

Change of Occupier Metering 2012/13



South Staffs Water

You've moved home

We hope you're settling in. If you are new to the area, then allow us to introduce ourselves. We are **South Staffs Water** and we will be supplying your water. We don't supply your sewerage services – they are supplied by Severn Trent Water – but we bill for those services on behalf of Severn Trent Water so that you only receive one bill for your water and sewerage services.

Now that you have moved in, we will be installing a water meter, which means you will only pay for the water you use plus standing charges. We are allowed to do so by the Water Industry Act, 1991, and this is supported by the Government, Ofwat and the Consumer Council for Water.

It is generally recognised that charging people for the water they actually use is the fairest method and the best way of encouraging customers to save water. There are huge environmental benefits to using less water and you could also find you save money – not just by reducing your water bills, but your energy bills too. By using a shower in comparison to a bath, for example, you could use less water and therefore less energy.

Enclosed is a copy of our booklet "Water Use in Your Home." Please take the time to read it – it provides lots of useful tips on how to save water. You can also request **FREE** water saving devices at our website: www.south-staffs-water.co.uk/FREE

Fitting the meter

We will carry out a survey to check if it is possible to fit a meter at the boundary of the property, as this is our preferred location. If possible, we will fit the meter at the time of the survey. If we need to replace the boundary stop tap to fit the meter we will arrange to do so. In either case there will be no cost to you as we cover the installation cost and you do not need to be at home when the work is carried out.

Sometimes we are unable to install the meter in our preferred location. This is usually because the property is fed by a shared water service. In some situations the cost of installation may be excessive, which is usually due to restrictions on excavating the footpath.

If we find that we cannot fit the meter in our preferred location, but you would like to pay for your water by meter, you can apply to have a meter under our Meter Option Scheme.

Ring us on **0845 45 67 063** and we will send you our "Guide to Household Water Meters", or you can download it from our website: www.south-staffs-water.co.uk

If you are renting your new home

Please tell your landlord that we intend to fit a meter. You can pass on this leaflet, or advise him or her to contact us on: **0845 60 70 456**.

Your water bills

We will send you four bills a year for the water you use. We will calculate one of the four bills on an actual meter reading and we will estimate the rest – though you can provide us with your own reading if you wish and we will send you an amended bill. To read the meter, just lift the lid and read the black figures on the dial – ignore the red ones. If you need help reading your meter, just let us know by ringing us on: **0845 60 70 456**.

Details of the different payment methods we offer are on the water bill and on our website.

How much might you expect to pay?

Obviously, this very much depends on how many people live in the household. But the figures below (based on 2012-13 charges) will give you an idea – as a general rule, if there are more bedrooms in your home than the number of people living there, you will save money by having metered water. (Figures from Ofwat's "Water & You" leaflet, available at: www.ofwat.gov.uk).

| | | | | | | |
|-------------------------------------|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| Annual Water Use: Low | Prefer showers. Few/no baths. Little/low use of washing machine. Little/no garden watering. | | | | | |
| No. in household | 1 | 2 | 3 | 4 | 5 | 6 |
| Amount used (m³) | 33m ³ | 61m ³ | 89m ³ | 117m ³ | 144m ³ | 172m ³ |
| Metered Charge | £167.75 | £221.32 | £274.88 | £328.45 | £380.11 | £433.68 |
| Annual Water Use: Average | Daily baths/showers. Regular use of washing machine and dishwasher. Occasional use of hosepipe. | | | | | |
| No. in household | 1 | 2 | 3 | 4 | 5 | 6 |
| Amount used (m³) | 76m ³ | 117m ³ | 159m ³ | 200m ³ | 242m ³ | 283m ³ |
| Metered Charge | £250.01 | £328.45 | £408.81 | £487.25 | £567.60 | £646.05 |
| Annual Water Use: High | Daily baths. Heavy use of washing machine. Daily use of dishwasher. Extensive use of sprinkler or hosepipe. | | | | | |
| No. in household | 1 | 2 | 3 | 4 | 5 | 6 |
| Amount used (m³) | 97m ³ | 142m ³ | 190m ³ | 239m ³ | 288m ³ | 338m ³ |
| Metered Charge | £290.19 | £376.28 | £468.12 | £561.86 | £655.61 | £751.28 |

Included in these costs are the following charges: Water use charge – 99.12p per cubic metre of water registered by the meter; standing charge - £32.21 per annum; sewerage charge – 92.20 per cubic metre of water used; sewerage standing charge - £12.88 per annum; surface water drainage charge - £29.70 (flats and terraced properties), £59.52 (semi-detached properties) or £89.21 (detached properties) per annum.


Important information


We will check for leaks when we fit the meter and repair any leaks on our pipework. If there are leaks on your side of the meter (see diagram below), then we will advise you of what action to take.

If possible, you should check your meter regularly as any unusually high jumps in consumption may indicate there is a leak on your supply pipe. Another way of checking for leaks is to turn off all your taps and not to flush the toilet for about an hour – take a meter reading before and after and if the reading has gone up, there may be a leak.

If you think your meter has a fault, contact us and we will come out to check it.

Example diagram of pipework responsibility:

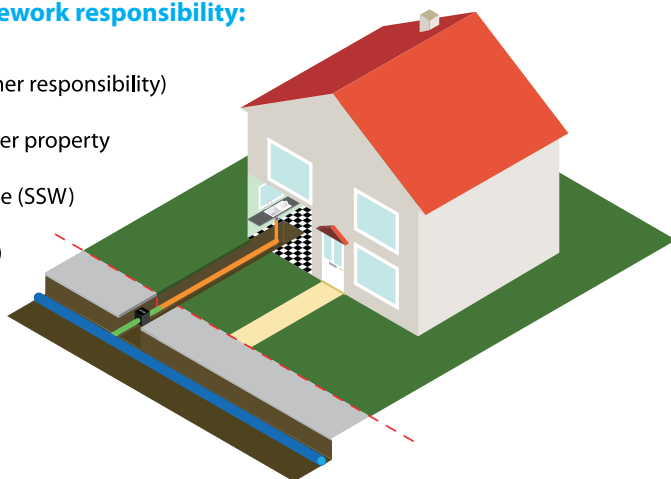
 Supply Pipe (customer responsibility)

 Boundary of customer property

 Communication Pipe (SSW)

 Main Stop Tap (SSW)

 Water Main (SSW)



Contacting us

If you need any further information, please call us on:

0845 60 70 456

or visit our website:

www.south-staffs-water.co.uk