

Water Meters: A guide for customers

You can decide to pay for water you use through a meter instead of paying for it with your rent, as you do now. Depending on how much water you use, you could save money by paying for your water by direct debit.

Water providers may change their policy on charging and metering, you will have to keep to these changes. If you use a lot of water, you could end up paying more.

You can pay for your water along with your rent and use as much water as you like. When you have to pay for all the water you use with a meter, you may feel you have to use less.

If you choose to have a meter installed, you can switch back to your previous method of charging within the first 12 months, but they will not remove the meter. (You may not be able to switch back to unmetered charges if you live in an area water stress, where the Government has allowed compulsory metering as part of a plan to maintain secure water supplies.)

If you are on a low income or need to use a lot of water due to a medical condition you can be assessed and charged less.

How do I get a water meter fitted?

You do not need our permission to install a water meter but the installation is subject to a survey by your water provider.

They will be able to tell you roughly how much you might save by having a meter fitted. Their estimate is just a guide, the amount you will pay using a water meter will depend on how much water you use. If after you have received your estimate you are still interested, you should tell your provider you would like to have a water meter fitted.

When your meter is installed, you must tell us.

This is so we can arrange to remove the water charge from the rent payment. You will then deal directly with the water provider for your water charges.

What if I need advice?

If you need advice about having a water meter fitted, or anything else to do with water meters, you can:

- phone your provider's helpline
- phone us on 0345 8 507 507
- visit any of our Hubs, (addresses are available on the Contact Us page of our website www.vicohomes.co.uk) where our employees can contact Yorkshire Water on your behalf

You can get more information about water meters from the Department for Communities and Local Government. Phone 020 7944 4400 and ask for their leaflets 'Water Metering: Your New Rights' and 'Water Metering: Help for People Receiving Benefits or Tax Credits'.

What if I experience problems with my water supply?

You need to tell your water provider if the meter is moving when you are not using any water. They can advise you how to check for underground leaks or problems with your household plumbing. If your bill is high and you suspect it is because you have a leak on your property, you should report it to the provider.

- If you have any problems with your water supply, you can contact OFWAT (the regulator for water services) on 0121 644 7500.
- If you want to complain contact the company that provides your water
- Advice is available from your water provider and OFWAT



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