

# Household Metering Policy

This Fact Sheet provides information and guidance for the installation of new or replacement Household (HH) water meters.

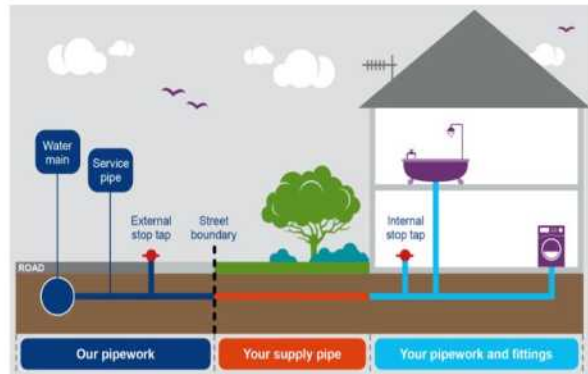
By 2025 every property within our supply area will have a water meter. We'll also be installing water meters:

- When there is a change in occupancy (as per our 2010 policy agreed with Ofwat). This includes both owner-occupier and tenanted properties.
- In new properties, newly converted properties, or when building an extension. Upgrading the supply connection to a property includes fitting a meter.
- Where water use is high - for example, a hose with a sprinkler, other automatic garden watering devices or a specific category of swimming pool.
- Where we carry out work such as a new connection to a main, stopcock repair or inspection of a leak. In these cases, we'll install meters

## General Requirements

We are responsible for all pipework and fittings up to the property boundary; whilst any pipework downstream of this point is the responsibility of the property owner. Ownership boundaries are shown in Image 1.

Image 1 - Pipe Ownership Boundary



Our preference for all new HH meter installations to be installed on the 'Communication Pipe' as close to the property boundary as possible. This is commonly at the location of the external stop-tap, however, in some circumstances the stop-tap may not be at this location.

We do allow (by exception) the installation of meters in other locations if it is not reasonably practical to install one at the property boundary. Details on suitable locations for the installation HH meters are shown later in this Fact Sheet.

Summarised below is our order of preference for meter locations:

1. External fit meter (screw in) within a new or existing boundary box e.g., ATPLAS style Meterboxes.
2. External installation on private property (as close to property boundary as possible).
3. Internally within the customer's property.
4. Internally in an accessible communal area (flats only) prior to the first off take.

Ultimate discretion for meter location lies with us. Where non-standard installations are required, all instances are to be



# Household Metering Policy

approved by the Metering Manager or their delegate prior to installation.

**Image 2 - ATPLAS Style Meter Box**



## Other Considerations

We may wish to install a 'bulk meter' in some circumstances, these are larger meters that can be installed for demand monitoring or combined metering purposes. Typical examples of why bulk meters may be installed are detailed below (note this is not an exhaustive list):

1. To allow a building to be metered if it is not possible to individually meter customers.
2. To help identify leaks within a discrete area, for example, a housing estate where individual tenants or residents are metered.
3. If an internal Boosted Cold-Water tank exists within the building a bulk meter could be used to measure water into this tank, downstream (of the tank) monitoring and metering would be undertaken by the building owners / management company.

The ownership and maintenance of the water meter and meter chamber shall remain the responsibility of ourselves in perpetuity.

## External Installations

It is our preference that new meter installations are installed externally at an easy to access point.

Key requirements for installations are summarised below:

### Location

- Installed as close to the property boundary as possible (downstream of the external stop-tap), ideally in the pavement.
- Located in line with the point at which the service pipe is connected to the water main (they should not be offset).
- Consideration must be given to the safety of our staff and the public. Meter installation locations should be chosen that avoid the vehicle carriageway and should be mindful of disrupting pedestrian traffic on footpaths.
- Future access for meter readers, inspections, and maintenance activities must be considered. Meters should therefore not be sited in areas due to be planted or where vehicles will park on them.
- Image 3 shows an approved manifold meter installation which has considered access and future maintenance.

### Other Requirements

If multiple meters are due to be installed at the same location a manifold (within a chamber) is preferred.

We are currently able to provide manifolds with up to 6 ports.

The manifolds are provided with all ports blanked off so that we can select the



# Household Metering Policy

number of available ports depending on the number of connections required.

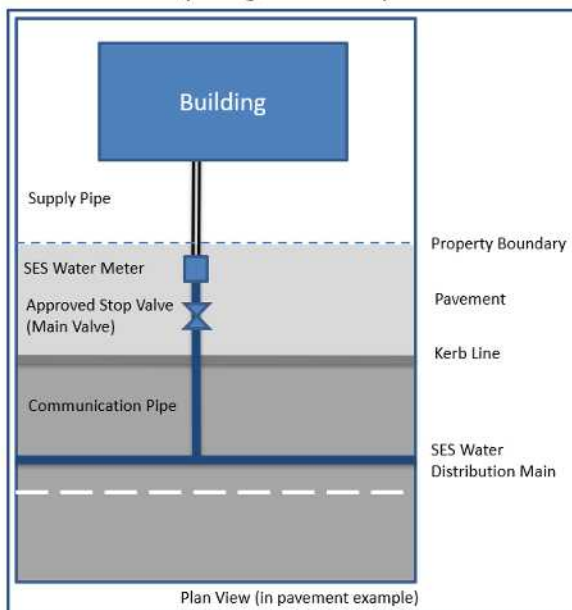
**Image 3 - External (Manifold) Meter Installation**



## Standard Meter Layout

All new external meter installations should be constructed as per the arrangement shown on the next page. Any proposed variations to this layout must be justifiable and discussed with the Metering Manager or their delegate at the design stage.

**Layout 1 - New External Meter Layout (Single Meter)**



**Image 4 - Externally Installed Meter**



## Internal Installations

If installation location preference 1 and 2 cannot be achieved, it is permissible for a meter or meters to be installed internally within a property. Key requirements for internal installations are outlined below:

### Location

- Installed on the inlet pipework to the property (downstream of the first internal stop valve).
- Located in line and should not be offset.
- Consideration must be given to future access for meter reading, inspections, and maintenance activities. If there are specific access requirements for your property (i.e., access gained through a management company or nominated party) these should be made known to us so that they can be recorded on file.
- Image 5 shows a good meter installation which has considered access and future maintenance.

# Household Metering Policy

**Image 5 - Internally Installed Meter**



## Other Requirements

To install an internal meter (within an existing property), we may need to make slight alterations to gain access to the pipework the meter is to be installed on. Significant changes to pipework structure for the installation of a meter will need to be made by the customer. This could, for example, involve cutting a hole in the back of a cupboard.

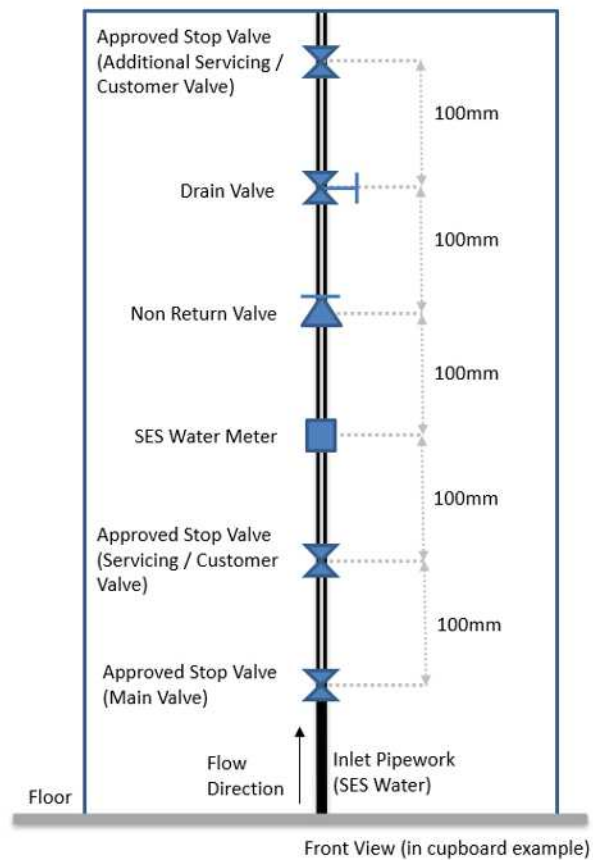
It is imperative that prior to all relevant meter installations we agree and obtain written confirmation from the property owner that they are happy for work to take place and that they accept the reinstatement method proposed.

A standard form is provided at the end of this document which should be signed by both the customer and a representative of SES Water prior to installation work taking place.

## Standard Meter Layout

All new internal meter installations should be constructed as per the arrangement shown on the following page.

## **Layout 2 - New Internal Meter Layout (Single Meter)**



Any proposed variations to this layout must be justifiable and discussed with the Metering Manager or their delegate prior to installation.

## Preferred Meters

In most instances it is our preference to install a 15mm V200 / V210 meter. This allows for permanent flow rates of 2.5m<sup>3</sup>/hr with a maximum flow rate of 3.1m<sup>3</sup>/hr.



# Household Metering Policy

Image 5 - 15mm V210 Water Meter



We can help you estimate your water usage through our 'Get Water Fit' portal (<https://seswater.co.uk/getwaterfitportal>)

Customers who anticipate that their flow requirements will be above this rate are likely to have a known reason, for example one of the following:

- Swimming Pool.
- Pond filling or automatic replenishment.
- Automatic irrigation.

If the meter being installed is a replacement for an existing meter it is anticipated that the flow range is already known, if this is not the case, we may log your existing meter to determine this.

We will advise on meter sizing based on the average and peak flows that are provided by the developer / customer.

The cost of the meter unit will be included in any quotations received for new connections.

# Household Metering Policy



## *Example Standard Damage Form / Waiver*

Customer: \_\_\_\_\_

Property Address:

\_\_\_\_\_  
\_\_\_\_\_

To facilitate the installation of a flow meter at the above address, it is necessary to undertake some internal works, which may result in damage to the customers property, this is outlined below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I note the risk of the damage outlined above occurring and accept that SES Water assume no liability for this other than what has been agreed prior to the commencement of work. Signed: