

# Your new water meter



*At the heart of daily life*

# Freebies

Helping you save money on your water and energy bills.



Saves:



Water

Energy

## Showerhead

This will cut the amount of water you use without reducing the performance of your shower (not suitable for electric or multi-jet showers).



Saves:



Water

Energy

or

## Showersave

This gadget screws into the bottom of your shower hose and will save you water and energy (suitable for power showers but not suitable for electric showers)



Saves:



Water

Energy

## Shower timer

Challenge yourself to finish your shower within four minutes.



Saves:



Water

Energy

## Kitchen swivel tap

A swivel aerator that fits on the end of an existing kitchen mixer tap.



Saves:



Water

## Save-a-flush

A bag filled with crystals which expands in your toilet cistern to save one litre of water per flush (not suitable for dual flush, push button or slim-line toilets).



Saves:



Water

Energy

## Hose trigger

Using a watering can is best but a hose trigger will help save water by automatically shutting off the flow when your hose is not in use.

To order your freebies go to:

[thameswater.co.uk/freebies](https://thameswater.co.uk/freebies)

# Your new water meter

*Thank you for choosing a water meter. We believe meters are the fairest way to pay, as you only pay for water you actually use.*

Meters are also really important to help conserve water. Managing supplies will only get more difficult as our population grows and climate changes – bringing less summer rainfall and more weather extremes including flooding and drought.

## Your new bill

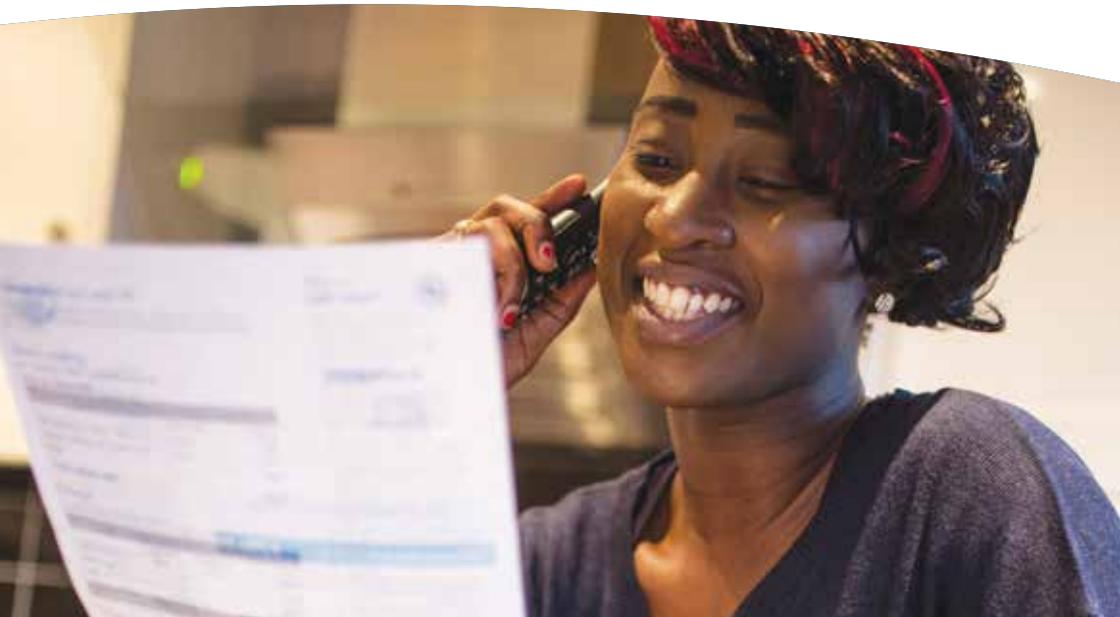
You will receive your first metered bill within six months of your meter being fitted. We will then send bills twice a year.

**How do you calculate my metered bill?** Your metered bill will consist of a fixed fee and a charge based on how much water you use. The fixed fee covers costs that don't change, such as maintaining and replacing pipework, and producing bills. The volume charge is based on the reading taken from your meter. A more detailed explanation of this will be included in your first metered bill.

**Do I need to contact you to update my account?** No, we'll take care of everything. Our technician who fitted your meter will provide us with the relevant details so we can set up your new metered account. We'll do this within two weeks of your meter being fitted.

**What will happen to my current unmetered bill?** We will close your unmetered account from the date your meter was fitted, and set up your new metered account automatically.

**I have already paid my unmetered bill. What will happen to any leftover money?** Any credit balance will be transferred to your new metered account once it is set up and offset against your revised charges. Any remaining credit will be refunded to you if requested.



**How will this affect my current payment plan arrangement?** We'll set up a payment plan on your new account based on your revised charges and transfer your existing payment method across e.g. Direct Debit. As metered payment plans run over 12 months, this could affect the number of instalments you need to make. We'll contact you if this is the case.

## Accessing your meter

When we surveyed your home, we should have told you where your meter would be fitted – this should also be written on the back of this leaflet. If you need any help locating your meter, please call.

**How do I access my meter?** If your meter is outside, you will need to lift open the cover. There should be a small lip on the edge, but you may need a screwdriver to help lift it. Under some covers there may be a foam or polystyrene disc to help protect the meter. You will need to remove this to read the meter but please ensure you replace it. If your meter is difficult to access, for example, if it is in the road or the cover is too heavy, please call us and we'll come and do this for you.

**There's water in the meter pit – is there something wrong with it?** No. It is normal for some groundwater to seep into the box that holds the meter. This won't affect the meter in any way.

## Reading your meter

We aim to read your meter every six months. If we can't, we'll bill you on an estimated reading based on your previous water usage.

**What numbers should I read?** You only need to record the black numbers, which show the amount of water you've used in cubic metres (m<sup>3</sup>). Please ignore the red numbers (these record tenths and hundredths of a cubic metre).

## How do I submit my reading?



You can submit your meter reading online at any time at [thameswater.co.uk/meterreading](https://thameswater.co.uk/meterreading). You can also do this by text. Just enter your 10-digit account number, and then a space, followed by your reading to 84771.

**How will I know I'm being billed using the right meter?** Your bill will quote the serial number of the meter you are being billed for.

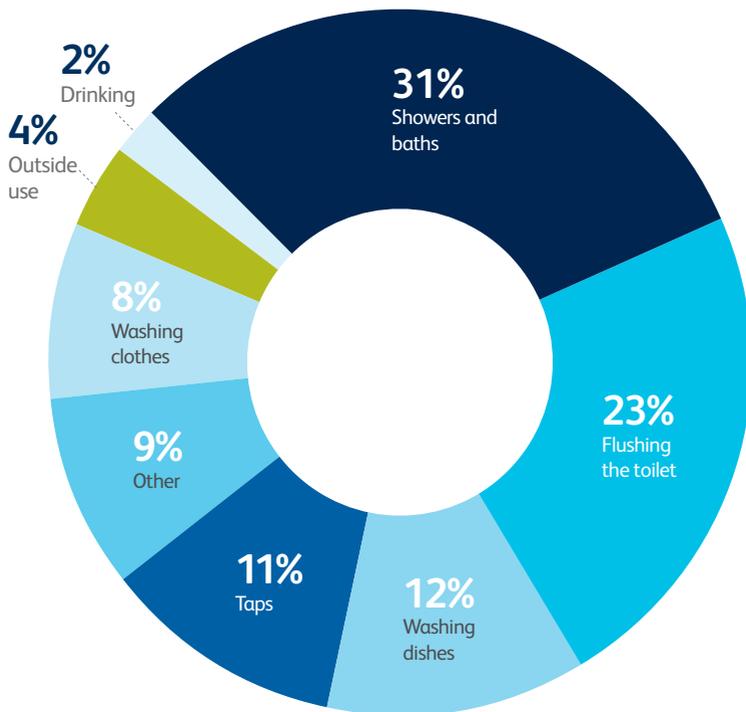
**How to spot a leak on my pipe?** A good indication of a leak is water continually passing through the meter when all the taps are turned off. If we find your external pipe is leaking we can replace it free of charge and correct your bill (please see terms and conditions).

## Electrical earthing – safety message

It is no longer safe to use your water supply pipe for electrical earthing, which has been banned since 1966, because water pipes are no longer made from metal. If your property was built before 1966 it may still be earthed this way. If you're unsure, check with your electricity supplier or an approved electrician.

# Savings made simple

Here is a breakdown of how people tend to use water on average and some 'quick wins' to help lower your bills.



## Showers

Showers are often the biggest water user in the home – accounting for around a quarter of household water use. By ordering a free showerhead from us you could reduce your annual water consumption by nearly 39,000 litres.

Annual metered water saving **£80** and annual energy saving **£95** for a family of four.

## Toilets

Almost a quarter of home water use goes down the loo and more than 40% of homes have old single flush toilets. If this includes you, you could be using as much as nine litres of water every flush. Fitting a free Save-a-flush bag inside your cistern could save you one litre every flush. Or upgrading to a dual-flush could save over 7,000 litres per person per year.

Annual metered water saving **£18** for a family of four, who install a Save-a-flush

“ The energy used in heating water for our baths, showers and washing-up adds up to more than £200 of the average annual combined energy bill. ”

“ Heating the water in your bath costs more than the water itself, so the less you use, the more you save on your water and energy bills. ”

A breakdown of potential annual water and energy savings customers can make:

	Install a water-saving showerhead		Reduce shower time by one minute		Install a Save-a-flush		Turn off taps while brushing teeth	
	Water	Energy	Water	Energy	Water	Water	Water	Water
Single occupier	£20	£25	£4	£5	£5			£9
Couple	£40	£45	£8	£10	£9			£17
Family of four	£80	£95	£15	£20	£18			£35

## Taps

Taps use around six litres of water per minute so don't leave your tap running if you can help it, such as when brushing your teeth. By reducing the time your tap runs by two minutes a day you could save 18,000 litres of water a year.

Annual metered water saving **£35** for a family of four.

## Gardens

Less watering doesn't have to mean less gardening. Brown lawns can still be healthy and will turn green again when it rains. Using a sprinkler or hosepipe uses 540 litres an hour. If you want to water your plants and garden, install a water butt so you can collect rainwater and do this for free.

On a metered property running a hose costs just over **£1** every hour. So turn off the tap and turn on the savings.

A close-up photograph of a woman with dark hair, smiling and looking upwards while showering. Her eyes are closed, and she has a joyful expression. Her hands are raised to her hair. Water is spraying from a showerhead above her, creating a misty atmosphere. The background consists of white tiled walls.

# Get your free water-saving showerhead

(worth £16.99)

# Want to know more? Please contact us



[thameswater.co.uk/meter](https://thameswater.co.uk/meter)



**0800 980 8800**

We are open 8am to 8pm Monday to Friday, and 8am to 6pm Saturday



**Thames Water, PO Box 508, Swindon SN38 9TU**



If you need a telephone language interpreter, please call us on

**0800 316 9800**



Please run your cold kitchen tap for two minutes to remove any air or small deposits in your pipes as a result of your meter being installed.

Installation date

Opening reading

Meter location

Meter serial number