

# Your guide to household metered charges

## Switching to a water meter can help you save money

Many customers have already switched to a meter and find their bill is significantly reduced.

When you switch to a meter you only pay for the water you use which means you can:

**Save money** - By using water efficiently you can save money on your water and energy bills. Our metered charges are also cheaper than our unmetered charges.

**Save water** - Meters help protect future water supplies by encouraging less use.



For example, Stella is married and has two children. The family live in a three bedroom semi-detached house in Tamworth and currently pay £516 a year for their water and wastewater based on the rateable value of their home. On average a family of four will use 165 cubic metres of water a year.<sup>^</sup>

Based on this usage, if Stella was to have a meter fitted she would pay £447 a year – a saving of £69.

## Metered water and sewerage charges

We are responsible for providing the drinking water to your property. Once the water has been used in your home it becomes waste water and this is the responsibility of Severn Trent Water. They are also responsible for any issues relating to the drainage of rain or surface water from your home.

So that you only receive one bill South Staffs Water bills and collects sewerage charges on behalf of Severn Trent Water.

<sup>^</sup> Based on independent figures supplied by the Consumer Council for Water.

All metered bills are split into five elements:

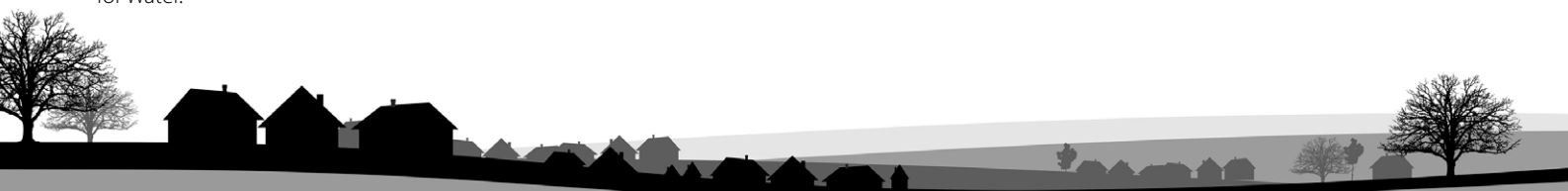
- 1 Water volume charge** – this is based on how much water you have used.
- 2 Water standing charge** – this is based on the size of the meter and covers the cost of reading, billing, maintaining and if necessary replacing the meter.
- 3 Sewerage charge** - this is also based on how much water you have used and covers the cost of treating water returned to the sewer.
- 4 Sewerage standing charge** – This is based on the size of the meter and covers Severn Trent Water's costs.
- 5 Surface water drainage charge** – this is the Severn Trent Water charge for the removal and treatment of the water that falls onto roofs, yards, and other parts of the home. This is an annual charge based on the property type.

## Metered charges - 1 April 2018 – 31 March 2019

Water and sewerage charges	Rate £
Water volume charge per m <sup>3</sup>	1.045
Water standing charge	42.49
Sewerage charge per m <sup>3</sup>	0.9609
Sewerage standing charge	17.43
Surface water drainage charges	Rate £
Flat / terrace	34.10
Semi-detached	56.50
Detached	78.67

For more information on water and sewerage charges please refer to our Charges Scheme which can be found:

[www.south-staffs-water.co.uk/publications/your-charges](http://www.south-staffs-water.co.uk/publications/your-charges)



## How much is my metered bill likely to be?

The consumer watchdog, the Consumer Council for Water runs an independent online calculator to help you find out if you can save money with a meter. To find out how much your metered water bill is likely to be visit: [www.ccwater.org.uk/watermetercalculator](http://www.ccwater.org.uk/watermetercalculator)

### ...or use their average usage table:

The table below gives a guide to the average water use based on the number of occupants. It is based on independent figures supplied by the Consumer Council for Water.

### Average metered household water charges 2018/19

No. People in household	Average water used m <sup>3</sup> per year	Estimated metered water and sewerage charges per year
1	66	£248.81
2	110	£337.07
3	136	£389.22
4	165	£447.39
5	182	£481.49
6	200	£517.60

The only real way to see how much you'll pay is to have a meter fitted, so why not give it a try.

**Switch Back Promise:** Most properties with water meters tend to use less water, but if you have a water meter fitted and find your charges are higher, you have two years to change your mind and switch back to rateable value charge. Please note the meter must remain in place at the property for the next occupier.

### Fitting the meter

We can usually fit a meter free of charge at most households. We will book an appointment to check if the meter can be fitted and can often fit it there and then if it's convenient.

Our preferred location is outside at the boundary of your property, where our outside stop tap is located. If we need to fit the meter inside your property all our meters are fitted with remote reading devices, which enable us to take a meter reading without disturbing you.

If your home has more than one point of entry and requires two meters to be fitted there will be a charge for the second meter. If this is the case don't worry our surveyor can explain this and the cost in more detail during the survey.

We'll send you a bill at least twice a year. If we have been unable to get our own reading, or a reading from you, we will send you an estimated bill.

### Ways to switch

Call us on **0345 45 67 063** or Search 'Switching to a meter' on our website [www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk) and apply using My Account or download the form.

