

Leaflet 7: Water meters

We use water meters to ensure that you are billed accurately for the water that you use, we also monitor leak alarms from our meters to manage leakage on our network. Not all properties have a meter installed, if you would like information about installing a water meter, please contact us. We recommend that you read your meter(s) regularly, as it can help you keep an eye on your water use and detect any leaks quickly. You may have two meters, one for drinking water and one for green water.

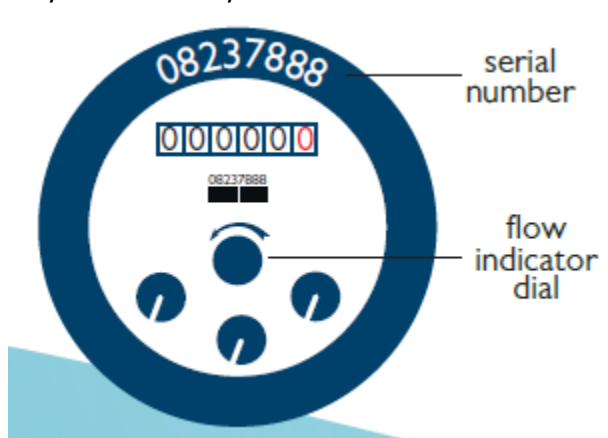
Locating your meter

Our meters are usually located in the pavement or property forecourt. They are usually inside an underground chamber which is covered with a lid marked 'Water'. If you can't find your meter, please call us. If you live in a flat, you might find your water meter in a cabinet inside the building or on the property forecourt. Your meter should be marked with your flat number.

Reading your meter

To read your meter follow these simple steps.

1. Lift the outer lid using a flat-headed screwdriver. If your meter is indoors it won't have a lid.
2. Remove the polystyrene cover if there is one. If there is another lid, pull it up to see the meter face. Remember to put this back when you have taken the reading, as it is there to protect the meter from frost damage.
3. Check that the meter serial number on your bill matches the one on your meter. If you have not had a bill yet, please call us to confirm your serial number.
4. When taking the reading, you only need to look at the numbers in black. Please ignore any numbers in red, you will only need to note these if you suspect you have a leak. You will notice a flow indicator dial in the centre of the meter which spins when water is being used. If you notice the dial is spinning and you know you're not using any water or appliances, it may indicate that you have a leak.



We aim to read your meter every six months. If we send you an estimated bill, you can give us an actual meter reading online at albionwater.co.uk/meter-reading.

Meter obstruction

We require access to our meters at all times in order to carry out checks and maintenance. Although we prefer to install our meters in the public footpath they may be located in your front garden or driveway; where this is the case, please ensure that they are kept free from permanent obstructions (e.g. walls, flower beds) and are accessible to our staff. The external stop tap for your property is usually located in the meter box and you may also require occasional access to carry out work or in the event of a water leak. If you have any concerns regarding the location of your meter(s) please call our customer service team. The meter belongs to Albion Water irrespective of its location; to detach, interfere or otherwise tamper with it is a criminal offence.

Requesting a meter installation

Owners of unmeasured domestic properties have the right to request the installation of a meter free of charge (although properties served by joint supply pipes may be ineligible for free installation) and are able to revert to paying by unmeasured bills if they should choose to do so within twelve months of meter installation. If you wish to discuss the installation of a water supply meter please contact our customer services team on **03300 242020**. Subsequent occupiers will not have the option to revert to an assessed charge and will be charged on a metered basis.

If you are renting a property you may still be able to arrange for a meter to be fitted, however you should 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.

What happens if we cannot install a meter

It may not be possible for us to fit a meter if the following applies to your property:

- Your property is on a shared supply
- The pipework inside your property is inaccessible, obstructed or in a poor condition.
- If there is a supplementary supply of water to the property (more than one)
- If the meter could not be situated in an appropriate position
- You live within a flat whereby you share facilities, such as hot water supply.

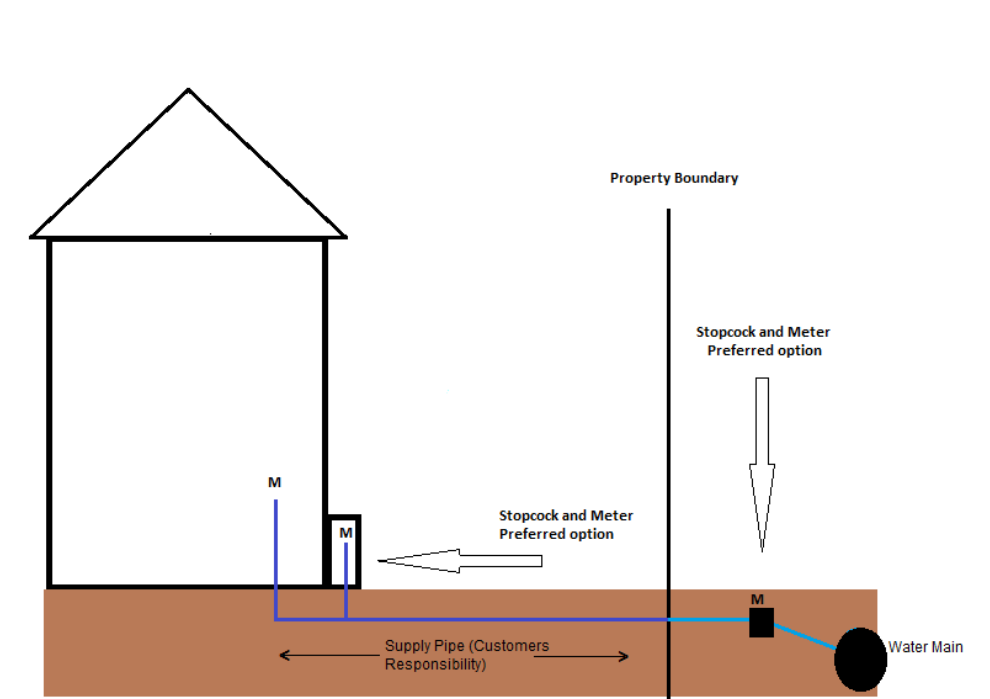
In these circumstances we will issue bills based on an assessed charge, please contact our customer service team for further information.

4.13 Location of Your Meter(s)

There are three potential locations for a meter:

- External – at our stopcock just outside the boundary of your property
- External – inside the boundary of your property (either in your garden or on the outside wall of your property).
- Internal

For ease of access (for maintenance and reading) our preferred meter location is one of the external options. On some new developments planning restrictions may apply to outside wall boxes.



Relocating your meter

If you would like to move your water meter you will need to apply in writing, explaining why you need the meter moved. If we agree to move your meter, we will provide you with advice on what to do and the costs that are involved. If you are currently unable to read the meter due to particular personal circumstances, there will be no charge. If we do not agree to move your meter, we will contact you explaining why your proposal was not acceptable.

If you are having problems locating your meter please contact our customer service team for advice on its location.

Please note that the position of the meter has no influence on the ownership of the pipe, you are accountable for pipes in your property and the service pipe running from your property to the boundary, irrespective of the meter location. If the meter is situated near our stopcock it will register the entirety of leaks from your property boundary. This could consequently result in charges for the water wasted as a result of leaks in your service pipe.