



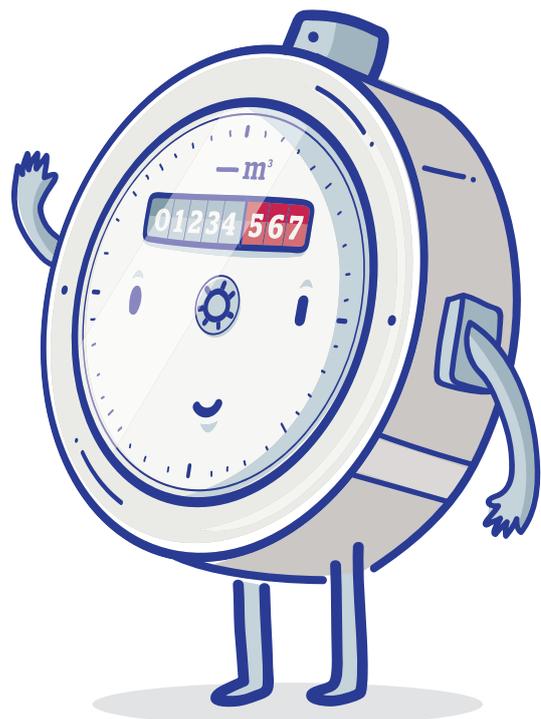
Selective Metering programme

Why does Bristol Water meter properties when there is a change of occupier?

Change of occupancy metering is an important scheme that will help to protect water resources, as well as providing additional benefits to a number of business areas. The programme, agreed with Ofwat, will enable us to:

- Improve leakage control
- Improve supply demand balance
- Improve security of supply
- Protect water resources

The Water Industry Act 1991 (as amended by the Water Industry Act 1999), in particular section 144B, Sub-section 2 (b) of that Act enables us to meter a property on a change of occupier. The Industry Regulator Ofwat has approved our plans on selective metering of properties on change of occupier, as part of our business plan submission.



Frequently Asked Questions



What is the process?

1. We will send you a confirmation letter with more details of the programme and the next steps.
2. A survey will be conducted to see if we are able to fit a water meter and if successful, to assess where would be most appropriate, this is often at the boundary of your property.
3. The meter installation will either be done by one of our surveyors on the first visit, or where further excavation is required, by a contractor on a subsequent visit.
4. If we are unable to meter your property under the Change of Occupier programme you continue pay on our unmetered tariff. However, you may still be able to have a meter fitted under our Meter Options scheme, we normally install a meter free of charge under this scheme so to apply visit the Bristol Water website. Customers who are on a meter can often save money on their water bill as you only pay for how much water you use.

How long will the process take?

We perform a survey within 15 working days (Monday to Friday). If the installation requires a new boundary box, the installation can take a further 15 working days from the date of the survey.

Can I refuse to have a meter fitted?

Water companies are under constant pressure from the Environment Agency and Ofwat to promote the efficient use of water, and metering is an excellent way of doing this. This means we are required to fit water meters at properties with a change of occupancy to comply with the Environment Agency and Ofwat, and to fulfil our responsibility for promoting sustainable water usage in Bristol. The 1999 Water Act includes a clear set of rules explaining when we can and cannot fit a meter, it also includes authentication stating that if we choose to fit one, the law states we are within our rights. This means when there is a change of occupier at a property we will look to install a meter. We do make a very small amount of exceptions, if you feel that there is a very strong case why one should not be fitted, please write to us at 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA or by email at customer.services@bwbsl.co.uk and we will be happy to consider your circumstance, but unfortunately we cannot guarantee that this will stop the installation.

I have previously been the bill payer of the property, can I still pay a rateable value charge?

When a change of occupier occurs, the property gets a meter fitted so all bills are paid based on your meter readings. This is the case even if you have previously lived in that property. If you have any concerns or queries over your water usage then you can read some of our water saving advice at www.bristolwater.co.uk/save-water. If you have concerns over problems paying for your bill, please contact us.

Can I choose the location of the meter?

The location of the meter will be decided by Bristol Water and will largely depend on the location of the Company Stop Tap (CST). This is usually located in the footpath or just inside the property's boundary – if not, Bristol Water will find out where it is possible to fit the meter.

Frequently Asked Questions



Can I revert to an unmetered tariff charges?

If your property meets the criteria for the scheme you will be unable to revert to an unmetered charge in the future.

If I have a leak will I have to pay for it?

If a leak is identified we will follow the Leakage Code of Practice for Domestic metered customers, this provides up to 100% allowance for the first leak and 50% of a second leak as long as the conditions of the Leakage Allowance scheme have been met.

Who is responsible for the meter?

We are responsible for maintaining or replacing the meter, unless you damage or misuse it. In this case, you will have to pay for any repair.

Do I need to tell Wessex Water (providers of your sewerage services) about this change?

We will do this for you. You will receive a single bill for water supply and sewerage services based on the amount of water you use.

How will my sewerage charges be affected?

Normally the sewerage element of your metered bill will be based on 95% of the recorded water consumption. This is based on the assumption that 5% of your water will be used to water your garden etc and will therefore not return to the sewer. If you think this rate does not reflect your personal use then please contact our Billing department on 0345 600 3 600 (Monday to Friday 8am to 6pm) and ask for a non-return to sewer form.

How much water might I use?

Water usage tends to vary quite considerably. We have found that, on average, domestic water use is about 60 cubic metres per person per year. But of course this is an approximation; some households may pay less while others may pay more. A big factor to consider is the number of people in the house, the number of automatic washing appliances, the number of baths and showers taken and how much you water your garden (if applicable).

For more information on water efficiency, please visit www.bristolwater.co.uk/save-water

When will the meter be read?

Your meter will normally be read every six months and you should receive your bill shortly after the meter reader has visited your property. If for any reason the meter cannot be read, you will receive a bill with an estimated consumption either based on a similar period in a previous year, or one based upon the best information available at the time.

I am concerned that I may not be able to afford my bill?

Bristol Water has a range of social tariffs and payment options. Please visit our website or call our billing department on 0345 600 3 600, (Monday to Friday 8am to 6pm) if you are concerned about your bill.

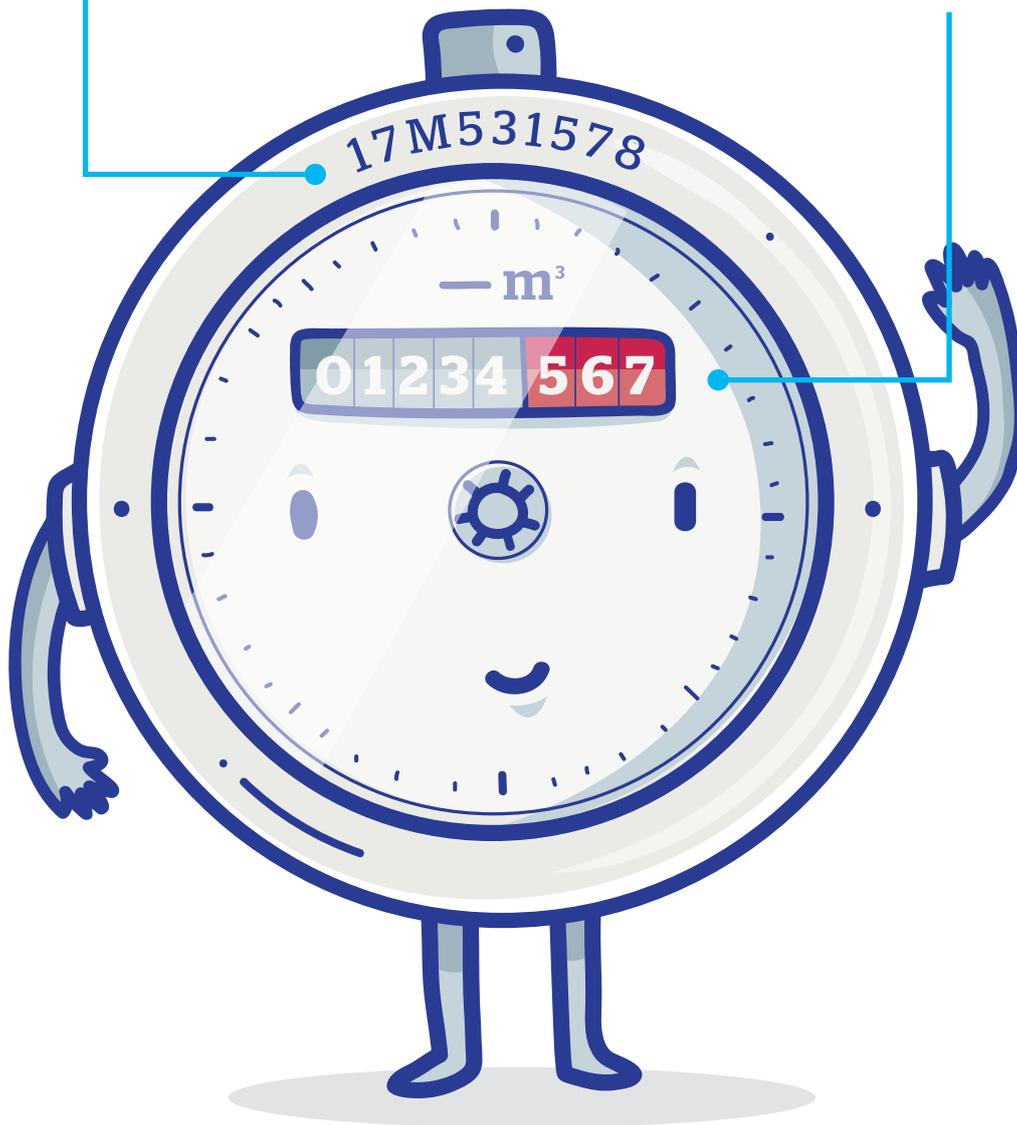
Frequently Asked Questions



What will my meter look like?

Unique meter body number

Dials showing cubic metres (m³) of water used, these will be used to calculate your bill



Important Information

Please note that, if the meter is in the highway, there may be hazards from passing traffic. If the meter is in the road we recommend that you do not attempt to remove the cover or read the meter. If it is in a footpath or verge, it is important that you do not interfere with the legitimate use of the area and that the cover is securely replaced so as to be safe for others. Please note we cannot accept any responsibility for any damage or injury caused as a result of you reading your meter. If you have any doubts about this you should contact us.