

# Cambridge Water Code of Practice

## The Facts about Water Meters

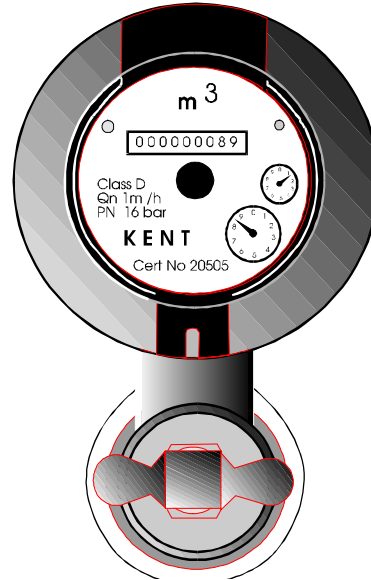
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### Who has a water meter?

There may be a water meter at your property because:

- you or a previous occupant asked for a meter to be installed
- the property has been built since 1989
- the property has been compulsorily metered by us



### Measured Charges Request

A measured charges request may be made by e-mail ([meters@cambridge-water.co.uk](mailto:meters@cambridge-water.co.uk)), by post, by telephone or in person. On receipt of your request, we will arrange to survey the property, free of charge.

### Cost of Installation

All domestic customers have the right to request the installation of a meter free of charge. We may refuse the request only on the grounds that installation is impractical or unreasonably expensive (see below).

Commercial customers have the right to request the installation of a water meter, but there is an installation charge for this. We will provide a quotation on survey.

### Refusing a Request

We may refuse the request only on the grounds that installation is impractical or unreasonably expensive. Such circumstances include those where you have shared services with other customers; or where substantial alterations to existing plumbing are needed before we can fit a meter.

If substantial alterations to plumbing are required, you may complete these, at your own expense. Once you have undertaken any work needed to render the installation practicable, Cambridge Water will install the meter free of charge.

If you do not wish to carry out any alterations, you may elect to be charged for water and sewerage on an assessed basis.

### Guaranteed Standards

If you request a meter and are paying for the installation of the meter, we will survey the property and install the meter within 30 working days of the request, subject to receiving acceptance of survey within a reasonable timescale.

If you request a meter and the installation will be carried out free of charge, we will survey the property and install the meter within 90 days, subject to receiving acceptance of survey within a reasonable timescale.

This guarantee does not cover situations where the delay is caused by the customer (no access provided to property).

### Meter Location

Our surveyor will visit you to see if it is possible to install a meter. In deciding the most convenient location, CWC will take account of your own wishes where reasonably practicable, and of any special needs that you may have. If the meter cannot be installed inside the property it will be installed near to the boundary of the property.

Once we have surveyed the property, you will be asked to sign our standard approval form, which will include information on the exact location of the meter.

Remote reading devices are connected to most of our meters so that meter readers can generally take readings without disturbing you. The meter will be placed in a position where you can also read it.

If you want to have the meter installed outside the property or at a different location inside, then you are responsible for any additional charges. Our surveyor will need to visit the property in order to provide a quotation.

### **Cost of Reinstatement**

Free installation includes reinstatement only of soft ground or the use of tarmac in hard areas. Any special requirement will be agreed with you and estimated separately.

### **Installation by a Third Party**

Once we have surveyed the property, you may wish to pay another contractor to install your water meter, or to fit it yourself. The work must be completed to Cambridge Water specifications using an encoded water meter and touchpad purchased from Cambridge Water, and using materials approved by us. This is in order that we can read and maintain the meter in the future.

If you, or your contractor, install the meter, we must inspect the installation. We will not be able to charge for water on a metered basis until we have approved the work.

Cambridge Water will not reimburse you for the cost of installation if you would have been entitled to a free meter installation but chose to use a third party to install the meter instead.

### **Ownership of Meter**

The meter remains the property of Cambridge Water.

It is an offence to interfere with the operation of a meter which has been installed for charging purposes.

### **How you pay for Metered Water**

Bills for metered charges are rendered either:

- half yearly or
- quarterly if the annual consumption regularly exceeds 4000 cubic metres.

The charge for water (and sewerage) is made up of:

- a standing charge which depends on the size of the water meter
- a charge based on the volume of water you have used

### **Sewerage Charges Based on the Meter**

A water meter measures the amount of water supplied to you by Cambridge Water. This measurement also forms the basis for Anglian Water's sewerage charge. Your metered sewerage charge assumes that only 90% of the water you use is processed as sewage; i.e. 10% does not go down the drain. Once you have had the meter installed and if you think that more than 10% of the water you use does not go down the drain, write to us or e-mail us at [custservice@cambridge.water.co.uk](mailto:custservice@cambridge.water.co.uk). We will forward your request onto Anglian Water who will assess your application for a larger allowance. If you use a lot of water on your garden in the summer, you may be eligible for this.

### **Meter Accuracy**

Water meters are approved for accuracy and tested by the manufacturers before leaving the factory. If you believe your meter to be inaccurate you can ask us to test it. The test is carried out to published regulations and standards and is carried out by an independent body. You will be given the results of the test.

If the test shows the meter is accurate you will have to pay for the test (maximum £70).

If the test shows the meter is not accurate:

we will assume that it has been faulty since the last but one time we read it (unless it is proved otherwise)

- consumption will be based on previous readings and your water bill will be estimated
- you will not have to pay for the test

If there are no previous readings consumption will be based on subsequent readings.

## **If you move**

If you are moving out of a metered property you must tell us at least 5 days before you move out or the date that you need the supply to end. If you fail to do so you will be liable for the charges until:

- the date of the next planned meter reading;
- the date on which the new occupier tells us they have moved in

whichever is the earliest.

## **Reversion to Unmeasured Charges**

You may revert to unmeasured charges as long as:

1. You give notice to Cambridge Water within:
  - (a) 12 months of the first day of charging by meter (having previously been charged at that property on an unmeasured basis); OR
  - (b) 30 days from receipt of the bill that shows 12 months consumption (ie. normally the second or third bill)
2. This is the first time that you have asked to change back to unmetered charges at that property
3. One of the consumers who occupied the premises at the time of the change to meter charges, still occupies the premises at the time of notice of reversion (i.e. a new occupier cannot demand reversion to unmeasured charges)
4. You opted to have the meter installed. Reversion is not available for properties that have been compulsorily metered.

Reversion to Unmeasured Charges takes effect from the day that the request to revert is received by Cambridge Water.

## **Removal of Meter**

If you elect to revert to unmeasured charges, we will not physically remove the meter from the property – in case the property needs to be metered at some point in the future. However, if you want to have the meter actually removed from the premises there will be a charge made for labour.

## **Leakages**

In the event of a leak on your supply you may be entitled to an allowance. Details of our Customer Service policy are given in our Code of Practice Leakages - Who is Responsible?

## **Disputes**

The Director General of Water Services will determine any disputes where we have refused the request.

Any disputes concerning the cost of installation or the location of the meter in a property may be referred to arbitration by agreement between both parties. Please ask for our Complaints Procedure leaflet.

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***This information sheet is one of a series that make up Cambridge Water's Code of Practice for Customers. The full range of titles is:***

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| • Introduction to The Code of Practice for Customers       | Responsibility for Leakage and Repairs |
| • Our Commitment and our Guaranteed Standards              | The facts about water meters           |
| • Your water supply - Quality, Quantity, Pressure and Flow | Complaints Procedure                   |
| • How to get a water supply                                | Your Bill and How to Pay               |
| • Responsibility for Water Pipes                           | What to do if you cannot pay your bill |

**If you would like a copy of all or one of these information sheets, please call  
01223 70 60 50 or e-mail us at [custservice@cambridge-water.co.uk](mailto:custservice@cambridge-water.co.uk)**