

# Compulsory Metering – Frequently Asked Questions

## Change of occupier

The Water Industry Act 1991 (as amended by the Water Industry Act 1999), in particular section 144B, Sub-section 2 (b) of that Act ([link](#)) 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 for bigger than average plot size, as part of our business plan submission.

## Why?

Bristol Water is committed to delivering the programme agreed with OFWAT. 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.

- Improved leakage control
- Improved supply demand balance
  - Security of supply
  - Water resources

## What is the process to compulsorily meter me?

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 at the boundary of the property, which is our preferred location. If we are unable to meter at the boundary of the property we will look to install the meter internally.
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 the property you will pay on our unmetered tariff.

## How long will the process take?

The Level of Service for the survey is 10 calendar days. If the installation requires a new boundary box the Level of Service for the installation of a new boundary box is an additional 10 calendar days from the date of the survey.

## Can I refuse to have a meter fitted?

No. 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. The 1999 Water Act laid down very clear rules as to when we can and can't fit meters, therefore if we propose to fit one it will be because the Law states that we are within our rights. If you feel that there is a very strong case why one should not be fitted please write to us at Bristol Water, , P O Box 218, Bridgwater Road, Bristol. BS99 7AU or by e-mail [customer.services@bristolwater.co.uk](mailto:customer.services@bristolwater.co.uk) and we will consider your circumstances, but we cannot guarantee that this will stop the installation.

## Can I choose the location of the meter?

No. Bristol Water has a policy of installing meters mainly externally where possible. Usually this will be at the Company Stop Tap, which is normally located in the footpath or just inside the property boundary. Where it is not possible to meter externally we will look to meter internally.

## Can I revert to unmetered tariff charges?

No. The Bristol Water Change of Occupancy Metering programme is compulsory. 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, which allows up to 100% allowance for the first leak, and 50% of a second leak\*. (\*Providing 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](#), who provide sewerage services, about this change?**

No, 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, you should contact our Billing department on 0845 600 3 600 (Monday to Friday 8am to 6pm) and ask for a non-return to sewer form.

**How much water might I use?**

Individual water usage can vary considerably. From experience we have found that on average, domestic water use is about 60 cubic metres per person per year. This figure however must be treated as an approximation. Some households may be well above this figure, while others may be well below.

The main factors affecting use are the number of people in the house, the number of automatic washing appliances, the number of baths and showers taken each week and garden watering. For further information please refer to our [online water calculator](#) on our website – or call our Customer Services department on 0845 600 3 600 (Monday to Friday 8am to 6pm)

**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 it proves impossible to read the meter, 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.

### What will my meter look like?

Dials showing cubic metres (m<sup>3</sup>) of water used, these will be used to calculate your bill



Unique meter body number

### 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.