

Online & Telephone Meter Application T&Cs

Tenanted property - PLEASE CONFIRM THE LENGTH OF TENANCY AGREEMENT, IF UNDER 6 MONTHS WE REQUIRE THE LANDLORDS PERMISSION. (IF OVER 6 MONTHS THE CUSTOMER HAS THE RIGHT TO HAVE A WATER METER INSTALLED UNDER SECTION 209A & 144A OF THE WIA 1991. THE LANDLORD CANNOT LIMIT THAT RIGHT IN THE TENANCY AGREEMENT).

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 remains 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.