

FACT SHEET

Change of occupancy



We want to make sure that we have the correct information for all our customers at all times so that we can present accurate bills in a timely manner. Our terms and conditions for customers moving out of or into a property help us to maintain our customer records – please take some time to read through them here.

Metered properties

Customers moving out of or into metered properties should advise the company at least two working days in advance so that we can attend and take a meter reading. Where a customer who is moving out of a property fails to inform the company of the ending of their occupation at least two working days in advance they will be liable for all charges up until:

1. any day on which the meter would normally have been read in order for the amount of charges to be determined, **or**
2. any day on which any other person informs the company that they have become the new occupier of the premises and the meter is read, **or**
3. we find out otherwise about the change.

For notification of changes in retrospect, standing charges will be closed to the date of change and volume charges closed to the date of the meter reading as above. Where a customer moves into a metered property and does not inform the company of the start of their occupation, they shall be liable for all charges from the date of their occupation or, if the property is not occupied, from the start of their responsibility for the water service charges at the property.

Unmetered properties

Customers moving out of or into unmetered properties should advise the company at least two working days in advance. Where a customer who is moving out of a property fails to inform the company of the ending of their occupation at least two working days in advance they will be liable for all charges up until:

1. any day on which any other person informs the company that they have become the new occupier of the premises **or**
2. we find out otherwise about the change.

Where a customer moves into an unmetered property and does not inform the company of the start of their occupation, they shall be liable for all charges from the date of their occupation or, if the property is not occupied, from the start of their responsibility for the water service charges at the property.

Unoccupied Properties

Where a property is unoccupied, the charge remains payable unless the Company is informed in advance and has the option to turn off the supply at the principal boundary stopcock. No allowances will be made in retrospect or on premises vacant for a period of less than three months. Otherwise, metered and unmetered customers pay the standard metered and unmetered charges. If the customer requests and consents to be disconnected, all charges are waived other than those for surface water drainage (provided it is considered in each case that it is economic to bill for this service only). Unmetered customers can opt to have a meter fitted.

Further details can be found in our Charges Scheme by visiting us at www.waterplc.com.