



# Metering new apartments



0800 009 3921

Lines are open weekdays 8am – 5pm



[thameswater.co.uk/  
developerservices](https://thameswater.co.uk/developerservices)

Developer Services are here to provide you with a range of water and waste water services to enable your project to run smoothly.

Please contact 0800 009 3921 for more information.

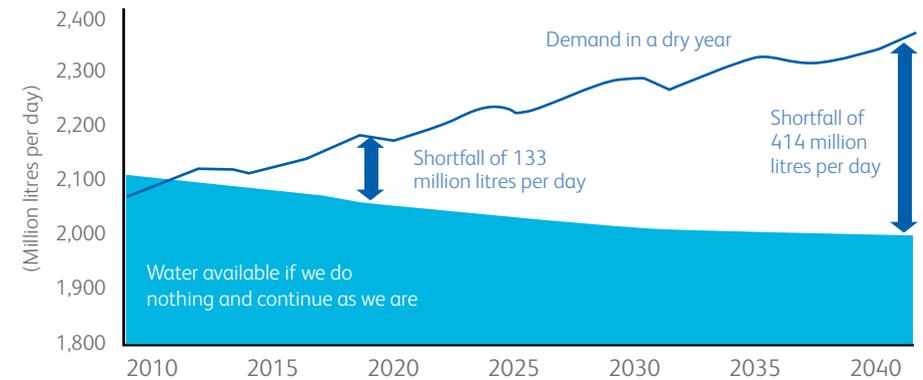


# Why do we need to meter all new supplies?

*We provide around 2.6 billion litres of water to more than 9 million customers across London and the Thames Valley every day and the water supplies in our region are seriously stressed.*

As the population grows and our climate changes – bringing less summer rainfall and more weather extremes including flooding and drought – the pressure on water resources will increase.

Forecast gap between supply and demand in London



Installing water meters is at the centre of our plan to reduce demand.

We believe water meters are the fairest way to charge our customers, as their bill is based on what they have used, just like gas and electricity. People value what they pay for and so tend to use less on a meter, which helps to reduce demand.

The Water Industry Act 1991\* requires the supply pipe into all new or converted properties to be metered.

Where this is not possible (i.e. in large apartment blocks), we may consider whether a common supply pipe feeding all properties is more suitable. A water meter must be fitted to the branch pipe to every property and any other water points to ensure all water use is recorded.

We'll fit a bulk meter at the source of the supply pipe to help prevent any misuse and help us to detect leaks.

\*For more information, see in particular sections 47 and 142 of the Water Industry Act.

# Ordering meters

*There are different types of meters depending on the configuration of your pipework. The most common is the inline meter.*

## How do I order my meters?

- Please complete the new supply application on [thameswater.co.uk/newsupplyform](https://thameswater.co.uk/newsupplyform)
- If you require a common supply for large apartments, let us know how many meters you require.
- We will provide a quotation for you to sign and return
- Please note – meters cannot be ordered until the quote has been signed and paid for
- Once you have paid, please complete the meter ordering form enclosed with this leaflet. If you need any help, please contact our developer services team on [0800 009 3921](tel:08000093921) or email [developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk) including your reference number.
- Once your order request has been made, delivery can take up to eight weeks

## Delivery and fitting

- Your meters will be delivered via a courier and need to be signed for by a site representative as proof of delivery
- Once delivered, the meters and any fittings are your responsibility, if lost or damaged you will need to place a new order
- The meters must be fitted as part of the building fit-out and in place before any water is run through the system
- Once the common supply is connected to our network, we'll need to visit the site to confirm the meters have been fitted correctly, check they are tagged with an apartment number, and add any additional remote reading equipment
- This information will be used to create a new account in the developer's name. Please contact us once the building has been handed over so we can take your name off the account
- If any meters are lost/damaged or if a change of meter type is required, additional delivery charges will be required.

# The meters

## Inline meters

- If you require inline meters, we will provide a control kit which includes:
  - BS1010 stop tap prior to the meter
  - The water meter
  - Ball valve plus drain-off after the meter
- Once the meter and kit are connected, the length of the unit is 400mm
- The meter's performance rating is Q3 – a permanent flow rate of 2.5m<sup>3</sup>/hour
- If you need larger meters please let us know

## Concentric meters

- These meters do not come with any additional fittings. The housing/manifold required to screw these meters in needs to be sourced separately.
- The meter performance is Q3 – a permanent flow rate of 2.5m<sup>3</sup>/hour



# The future for metering

*We have started our progressive metering programme in London, using a fixed network to give our customers control over their usage and bill. This is a large programme, targeting areas in London where it will be most effective first. It is being rolled out on a borough-by-borough basis and will take many years to get water meters to all the 3.3 million properties we supply to.*

## Additional information

- We will provide all water meters, to ensure they are the correct specification and compatible with our remote reading network
- Meters should be fitted in an easily accessible communal location. This enables us to maintain the meters with minimal disruption to our customers
- Due to advances in remote reading, we can now consider alternative locations for water meters. Please specify your preference on the ordering form
- The meter must be a maximum height of 1.5m above the ground and with enough space to allow for maintenance without having to reconfigure the pipework
- Third parties will not be able to connect any other equipment to our meters

## The benefits

Metered customers will be able to view their usage online 24/7, giving them greater control of their water use and bill. They won't need to send us meter readings as these will be sent remotely.

We are also offering help and support so customers can save water and energy, reducing their bills further.

The new meters will help pinpoint leaks not just on our pipes but on those owned by customers. In many cases we can fix these free of charge\* and adjust bills where necessary.

## New developments

- To support our metering programme, we'll be fitting local communication equipment in all new apartment developments across London
- This is a small box which will be fitted when we check the meter. It will need to be located two metres from the meter and does not require any power
- It will be paired to the meter at the same time and will support the remote reading system we're developing
- We're happy to discuss the benefits of the remote reading system with you and explore opportunities to introduce single-site solutions before we meter all buildings locally.
- Please note: third parties cannot connect any other equipment to our meters.



Customer's water usage is reduced by smart meter



This data is transmitted using a radio signal and uploaded to our database



Customers can view their water usage online

# How to get in touch with us



**0800 009 3921**

Mon – Fri 8am to 5pm



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