

# Your Water Meter

A guide for customers 2011-2012

APRIL  
2011



Dŵr Cymru  
Welsh Water

[www.dwrcymru.com](http://www.dwrcymru.com)

PAB 067

Since 2001, Welsh Water has been owned by Glas Cymru – a ‘not for profit’ company. Glas Cymru runs Welsh Water solely for the benefit of customers and unlike other UK water companies, Welsh Water has no shareholders. So instead of paying shareholder dividends we reinvest any financial surpluses in the business to improve service levels for the benefit of our customers. Our top priority is to provide a high quality and reliable service at an affordable price.

This booklet will answer some of the questions you might have about your meter, reading your meter and metered charges.

## How we charge you

Your metered bill is made up of two parts:

1. You pay an amount based on the water you use, measured in cubic metres. One cubic metre is equivalent to 1,000 litres or about 220 gallons of water.
2. You also pay a fixed amount based on the size of the water meter you have.

### Your water charges at a glance

These charges apply from 1st April 2011. We will charge you for any water you have used before this date at the previous year’s rates. We have assumed that your water use was consistent throughout the billing period. If you think that you may have used more water before April 1st, we can send you a new bill if you give us your meter reading at April 1st.

### Your sewerage charges at a glance

Your sewerage charge is for removal and disposal of used water from your property, including surface water, and highway drainage. Our measured sewerage charge is calculated on the assumption that 95% of the water recorded by your water meter is returned to our sewer. If you are a business and you can show that the amount of waste water you return to the sewer is less than 95% then please contact us.

## Household Customers

### How we calculate your bill

Measured water charge (based on the amount of water used)	Water	Sewerage
Volume charge for 2011/12	£1.2522 per cubic metre	£1.5400 per cubic metre

Standing charge per annum for 2011/12 (based on the size of your meter)		
Size of meter (mm)	Water (pence per day)	Sewerage (pence per day)
Up to 20mm	8.19	19.40
25mm	24.31	62.29

## Non Household (Business) Customers

### How we calculate your bill

Measured water charge (based on the amount of water used)	Water	Sewerage
Volume charge for 2011/12	£1.2522 per cubic metre	£1.5400 per cubic metre

Standing charge per annum ( based on the size of your meter) - for 2011/12		
Size of meter (mm)	Water (pence per day)	Sewerage (pence per day)
Up to 20mm	8.19	19.40
25mm	24.31	62.29
30mm	41.53	89.34
40mm	76.50	132.78
50mm	114.48	230.05
65mm	152.73	368.85
80mm	202.46	533.88
100mm	240.98	937.16
150mm	310.38	2,120.22
200mm and above	310.38	3,750.82

If your business uses over 50,000 cubic metres (50 million litres) of water a year then you may benefit from our industrial tariff. Please refer to our publication 'Scheme of Charges' which is on our website.

Your bill has been designed to be easy to read and simple to understand. Please use our website and click on 'Your Bill Explained' to find out more.

Here are the answers to some of the most common questions our customers ask:

#### When will I receive a bill?

Most customers will receive a bill twice a year from us. However this doesn't apply where:

- you are a 'large' user e.g. if you are on an industrial tariff, you will receive your bill monthly
- your charges are on average more than £2,000 a month, you will receive your bill monthly
- your charges are on average more than £750 a quarter or your meter has remote reading technology, you will receive your bill every three months.

#### I've had an estimated bill, how do I give you an actual meter reading?

You can take a reading yourself (where it is safe to do so) and then enter this online or call us.

#### Where is my meter?

You will normally find your meter in a boundary box at the front of the property, at the boundary or in the pavement. In some cases, particularly in rural areas, the meter may be some distance from your property.

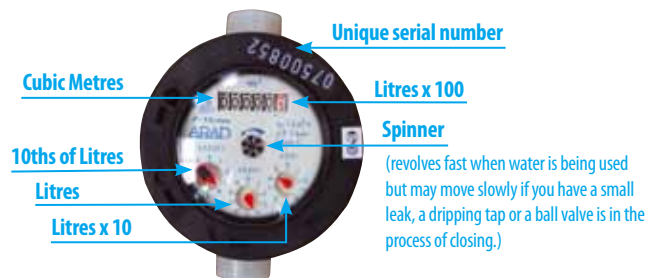
**In a few cases the meter will be inside the property by the main internal stop tap. If you have an internal meter then it is your responsibility to protect it against damage and frost.**

#### How do I read my meter?

Lift the lid of the boundary box (if it is safe to do so), take out the polystyrene frost cover. You may need to lift up the lid to view the meter face. Read the white on black or black on white numbers. Only these numbers are used to bill you, the red numbers can be ignored.

Don't worry if you see some water in the chamber when you read the meter, as this is likely to be ground water. However, if you do find water in the chamber after a prolonged dry spell, and your water usage is high, it may be the sign of a leak and should be checked.

**Here is a picture of what a typical meter looks like. Each water meter has its own unique serial number, which is also shown on your bill. Please ensure you are reading the correct meter.**



### My meter is inside my home, who will read it?

**We will read your meter.** It is important that we can visit your property to do this. If your property is going to be empty for a long period of time (e.g if you have a holiday home), please give us contact details of someone who can give us access.

### Can I have my meter moved?

We will charge you for having your meter moved. However, if you are on our additional services register and are in receipt of certain benefits we may be able to relocate the meter free of charge.

### What happens when if I move house

All you need to do is give us a meter reading the day you move out – the easiest way is to go online to [www.dwrcymru.com](http://www.dwrcymru.com). If you prefer, we will read your meter for you – simply let us know at least five working days before you move.

### What happens if I have a leak?

We are responsible for the water main in the street and the pipe that runs from the main to the boundary of your property – any leaks on this part we will repair. The pipe work from the stop tap in the street, onto the property is normally your responsibility. Where that pipe supplies more than one property, the responsibility for the leak and repair may be shared between you and the other users.

### Will I have to pay for water lost through a leak?

We will cancel any charges for the water lost (and any related sewerage charges) if the leak is our responsibility.

In some circumstances we will also cancel charges where the leak is your responsibility. Details of when we would do this are available in our 'Code of practice for leakage', available online at [www.dwrcymru.com](http://www.dwrcymru.com).

### Can I pay by instalments?

Yes – please go online or call us to set up a payment plan. Hopefully we have answered all your questions about your meter. If not please go online to [www.dwrcymru.com](http://www.dwrcymru.com) where you will be able to find answers to most questions.

## If you need to contact us

Billing/accounts and metering  
**0800 052 0140**

Water services and emergencies  
**0800 052 0130**

Sewerage services and emergencies  
**0800 085 3968**

Reporting a leak  
**0800 281 432**

Automated payment line  
**0800 028 5209**

For customers with hearing difficulties,  
call our text telephone facility  
**0800 052 4125**

**Lines are open**

**Monday-Friday  
excluding  
bank holidays  
8am - 8pm**

**Saturday  
8.30am - 1.30pm**

**Our water and  
sewerage lines are  
open 24 hours 7  
days a week**

**This leaflet is available in alternative formats, including audio cassette, large print or Braille. For further information please call [0800 052 0145](tel:08000520145).**

If you are having difficulty paying please contact us straight away and we will do our best to help. Call us on [0800 052 0145](tel:08000520145).

## Standard terms and conditions for a metered supply of water

At all times the meter remains the property of Dŵr Cymru Welsh Water. It is **your responsibility** to ensure that it is kept in a safe environment and that access is allowed to Welsh Water employees and/or their representatives so that they can read and maintain the meter.

### **Dŵr Cymru Welsh Water (hereinafter called “the Company”) will supply water by meter subject to the following terms and conditions:**

- 1 The customer shall take the supply subject to The Water Supply (Water Fittings) Regulations 1999 made under the Water Industry Act 1999 currently in force or any regulations from time to time made by the Secretary of State under the Water industry Act 1991 or any statutory modification or re-enactment thereof for preventing the waste, undue consumption, misuse or contamination of water, and shall abide by, observe and comply with such byelaws and regulations.
- 2 For the purpose of ascertaining the quantity of water supplied, the Company will provide a meter of such size and description as it may prescribe and shall maintain and replace the same as it may consider necessary. The said meter or any substituted meter shall belong to the Company and shall not be removed or in any way disturbed or interfered with except by an official of the Company, except under (11) below. Unauthorised tampering with a meter is an offence under S175 of the Water Industry Act 1991 and carries a fine on summary conviction.
- 3 If water escapes from an internal meter installation for whatever reason, the customer is responsible for any resulting damage. The customer is responsible for ensuring that any internal meter installation is protected from freezing whilst still allowing easy reading of the meter.
- 4 The record of the meter of the consumption of water shall be taken by an official of the Company (or, on occasions, with the agreement of the Company, by the customer) and form the basis of any charges to be levied in accordance with water consumed, together with any fixed charges prescribed by the Company in accordance with its published Scheme of Charges. Should any doubt arise on either side as to the correctness of the meter register of the water supplied, the Company may, and at the written request of the customer shall, remove and test the meter in accordance with the Water (Meters) Regulations and the Measuring Equipment (Cold Water Meter) Regulations or such other Regulations as may be made. Where a reduction of charges under S.147 of the Water Industry Act 1991 applies, the arrangements for measurement shall be determined by the Company. The Company seeks to read meters at least once every 12 months. If it cannot read a meter the Company may ask the customer to provide a reading. In the absence of a reading the Company will estimate usage based on previous consumption. The next bill based on an actual meter reading will adjust the figures to the correct amount. If a customer is dissatisfied with an estimated bill, the customer may notify the Company of the actual reading and the company will issue an amended bill.
- 5 The customer shall be responsible for all water after it has passed through the meter and shall pay therefore notwithstanding for any loss or leakage, waste or misuse. This responsibility shall not be relieved by any repairs to pipes and fittings which are the customer's responsibility to maintain being carried out by the Company or any other person. Consequently it is in the customer's own interest to read the meter at frequent and regular intervals in order that any unaccountable increase in consumption will not continue without investigation. (See the Company's Leakage Code of Practice and 'Your Metered Supply').
- 6 The Company reserves the right to require the customer to install a stop valve on the customer's part of the service pipe within his own land as near as is reasonably practical to the meter. It should be noted that the customer is responsible for the maintenance of all pipes and fittings (which term, by virtue of Clause 2 above, does not include the meter) on the customer's part of the service pipe irrespective of the position of the meter. The customer's part of the service pipe extends from the Company stop valve generally at the highway boundary into the customer's premises. The responsibility for some parts of the service pipe is sometimes shared with other customers.
- 7 The Company reserves the right to require the customer to install cold water storage facilities having a volume considered adequate by the Company in relation to the use of water at the site to be connected.
- 8 The supply of water may be interrupted or suspended for the purposes of carrying out any necessary works subject to any safeguards relating to prior notification under the Company's Service Guarantee.

- 9 Subject to the Company's Service Guarantee the Company shall not be responsible for any damage or loss that the customer may sustain or any accident to any of the customer's employees by reasons of any interruption or suspension of the supply or any excess or deficiency of pressure or any failure of any employees, works, machinery, pipes or apparatus of the Company.
- 10 The supply of water may be discontinued and/or the service pipe disconnected in accordance with S.61 of the Water Industry Act 1991 wherever the customer has failed to pay the Company's charges. In case of household customers, the Company's Code of Practice for the Collection of Unpaid Charges from Household Customers will be observed.
- 11 The supply of water may also be discontinued at the request of the customer in accordance with S.62 of the Water Industry Act 1991. Provided the customer has given notice to the Company under S.62 of the Water Industry Act 1991 for the supply of water to be disconnected, the Company will make no charge for permanently disconnecting the service pipe. If the arrangements to supply water by meter are discontinued for any reason and the meter is within the curtilage of the customer's premises, the customer will be required at his/her expense to remove and to deliver the meter to the Company in good condition, unless the customer and the Company agree that the meter becomes the property and liability of the customer.
- 12 Any notice from the Company under these terms and conditions may be served by leaving it for the customer at the premises to be supplied or at the customer's last known address or place of business or (in the case of a company) at its registered office or by putting it into the general post addressed to the customer at such premises, and shall be sufficiently authenticated if it bears or purports to bear, in print or otherwise, the signature of the Director or any other authorised officer of the Company. Any notice from the customer to the Company shall be signed by or on behalf of the customer, and shall be sent to Dŵr Cymru Welsh Water P.O. Box 690, Cardiff, CF3 5WL, by post or otherwise.
- 13 The Company will specify details of the meter location, type, size and installation arrangements, in accordance with S.47(2) and S.162 of the Water Industry Act 1991 subject to any overriding statutory regulations. If the meter is not located in the highway, and not on the customer's own premises, the customer must have a legal right of access thereto for the benefit of himself and the Company.