

I want a water meter

Please complete this form and email it to webcustaccs@eswater.co.uk with your name, account number and address, or post it to our Head Office:

Northumbrian Water
Northumbria House
Abbey Road
Durham
DH1 5FJ

Tenanted property – Please confirm the length of tenancy: _____

Terms and conditions

Once your application is progressed, a check will be made to see whether there is a chamber outside your home suitable to house the meter. If this is the case, we can install the meter without the need for an appointment. If there is no chamber, our Planning Team will contact you to book an appointment for a plumber to attend and install the meter inside your home.

You will have up to 2 years to decide whether a meter suits you, if not, you can revert back to unmetered charges any time within that period. The meter will stay in place and future occupiers will be charged on the meter.

The meters we install inside your home are fitted with a remote read device, meaning that we will not need to access your property to read it. However, you must ensure it is accessible at all times for repair and maintenance.

The majority of meters are installed within 90 days, if the installation does take a little longer than this, we will make sure that you are still charged on a metered basis from the 91st day following your application.

By submitting this application, you agree to the terms and conditions.

I confirm I am the tenant of the property.

Account number:

Address: : _____

Your Landlord/Letting Agents Details:

Name: _____

Address: _____

Is your tenancy agreement for 6 months or more: Yes
 No*

*If your tenancy is for less than 6 months we require your landlord's permission to install a water meter. Please ask your landlord to sign below to confirm a water meter can be installed.

Landlord's
signature _____

What type of property do you live in?

Semi-detached Detached Flat Terrace

How many people live in the property? _____

How many bedrooms are there? _____

Once we have processed your application for a meter, we may visit your property and carry out a survey to see if a water meter can be fitted. We can usually do this without anyone being at home and will leave a card to advise you of the outcome of our survey.

- If you would prefer to be at home when we visit or would like us to talk to you on receipt of your application, please tick the box and we will contact you to arrange an appointment

Please provide your contact telephone numbers as we may need to talk to you about your application

Please tick your preferred contact number

Your home telephone number: _____

Your mobile telephone number: _____

Your work telephone number: _____

What is the best time to contact you?

- between 8am and 12pm
 between 12pm and 4pm
 between 6pm and 6pm
 anytime