

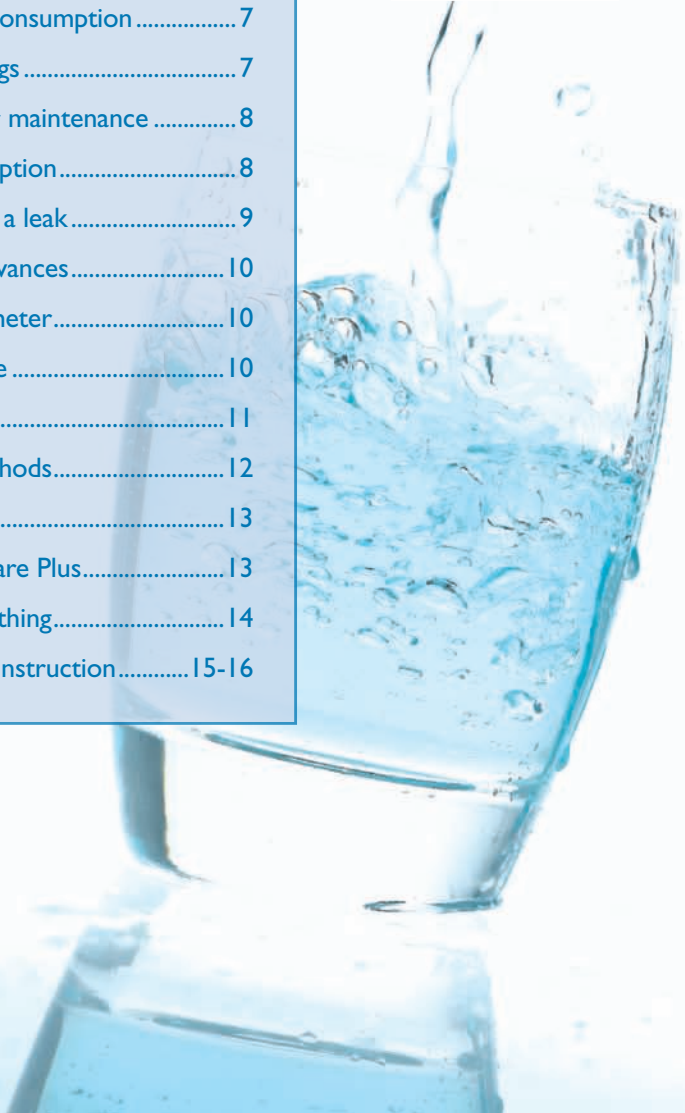
NOW YOU HAVE A WATER METER 2011/2012



**BRISTOL
WATER**
An AGBAR Company

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Now your meter is installed

This leaflet tells you about your meter, calculating your bill, how to check for water leaks and also water efficiency advice in and around your home.

With a metered account you are billed in arrears for the volume of water used and the disposal and treatment of waste water. Your metered bill includes charges for water supplied by Bristol Water and sewerage services from Wessex Water. These charges are collected by Bristol Wessex Billing Services Limited, the jointly owned company set up by Bristol Water and Wessex Water.



By being aware of how much water you use and avoiding waste, you can help conserve water resources. A water meter may also help to identify leaks that you would have been unaware of.

We can improve our service if customers' views are known and we would be grateful if you would complete and return the customer satisfaction survey form at the back of this leaflet.

Current domestic metered charges

	2011/12 Charges
Water Supply Charge	£1.1637
Water Standing Charge	£36.00
Sewerage Volume Rate (assessed as 95% of water consumption)	£1.6799
Sewerage Standing Charge	£43.00



Calculating your bill

Your water consumption is calculated by multiplying your water use in cubic metres by the cost per cubic metre. If you are connected for sewerage services your sewerage charge is worked out in the same way but is based on only 95% of the water used. The 5% allowance accounts for evaporation, car washing and garden watering and allows for variations during wet and dry years.

Standing charges are annual fixed charges based on the size of the meter and are payable by all customers who receive water and sewerage services.

Metered water standing charges cover the extra costs of maintaining and reading the meter and producing the bill and the sewerage standing charge includes the costs of dealing with surface water run-off from properties and highway drainage.

Calculating your water use more accurately

To calculate your water use more accurately use the following table to see just how much water you use in your household.

Water Use	Average use in litres		No. of people in household	Total
Personal Use (drinking and personal hygiene – not bathing and showering)	175	x		=
Total number each week				+
Toilet				=
Standard Flush	7.5 to 9	x		
Dual Flush	5	x		+
Bath	80	x		=
				+
Shower *				=
Normal shower	45	x		
Power shower	80	x		+
Washing machine				=
Old (pre 2000)	70	x		
New	55			
Water efficient	45			+
Use of kitchen sink (cooking, cleaning and washing up)	9	x		=
				+
Dishwasher				=
Normal	18	x		
Water efficient	13			
Minutes used per week				+
Garden/Outdoor Use Hosepipe/sprinkler	10	x		=
			GRAND TOTAL	=
Divide by 1000 to give cubic metres			/ 1000	
Multiply by 52 weeks to give annual usage (reduce the number of weeks if your property was empty during the year)			X 52	
TOTAL ANNUAL USAGE IN CUBIC METRES (m³)				

*Assumes a five minute shower based on average flow rates.

Comparing your expected water use with your bill

Work out your expected annual water use for your household in cubic metres (m³) and then divide this by 365 to get your expected daily usage. Compare this with the number of cubic metres for the actual period you have been billed for.



Surface water drainage

If you can prove that no rainwater from your property drains to a public sewer, you may be able to claim a reduction in your bill, however you must be able to answer yes to both of the following questions:

- Does all the rainwater from your roof or shared roof, drain into a soakaway both at the front and rear of your property?
- Does all the rainwater from your garden, drive, patio or yard run off into the ground?

Your claim will not be successful if:

- Some of the rainwater goes to a soakaway
- You use a water butt but have no soakaways
- The rainwater from your roof runs indirectly to the sewer, eg, across a pavement.

A soakaway is where water from your roof etc. is piped to a large underground pit filled with gravel within the boundary of your property. For a surface water drainage leaflet and application form call the automated telephone line **0845 601 5982** (24 hours).



Reading your meter and checking your water consumption

- First locate your meter – there are three common locations:

- i. In a box in your garden or drive**
- ii. In a box in the footpath**
- iii. Inside your property**

- If the meter is in a box, open the lid with a screwdriver. You may need to remove a polystyrene pad on top of the meter and this should be replaced after you have finished because it helps protect the meter against frost damage. You may need a torch to help you read the meter, as it will be some way below ground. You may also need to clean soil or water from the box. The presence of water in the meter box does not mean there is a leak as it may be ground water. However, there may be a leak if you can see water moving or flowing in the box, or if water is there during a dry spell. If the glass on top of the meter is cloudy with condensation, tapping gently on the glass with a blunt tool will normally clear the droplets.
- The black figures on your meter register the amount of water used in whole cubic metres and these are the figures used for charging. The red figures record decimal fractions of a cubic metre and can be useful when checking for leaks, as can any dials on the meter.
- If you think you have a leak or a water-using appliance that may be wasting water, you can conduct your own check. Follow the helpful advice on page 9 of this leaflet - 'How to spot a leak'.



Meter readings

We, or our agents, aim to read your meter at least once a year and you will receive a bill every 6 months, but occasionally we may need to estimate your bill. If we are unable to read the meter because we cannot gain access or you do not reply to our request for a reading, we will estimate your consumption and show this on the bill. If you do not agree with the estimated consumption you can read the meter yourself and telephone our meter reading message line on **0845 850 0018** (24 hours) with the reading. This meter reading will also be used to calculate the charges for the disposal and treatment of your waste water.

Water meter maintenance

The meters we install are of a high quality and in usual situations require little or no maintenance.

For meters fitted in the footpath or within one metre of the property boundary, we accept responsibility for the meter, meter box and cover, all pipework and fittings within the box.

For all other meter locations, we accept responsibility for the meter only. You are responsible for ensuring that the meter is protected from damage.

If you wish your meter to be sent for independent testing a fee will be payable by you if testing shows the meter to be working within the specified tolerances. If the meter is found to have been recording inaccurately to your disadvantage, no fee will be payable, the meter will be replaced and your account will be adjusted accordingly. However, from experience, faulty meters rarely over record; they are more likely to under record or stop recording water flow entirely.

Turning off your supply

If you need to turn off your water supply for any reason, you will usually find a stop tap inside your home, either under or near the kitchen sink or in the bathroom.

High consumption

Your bill is based on the amount of water recorded by the meter and it is important to take monthly meter readings to check for leaks and monitor your water use. There can be many reasons for an increase in water use, including a change in circumstances, such as visitors staying, having a baby, extra garden watering or even faults on internal plumbing such as dripping taps or faulty drop valves on toilets. Please consider these possible reasons if you see a sharp rise in water use.

Use the table below to record your readings – a sudden increase in use may indicate a leak. You may be faced with a large bill if you have a leak and have not been taking regular check readings.

DATE	METER READING	WATER USED

How to spot a leak

You are advised to regularly check that your pipework is in good condition as this helps identify any leakage early. Leaks can be spotted in various ways:

- Sudden loss of water pressure/flow
- In the worst cases, water gushes from the ground
- In dry weather there may be damp patches on the ground or lush plants where you don't expect to see them
- Your own plumbing may make a constant noise when no-one is using any water
- If you are a metered customer and you find that your water bill is much higher than you were expecting
- Your meter is registering flow when no taps/appliances are in use

Some modern toilets do not have an external overflow pipe as any overflow is discharged directly into the toilet pan. They are push button operated which means they do not have a traditional flush arrangement but instead use what is called a drop valve, which relies on a rubber washer to keep the water in the cistern until it is flushed. Whilst these new cisterns may look good they can cause users problems when they leak. The problem is that a leaky rubber valve means that a lot of water can be wasted without it being really visible therefore running up a large bill.

By periodically carrying out this simple check you could save yourself a lot of money. Last thing at night, make sure the pan is dry and place a piece of toilet paper inside the bowl at the back just below the flush rim or sprinkle talcum powder, which is less likely to fall off, in the same area. If there is a leak the paper will be wet the following day, or if you use talcum powder you will see streaks through it.

Remember, it may only seem like a little leak but left to run unchecked 24 hours a day it will soon run up a very big bill and as the leak is visible and a maintenance issue, Bristol Water will not make any allowance for it against your bill.

We recommend you make monthly checks on your meter readings to help spot leaks. If your reading rises for no apparent reason, you may have a leak on your supply. If any of the dials or figures on your meter are moving when you are not using water this may indicate a leak – do however check that your toilet cistern or roof tank are not refilling at the time.

If you think you have a leak or a water-using appliance that may be wasting water, you can conduct your own check. Firstly ensure no water is being used in the property. Look at your water meter to see if it is turning. If it is not turning you do not have a leak on the supply and you have used the water.

If the meter is turning you will need to locate your internal stop tap and turn it off as tightly as possible. Run the cold kitchen tap until it stops to ensure you have isolated the supply to the property. Look at your water meter again, if it has now stopped turning you may have an internal leak. You will need to arrange for a plumber to locate and

repair the leak. If the meter is still turning while the internal stop tap is tightly off then it is likely you have a leak on your external service pipe.

If, after carrying out this check, you think you have a leak, we offer up to half an hour free leakage detection advice on each occasion a leak is suspected. A list of Water Industry Approved Contractors can be provided so that additional leakage detection advice and repair can be arranged.

We also operate a discretionary LeakStop scheme for domestic customers, which may allow you one free repair on your external pipework. For further information about our LeakStop scheme please call 0845 702 3797 between 8.00am – 6.00pm, Monday to Friday.



Leakage allowances

Metered customers are responsible for all water recorded by the meter and the maintenance of the service pipe, which is normally within the boundary of the property. Domestic customers should check their meter on a monthly basis to ensure that leaks are not occurring. If you believe you have a leak from your underground service pipe, telephone us and we will check it.

Commercial customers are advised to check their meters on a weekly basis, as evidence of weekly meter readings is required if a leakage allowance is claimed.

For more information relating to leakage allowances, please refer to our Leakage Codes of Practice for Domestic Customers and Commercial Customers which can be downloaded from our website – www.bristolwater.co.uk or by calling 0845 702 3797 between 8.00am – 6.00pm, Monday to Friday.

Moving the meter

You can request your meter be moved at any time at your cost. If the re-siting of the meter is to meet the needs of an elderly or disabled customer we will discuss the alternative options available on an individual basis.

Moving house

If you are moving house, you can take a meter reading on the day you leave and telephone us. We will send you a final bill. If you have problems reading your meter, please ring us at least five working days before the move and we will read your meter. You should telephone 0845 600 3600 between 8.00 am - 6.00 pm, Monday to Friday to arrange a meter reading.

Saving Water

Water is such a precious resource and having a meter means you can monitor exactly how much water you are using in and around your home.

By following a couple of the water saving tips listed, you could save yourself money but more importantly you will also be helping to save this precious resource.

- Having a shower rather than wallowing in a deep bath can save up to 45 litres every time. However taking very long showers or using a power shower can use as much water as a bath!
- Don't leave the tap running when cleaning your teeth, washing your hands or preparing vegetables.
- Wait until you have a full load before switching on your dishwasher or washing machine.
- Develop a compost heap in the garden instead of using a waste disposal unit.
- Collect rainwater in a water butt to water your garden but remember over-watering can actually harm plants.
- Recycle your washing up or bath water to water the garden.
- Water your garden in the late evening, when the sun has gone down.
- Running hosepipes or sprinklers can waste a ton of water an hour – that's 1000 litres!
- Regularly check garden hoses and sprinkler systems/ponds for leaks.
- Use a bucket of water or water from a water butt instead of a hosepipe when washing your car.
- Dripping taps can waste 0.7 litres of water every hour, so change the washer at the first sign of a leak.
- Toilet cisterns - check the overflow pipe and adjust the ball valve as necessary.
- Central heating - have the system checked regularly for leaks.

SAVE 4,000 LITRES OF WATER A YEAR - WITHOUT SPENDING A PENNY



Did you know that you could save 4,000 litres of water a year simply by putting a one litre plastic bottle full of water in your toilet cistern?

It really is as simple as that.

And, if every household in the Bristol Water area did the same it could save 2,000 million litres in a year! Efficient use of this precious resource helps to protect the environment and keep prices down.

How does the bottle work? Well, it acts as a displacement device, cutting down on the amount of water that sits in your cistern between flushes. Many cisterns use at least 9 litres of water per flush, but they don't always need all that water to flush effectively.*

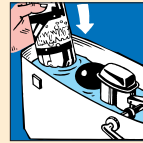
There are lots of different displacement devices on the market. In the end, though, the humble plastic bottle does the job as well as most and is a lot easier to fit. And you don't have to spend a penny to do it!

So, if you want to save water, the solution is in your hands... or in your bin.

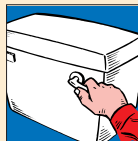
FITTING INSTRUCTIONS



1. Rinse out and fill 1 litre plastic bottle with tap water. Remove label, replace cap.



2. Place in cistern, ensuring the workings aren't obstructed.



3. Flush to check that cistern works efficiently.



4. After all that hard work have a rest!

* Displacement devices like this may not work in newer toilets which only use 6 litres of water. If a 1 litre bottle is too big, try a smaller one.

For details of more practical water-saving ideas contact Corporate Affairs on 0117 953 6470 or look at our Internet Website www.bristolwater.co.uk

Payment Methods

Water service charges for customers with meters are billed in arrears. When a bill is produced for the previous six month period, it is payable upon receipt.

We offer a number of payment methods:

- **Direct debit** - the easiest way to pay your bill that allows you to spread your payments monthly (on or around the 1st of the month) in advance direct from your bank or building society or after the six monthly bill has been sent. Monthly budget payments are reviewed annually and any amendments are notified to you.

Please contact us at any time if you feel that your payments are too high or too low. A good time to review your payment amount is at the start of the arrangement to ensure it is what you expected. You should also review it when you receive your bill. If the amount is correct, the balance on your account should be a small credit or debit. Please remember that if your payment is too low it will result in a significant increase when we review it annually.

Complete the direct debit form on page 16 and send it back to us or telephone 0845 600 3600 between 8.00 am and 6.00 pm, Monday to Friday to set up a direct debit arrangement.
- **Standing order** - customers are able to pay their bills by standing order but this method sometimes incurs higher bank charges and has to be reset each year when prices change.
- **PayPoint** - take your bill or instalment book and payment in cash to a local PayPoint outlet – see www.paypoint.co.uk
- **At a bank** - take your bill, payment slip or instalment book with either cash, a cheque or crossed postal order made payable to BWBSL. Normally no fee is payable at your own bank.
- **At a post office** - fill in the payment slip and take it with your bill and payment in cash to any post office.
- **By post** - cheques or postal orders should be made payable to BWBSL. Please write your customer reference number on the back of your cheque and post it with the payment slip to BWBSL, 1 Clevedon Walk, Nailsea, BS48 1WA. Please do not send cash or post-dated cheques. Cash should not be sent through the post.
- **At our office** – take your bill or payment slip with either cash, cheque or postal order to BWBSL, 1 Clevedon Walk, Nailsea, Bristol. BS48 1WA.
- **Online** - you can pay online with your debit or credit card at www.santanderbillpayment.co.uk and select BWBSL from the drop down list*.
- **Telephone, TV, PC or remote banking** - please quote sort code: 40-02-50 and account number 61229737*.
- **Debit or credit card** - pay by debit or credit card using our automated speech recognition line 0845 600 1 019*.

If you would like further information about any of the above payment options, please phone 0845 600 3600 (Mon-Fri, 8am-6pm)

* Payment should be made to Bristol Wessex Billing Services Limited using the 13-digit reference number that begins 20 shown in the box on the payment slip. We reserve the right to charge an additional fee of 1.5% of the value of the payment for payments made by credit card.

WaterSure

WaterSure limits the total bill for metered customers who have unavoidably high water use because of family size or medical conditions that require additional bathing or laundering.

To qualify for this tariff you must receive either council tax benefit, child tax credit (other than just the family element), income-based jobseekers allowance, income support, income-related employment support allowance, working tax credit pension credit or housing benefit.

You must also either:

- Be receiving child benefit for three or more children who are aged under 19 and living with you or
- Have someone in your household with a medical condition causing them to use significantly more water. Conditions include: desquamation (flaky skin loss), weeping skin disease, incontinence, abdominal stoma, Crohn's disease, ulcerative colitis or renal failure needing home dialysis.

For more details and an application form, contact us on 0845 600 3600 between 8.00 am and 6.00 pm, Monday to Friday.

Customer Care Plus

We are on hand to offer additional customer care whether it is needed because of age, disability or illness.

Customer Care Plus is a free service available to all customers whether they are the bill payer or not.

If you register for Customer Care Plus, we can offer the following additional services:

- Help with reading your meter
- Bills and leaflets in Braille, large print or a language other than English
- A security password system to protect you against bogus callers
- Planning our operations around your needs if you have a special need for water.

For more information and to register call 0845 600 3600 between 8.00am and 6.00pm, Monday to Friday – Minicom 0845 605 6585.



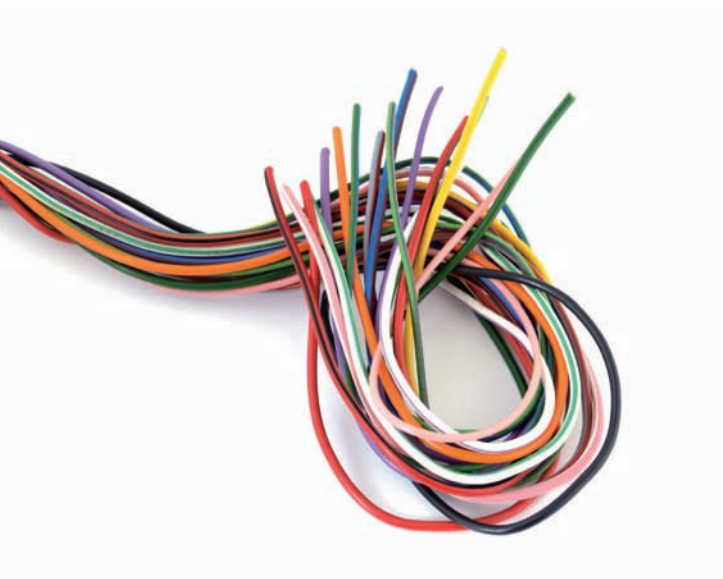
Important Safety First

ELECTRICAL EARTHING

Properties built before 1966 may use incoming metal water pipes as an earth for their electrical systems. Fitting a water meter to your supply may mean that this kind of earthing system will no longer work. If you are in any doubt about how your property is earthed you should contact a qualified electrician for advice.

Bristol Water staff and contractors are not qualified to advise you about electrical matters and cannot accept any legal liability for damage or injury resulting from the use of a water pipe as an electrical earth.

If you are not responsible for the electrical earthing of the property, please make sure the owner or appropriate person is aware of this information.





Direct debit instruction

Please read these notes before completing the direct debit form.

- Please fill in the shaded area.
- Your bank account name, account number and sort code can all be found on your cheque book or debit card.
- For direct debit processing, bank account numbers must be eight digits long. If you have a seven digit Lloyds/TSB Bank account this should be prefixed by a zero. For all other account numbers that are more than eight digits, please contact your bank and they will advise you how to convert the number to a direct debit format.
- If the bank account holder's name is different to the name we currently have on our billing records, please advise us of the reason for this.
- The reference number requested is your BWBSL customer number. If you are unsure of this, please give us your full address, including postcode, so that we can trace your account.

Remember... don't forget to sign the form.



DIRECT DEBIT - An easy way for you to pay

1 YOUR NAME AND ADDRESS (BLOCK CAPITALS)

Name

Address line 1

Address line 2

Address line 3

Postcode

2 PAYMENT ON DEMAND

Pay each bill in full when it is due.
Payment will not be requested any
earlier than 14 days after the bill date.

OR

3 MONTHLY PAYMENT PLAN

12 monthly Direct Debit payments
on or just after the 1st of each month.

4 PLEASE PROVIDE:

To assist in estimating your usage, please
enter the number of people at the property.

Daytime Telephone Number

Email Address

5 FILL IN THE FORM BELOW (please use a ball point pen)

Detach and keep the Direct Debit Guarantee at the bottom of this page. Return the rest of the form to us at:
Bristol Wessex Billing Services Ltd, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA.

BRISTOL WESSEX BILLING SERVICES LTD

Instruction to your bank or building society to pay by Direct Debit

Please enter your customer number and schedule number
in the box below.

Name(s) of Account Holder(s)
(BLOCK CAPITALS)

Branch sort code Account number

Bank or Building Society
(BLOCK CAPITALS)

Address of Branch
(BLOCK CAPITALS)

Banks & building societies may not accept Direct Debit instructions for some types of account.

Originator's Identification
Number (SUN): 948283 

Instruction to your bank or building society
Please pay Bristol Wessex Billing Services Ltd
Direct Debits from the account detailed in this
instruction subject to the safeguards assured by
the Direct Debit Guarantee. I understand that
this instruction may remain with Bristol Wessex
Billing Services Ltd and, if so, details will be passed
electronically to my bank/building society.

Signature(s)

Date

The Direct Debit Guarantee

This guarantee should be detached and retained by the payer

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Bristol Wessex Billing Services Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Bristol Wessex Billing Services Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Bristol Wessex Billing Services Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society – If you receive a refund you are not entitled to, you must pay it back when Bristol Wessex Billing Services Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



GENERAL INFORMATION

1. Has our information on metering been generally satisfactory? Yes No

ABOUT THE SURVEY – If you were out when the surveyor called, please tick the Not Applicable (N/A) box

2. Was the Surveyor helpful and courteous? Yes No N/A

3. Did the Surveyor let you know what will happen after the survey? Yes No N/A

ABOUT THE INSTALLATION – If your meter was fitted while you were out, please tick the Not Applicable (N/A) box

4. Were the Installers helpful and courteous? Yes No N/A

5. Was the work carried out in a neat and tidy manner? Yes No

6. How would you judge the overall standard of service?

Excellent

Good

Fair

Poor

7. Were appointments kept? Yes No N/A

If your answer is 'No' to any of the above, please tell us why

Do you have any observations or comments that would help us to improve our metering service in future.

OPTIONAL – You do not have to provide your name/address if you do not wish to.

Name Date

Address

Thank you for completing this survey, please tear along the dotted line and post it to us. A stamp is not required as the postage is paid.



BUSINESS REPLY PLUS
Licence No. RLSH-YK YA-EJSZ

2

CUSTOMER SERVICES

Bristol Water plc

1 Clevedon Walk

Nailsea

BRISTOL

BS48 IWA



Contact us

Billing Enquiries:

Customer Services
Bristol Water plc
1 Clevedon Walk
Nailsea
Bristol BS48 1WA

Tel: 0845 600 3600 (Mon-Fri, 8.00am – 6.00pm)

Minicom: 0845 605 6585 (for Minicom equipment users only)

Email: customer.services@bwbsl.co.uk
(please quote your customer number)

Water Supply Enquiries:

Customer Services
Bristol Water plc
P O Box 218
Bridgwater Road
Bristol BS99 7AU

Tel: 0845 702 3797 (Mon-Fri, 8.00am – 6.00pm)

(Emergency service at all other times)

Minicom: 0800 917 0737 (for Minicom equipment users only)

Email: customer.services@bristolwater.co.uk

www.bristolwater.co.uk

