)
- you live in a flat with shared facilities

If you are renting a property you may still be able to arrange for a meter to be fitted, however it is recommended that you seek your landlord's permission prior to the request. If you have fixed tenure of less than six months you **MUST** ask the landlord's permission; if you have a fixed tenancy of longer than six months your landlord cannot stop you from having a meter. The terms of your tenancy agreement should be taken into consideration as you may need consent to alter or improve the property.

If you have any questions about meters, you can speak to our customer services team on **03300 242020**.

### Company metering:

All newly developed properties will be metered.

As part of measures supported through our Water Resources Management Plan we are proposing to move all assessed properties over to a measured tariff within a year of the installation of a meter – customers will be kept informed.

You are able to switch to a measured tariff sooner.

If you have any questions about which charging method is right for you, you can speak to our customer services team on **03300 242020** or you can use the CCW water meter calculator [Water Meter Calculator | CCW \(ccwater.org.uk\)](https://www.ccwater.org.uk/Water-Meter-Calculator) to give you an idea of your use.

### Assessed charges:

If we are unable to fit a meter at your property, we will charge you an assessed charge. Please see the Scheme of Charges for your site for further details.

### Damage to a meter:

Where there is physical damage to a meter or its housing fitted at a customer premises so that it causes water to leak from the meter and installation or prevents the meter from measuring consumption correctly then the customer shall be liable for its replacement.

A customer shall not be liable for replacement of a meter when they move in to a premises and reports any damage within 14 days of their move in date.

### Problems with a meter:

Where meters have stopped measuring consumption, are damaged, or faulty then it's our policy to replace them. Customers can report defective meters by contacting our customer services team on 03300 242020:

Faults do not extend to ingress of surface water in to the meter boundary box or that it contains soil or debris.

### Powers of entry:

To install, maintain, replace, investigate, or read meters we may use our powers of entry.

### Supply check:

To prove a direct link between a new meter and the premises to be billed we may need to carry out a supply check.

### Provision of consumption data:

It is our policy to provide consumption data to customers where available on request.