



BRISTOL
WATER



Life's sweeter with a meter

How to take control of your water use and bill

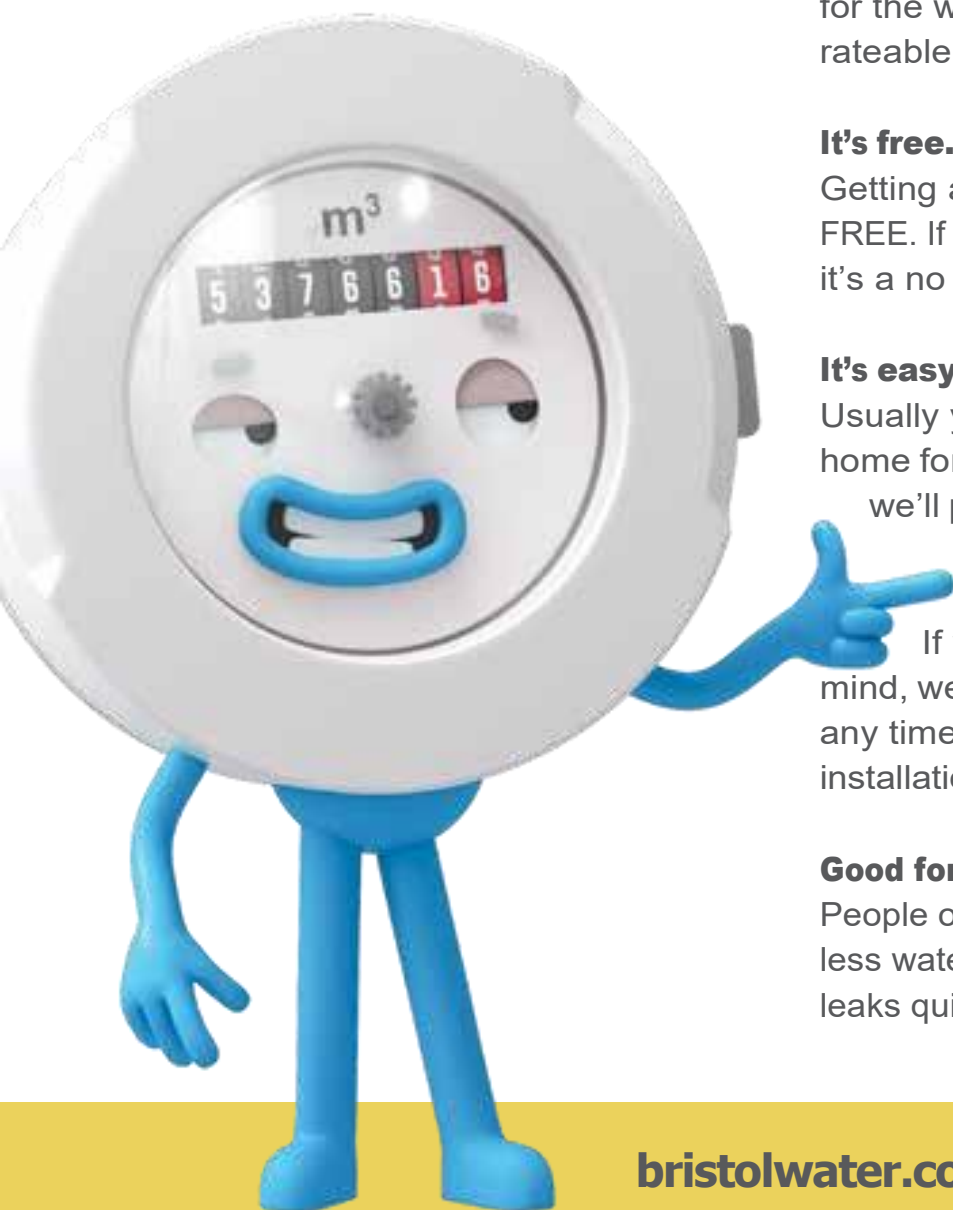
Switch for free, save money and help the planet
bristolwater.co.uk/sweeterwithameter

Water meters: more control, less spend

I'm Peter the Meter, pleased to meet ya.

I'm here to save water by the litre and help you reduce your water bill. So let's get started.

Why get a water meter?



Save money.

Switching to a water meter could hugely reduce your water bill as you only pay for the water you use, instead of the rateable value charge.

It's free.

Getting a water meter is completely FREE. If you think you could save money, it's a no brainer right?

It's easy.

Usually you won't even need to be home for installation. And if you do, we'll pick a date convenient for you.

Switching back's free too.

If you switch but change your mind, we'll happily switch you back at any time within the first two years of installation*.

Good for the planet.

People on a water meter tend to use less water. Water meters also help spot leaks quicker. They're green machines!

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How much money could you save?

Our quick and easy-to-use Water Calculator does the maths for you.

This takes just five minutes to complete and will directly compare your current water bill to what it could be with a water meter. Calculate your savings at bristolwater.co.uk/watercalculator or give us a ring to discuss how much you could save on 0345 600 3600



Peter the Meter: Bustin' myths since 2019!

As well as spread joy, I'm here to dispel some common myths about water meters. Often people don't realise they're free to install, it's free to switch back* and usually you don't have to be home for installation.

Will having a water meter change my payment method?

No, your existing payment method won't change unless you instruct us otherwise.

Will I have to take my own readings?

No, we aim to take two readings a year for you. But taking your own readings can help spot leaks and reduce water waste. You can submit your readings easily online or by calling us on 0345 600 6600.

Won't my bill be different each month?

No, we'll send you a bill every six months and you can set up a payment plan that means you pay the same amount every month. We will review this as we take readings and adjust every year or as necessary.

Got a question?

We're happy to help. Give us a ring on 0345 600 3600 (Monday to Friday, 8am to 6pm), get in touch via our Live Chat, submit an enquiry at bristolwater.co.uk or you can write to us at Meter Connections Team, Bristol Water plc, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

I'm a tenant so can't install a meter, right?

You don't need permission from your landlord to get one installed.

We would recommend you tell your landlord that you're fitting a meter as they'll need to know for future tenancies.

T&Cs

By opting for a water meter, you're agreeing to the T&Cs under the Meter Option Scheme. Read these in full, as well as your rights, at bristolwater.co.uk/watermeterrights. You can also find the essential checks that should be completed prior to the installation of a meter.



*If you choose to switch to measured charges and change your mind, we can switch you back to unmeasured charges within the first 2 years of installation.

Let's go!



Step 1 – Application

Ready for a water meter? Excellent stuff. You can apply online at bristolwater.co.uk/sweeterwithameter. Or you can request a print form using the contact details above.

Step 2 – Making a date

Within 15 days we'll review your application and confirm a date for installing a meter. If we need to fit a meter inside your property, we'll get in touch to book an appointment.

Step 3 – The big day

It's here! We'll be out to fit your meter within three months* of your application.

Step 4 – Just go with the flow

And suddenly, life's so much sweeter with a meter. When the meter is fitted we'll let you know that the work is complete and your account has been updated.

Terms of Supply

Water is supplied in accordance with our statutory obligations, and these are the main terms of supply for metered customers. We own the meter and we will be responsible for maintaining and replacing it when necessary. Only our employees or agents are authorised to remove or replace the meter. If you damage the meter or any device related to it you will have to pay the repair or replacement costs including the costs of visiting and administration. Tampering with our water meter is a criminal offence. We will be responsible for maintaining the meter box only where it is acting as our company stop tap box. You will be responsible for all water recorded by the meter. If at any time it is found that the meter has not registered the amount of water consumed, we will agree an estimate of your consumption for the period since the last reading and charge accordingly.

The position of the meter does not affect your responsibility for your private supply pipe. Our responsibility for pipework normally ends at the property/highway boundary. If your meter box is fitted inside the boundary of your property and is not acting as our company stop tap box, you will be responsible for the maintenance and repair of the meter box.

You are legally required to allow any authorised Bristol Water employee or agent access to read, test or exchange the meter. You must ensure that the meter remains fully accessible if it is fitted on your property. If the meter is fitted inside your property and you do not reply to our request for access to the meter, we reserve the right to estimate your account based on previous consumption.

Domestic Customers

In most cases, fitting a meter will be free unless:

- It is necessary to separate your supply pipes where they are shared with other customers
- It is necessary to install additional meters because you are served by more than one supply (a second meter may be fitted free of charge provided this does not incur disproportionate costs).
- Substantial alterations to existing plumbing or building are required to ensure the meter can be fitted.

In these cases you will need to make the alterations yourself to enable a meter to be fitted free. We will provide a specification for the meter fitting position. You can also ask us to fit a meter in an alternative location. Individual quotations will be provided which will include an allowance equal to the price of providing the free meter option in our preferred position. Where you fail to complete all the necessary works within 3 months of

the application, the application will be cancelled, and a fresh application will need to be made when the works are ready.

In the very few cases where it will not be possible to fit meters at all or the necessary alterations could be unduly expensive, you will then have a choice of:

- Remaining on rateable value charges
- Moving to an assessed charge

Please refer to our latest household charges schedule.

<https://www.bristolwater.co.uk/home/account-and-services/your-water/charges-in-detail/>

Where an assessed charge property is occupied by one person, we will not charge for additional bedrooms. Customers must contact BWBSL, our billing company on 0845 600 3 600, Mon-Fri, 8am – 6pm to inform us of their eligibility for this discount. Proof of single occupancy may be required. These charges apply to your water supply only and your sewerage service provider will also apply charges. Assessed charges cannot be backdated.

In cases of multi occupancy buildings e.g. a block of flats where the flats cannot be individually metered, we will be prepared to consider a single meter which will be the responsibility of one individual or management company acceptable to Bristol Water. Responsibility for dividing up the bill rests with the occupiers. In the event of nonpayment, the agreement will be void and all flats will revert to rateable value charging, retrospectively for the period equivalent to the outstanding debt.

In cases where multiple dwellings such as blocks of flats or caravan sites are already supplied through a single meter, the right for individual units to opt for a meter is not available. If an individually metered account is required, the owner or tenant should contact the person responsible for paying the metered account. Ofwat produces a leaflet 'A Guide to Water Resale', which can help explain the process.

The meter is owned by Bristol Water. You can request your meter be moved at any time at your cost. Tampering or removal/resiting of the meter, without the authorisation by Bristol Water is an offence and will result in a fine of up to £1,000 under Section 175 of the 1991 Water Industry Act.

Non-household Customers

Non-household customers should contact their retailer for details of metering and charges.

Love water, save water

We love water. It's why we're here, and what we're made of. But we also want to reduce the impact our water use has on the environment.

With a water meter, you take control of your water use and bill. By conserving water at home you can help look after the planet – while potentially reducing your bill – one drop at a time.



And we're here to help!

We offer a range of FREE water-saving devices to our customers to encourage water efficiency.

We are passionate about protecting the planet and shouting about the small changes you can make at home which can have a huge impact on the environment.

To find out more about how you can save water, please visit bristolwater.co.uk/sweeterwithameter

Did you know...

- **Cutting your shower time down from 10 to four minutes could save around 20 litres of water each time you wash. It could lower your energy bill too!**
- **By swapping your bath for a shower you could save around 34 litres of water.**
- **Garden sprinklers and hosepipes use up to 1,000 litres of water per hour. Use a watering can or, better still, get a water butt and use the rainwater it collects to water your garden instead.**



For more water-saving tips and news about our water efficiency initiatives, follow us on 