Affinity Water

Metering Policy

Updated October 2025

Contents

1 Introduction ..... 21.1 Water Meters 4

2 When we will install meters 4

3. When we may install meters 6

4. Our Smart Universal Metering Programme 6

4.1 How does it work? 6

5. Where we will install meters 8

5.1 External meters 8

5.2 Internal meters 8

5.3 Changing the location of an existing meter/stop-tap 9

6. Carrying out metering work 9

6.1 External metering work 9

6.2 Internal metering work 10

6.3 Checking for leaks 10

7 Protection of meters 12

8. Meter testing and meter logging 12

8.1 Meter testing 12

8.2 Meter logging 13

9. Metering technologies: 13

9.1 Smart meters (AMI) 13

9.2 AMR meters 14

10. How to read your meter 14

10.1 Checking Your Water Usage 14

10.2 How to Read Your Meter 15

11. Adoption of meters 16

12 Where meters can't be installed 16

12.1 Unauthorised connections 17

12.2 Reverting to non-metered charges (household premises) 17

12.3 Metering multi-occupied household premises 17

12.4 Sub-metering 17

13. Compensation for damage caused by metering works 18

14. Complaints 18

1 Introduction

1.1 Water Meters

This document sets out our company policy on when, where and how we install water meters at household and non-household premises, and how we make sure they work correctly.

Our website has a number of useful frequently asked questions relating to meters, metering activity and metered charges. These can be found on our website at affinitywater.co.uk

This metering policy should be read in conjunction with the following documents:

- Charges Scheme (for our customers of household premises),
- Wholesale Tariff Document (for the Contracting Retailer for non-household premises),
- Charging Arrangements for New Connections Services (for developers, self-lay providers and customers of new developments).

These documents are available on our website at affinitywater.co.uk

References in this document to "you" means the person liable to pay charges for water supplied to premises which are to be metered. References to "we" "us" "our" means Affinity Water Limited.

2 When we will install meters

We own and are responsible for the maintenance of the meter and any equipment associated with it.

We will install a meter in the following circumstances:

1. If you require a supply of water for domestic purposes at your new premises. You will need to submit a new connection notice via our online Developer Experience portal at affinitywater.co.uk/developing and we will notify you if a meter needs to be installed at your premises and when the meter will be installed.
    a. New premises are premises which have never been connected to a water supply for domestic purposes before. This includes newly constructed premises on land where premises have previously been substantially or entirely demolished, regardless of whether the service pipe by which the supply was previously made has been reused.
2. For household premises in an area covered by our Smart Universal Metering Programme as described below.

3. Where you ask us to install a meter at your premises under our Meter Option Scheme. If you have a tenancy of your premises for six months or more, your landlord may not prevent you from exercising these rights and you do not need the landlord's permission, however we recommend you let your landlord know as a courtesy.
    a. We aim to install the meter within 56 days of you asking us for one (it is 90 days for any applications before 1st October 2025). If we do not do so due to circumstances within our control, we will switch you to metered charges and apply estimated volumetric charges until we install the meter in accordance with our Household Charges Scheme. We will then adjust these estimated charges if subsequent meter readings indicate a lower volumetric charge should apply.
    b. metered charges will otherwise apply in accordance with our Charges Scheme.
4. Where we've required you to have a separate supply pipe. We will notify you if a meter needs to be installed at your premises. Charges for the installation of the meter may apply.
5. If you use a garden sprinkler or other automatic garden watering system at your premises. Or if you have a pond or a swimming pool with a capacity greater than 10,000 litres which is designed to replenish itself automatically

Unless stated otherwise, we will bear the cost of installing and connecting a meter to existing household premises. Following installation of the meter, metered charges will apply in the above circumstances in accordance with our Charges Scheme.

For non-household premises, we will charge you for the cost of installing and connecting a meter:

- Charges for external meters installed as part of a new connection to new premises shall be included in the new connection charge. Charges for internal meters to new premises shall apply in accordance with our Charging Arrangements for New Connections Services.
- Requests for the installation of meters to existing non-household premises will be received by the Retailer and processed under Part B of the Wholesale-Retail Code: Operational Terms and the charges for meter installations as set out in our Wholesale Tariff Document shall apply.

3. When we *may* install meters

For household premises, we may require that a meter is installed in the following circumstances:

1. Where there has been a change in the persons occupying the premises where no person who was in occupation of the premises before the change remains in occupation after the change.
2. Premises which are deemed empty where charges have not been levied for any period of at least 12 months by reason of the premises being empty.
3. Sub-divided premises that have been newly formed by the division or merger of premises to which rateable value applies.
4. Premises where the principal use is not as your home (where the principal use of the premises is not as your home, it may be re-assessed as non-domestic premises and transferred to a business retailer.)
5. If your premises have a bath with a capacity (measured to the centre line of overflow) greater than 230 litres.
6. If your premises have a shower unit of a type specified under paragraph 4(c) of the table to Regulation 5 of the Water Supply (Water Fittings) Regulations 1999.
7. If your premises have a water softener unit which incorporates reverse osmosis.

   Metered charges will apply in the above circumstances in accordance with our Charges Scheme.

   For non-household premises, we will follow the relevant processes under Part B of the Wholesale Retail Code: operational Terms and apply the charges set out in our Wholesale Tariff Document

4. Our Smart Universal Metering Programme

The Secretary of State for the Environment, Food and Rural Affairs has determined that premises situated in our Central Region and South East Region are in areas of serious water stress. The Secretary of State has approved our Water Resources Management Plan which includes a programme for the fixing of charges by reference to volume for household premises in Affinity Water's Central Region and South East Region.

Our metering programme offers a transitional period following installation of a meter during which you will continue to be billed on a non-metered basis unless you elect to be charged on a metered basis earlier.

4.1 How does it work?

1. We will contact you before we install a meter at your premises to explain the process and the transitional period for switching to metered charges.
2. We aim to install the water meter within 90 days following our initial survey. If our initial survey indicates that;
    a. installing the meter would not be reasonably practicable;
    b. installing the meter would be unreasonably expensive, or;
    c. you have not provided access to your premises, our assessed charges will apply to your premises in accordance with our Charges Scheme.

3. If a meter was installed after 1st April 2024 by our Universal or Smart Universal Metering Programme, a twelve-month transition period to metered charges will apply for water supplied to the premises from the installation date, unless:

    a. You asked to switch to metered charges;

    b. When it becomes clear that you will be financially better off by switching to metered charges, which is most likely to be at the time of the first meter read following installation;

    c. Twelve months after the installation;

    d. Where there has been a change in occupation of the premises.

4. If a meter was installed before 1st April 2024 by our Universal Metering Programme, a two-year transition period to metered charges will apply for water supplied to the premises from the installation date unless:

    a. You asked to switch to metered charges;

    b. The two-year anniversary of the meter installation date;

    c. If it becomes clear that you will be financially better off by switching to metered charges prior to the end of your two-year transition period, which we will use meter reads to determine and you will be informed;

    d. Where there has been a change in occupation of the premises.

The Smart Universal Metering Programme also applies to empty premises and we will install a water meter at premises which we consider are empty. Metered charges will apply immediately upon occupation in accordance with our Charges Scheme.

The Smart Universal Metering Programme will not apply to premises where we have an existing arrangement in place with certain local authority and housing association landlords.

Information about metered and non-metered charges relating to our Smart Universal Metering Programme including eligibility for our concessionary tariff LIFT, is set out in our Charges Scheme.

5. Where we will install meters

We are required by law to install water meters so they are reasonably accessible for reading, inspection, testing and maintenance. Meters are usually (but not always) fitted where your external stop tap is located. The stop tap and the meter are apparatus belonging to us.

When we install a meter for the first time at your premises, will let you know where we intend to install it. You may ask us to fit the meter in a different location. If we agree, you will need to pay us for the cost associated with installing the meter in a different location:

1. for household premises, we will give you an estimate of any costs you will need to pay us to meet your request.
2. for non-household premises, we will follow the relevant processes under Part B of the Wholesale-Retail Code: Operational Terms and apply the charges set out in our Wholesale Tariff Document, which includes any requests by you to change the size, model or location of the meter.

5.1 External meters

Where possible we will fit meters outside the property at the location of the external stop tap. This could be on the footpath or verge outside your property, or just inside your property boundary. A meter installed outside a building must be installed as near as is reasonably practicable either to the boundary of the premises supplied or to the point where the supply pipe enters the building.

5.2 Internal meters

We always try to install meters externally and only fit an internal meter when this is not possible. For example, if a customer has a shared water supply pipe they may need an internal meter. To make this more convenient for you we will fit an internal Smart (or AMI - Advanced Metering Infrastructure) meter so that we either receive your readings remotely or can take a meter reading from the road outside the property. More information on Smart (AMI) and AMR meters is set out below.

A meter installed inside a building must be installed as near as is reasonably practicable to the point where the supply pipe enters the building or to the stop-tap. This will usually be under the kitchen sink or wherever your internal stop tap is located. The location of the meter does not alter your liability to maintain and repair your supply pipe.

If we are unable to reach agreement with you about the amount of any costs and/or the location for the meter installation, you (or we) may require an arbitrator to be appointed to determine the dispute.

5.3 Changing the location of an existing meter/stop-tap

You may request that we move an existing stoptap and/or meter from your premises, for example from your driveway or front garden to the footpath. If we agree, we will charge you for the costs associated with re-siting the apparatus:

a. for household premises, the costs are set out in our Charges Scheme, Schedule of Charges. Metering Policy. 20.12.2019 Page 5 of 10
b. for non-household premises, we will follow the relevant processes under Part B of the Wholesale-Retail Code: Operational Terms and apply the charges set out in our Wholesale Tariff Document, which includes any requests by you to change the size, model or location of the meter.

Where we relocate the meter, we will remain responsible for the pipework up to the original stoptap and our statutory powers to maintain and repair the pipe will continue to apply. This means we may need to access your driveway or front garden to carry out repair works to our pipe, even if the meter has been moved. We will let you know in advance when access is required.

We have more information about who is responsible for different types of pipes on our at affinitywater.co.uk/useful-links or on request.

6. Carrying out metering work

We are responsible for carrying out any metering works, such as installing, connecting, maintaining, repairing, disconnecting, removing or replacing the meter or any pipes or apparatus in relation to the meter. Unless you have damaged the meter, we will bear the cost of replacing and repairing the meter.

6.1 External metering work

If we are fitting an external meter, (either in the footpath or in your front garden/driveway) we will let you know in advance when we will be carrying out the works. There will be a brief disruption to your water supply while the work is carried out and it takes approximately one hour to fit a meter. The meter is installed inside a chamber, which will be flush to the ground, so all you see will be our meter cover.

We will usually fit an external meter in the same location as the external stoptap, this may be in your front garden/driveway. If we need to dig a hole to install the external meter, we will reinstate the hole once the meter is in place. The works may take longer as we will need to arrange for a team to excavate and fully reinstate the area. The level of reinstatement following completion of the works will depend on the material excavated, for example:

1. Where we've carried out works in your garden or in soft ground, we will reinstate the soil only and you will need to carry out any replanting yourself;

2. If we've removed paving slabs, bricks, shingle or chippings, we will put back what we removed;
3. Where we've excavated an area of black tarmac/concrete, we will reinstate only the excavated area with new black tarmac/concrete. The reinstated area may appear a different shade to the surrounding area due to natural fading of the surrounding tarmac/concrete;
4. You will need to arrange for any special finishes such as bespoke or non-standard construction materials to be reinstated at your expense. These include but are not limited to the following:
    a. Resin bound/bounded surface
    b. Printed/patterned concrete
    c. Coloured material Metering Policy. 20.12.2019 Page 6 of 10

Reinstatement may occur anytime within a two-week period following completion of the works. This is because weather conditions can affect the excavated material, which will impact on the standard of the reinstatement. We will always leave the site safe and tidy and will clear everything away once the reinstatement has been completed.

We pride ourselves on doing a good job, but if you discover that our repair works have become defective, we will carry out further works to rectify the defect, free of charge. This is applicable up to one year from the date we carried out the initial repair works.

6.2 Internal metering work

If any metering work involves accessing your internal meter which is encased by any boxing, cladding or other materials then we will need to remove this in order to access the meter and carry out the works. If we cannot easily remove any encasing material, we will use a cutting tool if necessary to access the meter. Once the remedial works are complete, we will replace any encasing provided that the meter remains accessible should we need access to it in the future.

For household premises, if we need to access your internal meter, we will contact you to make an appointment.

For non-household premises, if we need to access your internal meter, we will follow the process set out in Part B of the Wholesale-Retail Code: Operational Terms.

If you have special needs that require an uninterrupted supply, you can register your needs with us by calling: 0345 357 2406 or visit affinitywater.co.uk/priority-services

6.3 Checking for leaks

If you're a household customer and we install a meter at your property (excluding any pipework underneath your property) for the first time, we'll check for any leaks on your supply pipe when we install the water meter. If we do find a leak or believe that you may have a leak on your supply pipe, we will inform you and:

- If the leak can be repaired without additional excavation, we will repair it free of charge;
- If the leak cannot be repaired without additional excavation, we will request that you arrange for the repair works to be carried out at your expense.

7 Protection of meters

You must take all reasonable care of the meter, for example you must not cover or obstruct the meter in any way and you must allow us reasonable access to your premises in order for us to access the meter. This applies to meters installed externally and internally.

For household premises, if we incur a cost in accessing or re-siting the meter because you have covered or obstructed it, or if you have removed or damaged the meter, then we will recover from you the reasonable expenses in re-siting, repairing or replacing the meter.

For non-household properties, if we incur a cost in accessing or re-siting the meter because you have covered or obstructed it, or if you have removed or damaged the meter, we will recover the total cost of the actual work involved in repairing or replacing a damaged meter in accordance with Part 2: Business Terms, para 13 of the Wholesale Retail Code and our Wholesale Tariff Document.

It is a criminal offence under Section 175 of the Water Industry Act 1991 to interfere with, willfully damage or remove the meter. This means that you must not remove it or instruct anyone to remove it for you (e.g. a plumber) as it could result in enforcement action being taken against you. This applies to meters installed externally and internally and applies whether your premises is household or non-household.

8. Meter testing and meter logging

For household premises, we offer two services that may be of assistance in determining the cause of an unexpected change in consumption: meter testing and meter logging:

8.1 Meter testing

If you think the meter might not be working correctly, you may ask us to test it. On request, we will remove the meter and send it to an independent testing facility for testing in accordance with the Water (Meters) Regulations 1988. A replacement meter will be installed and will remain in place regardless of the test result:

1. if the results of the testing show that the meter is working correctly i.e. that it is registering within the prescribed limits of error, we will charge you the fee set out in our Charges Scheme;
2. if the results of the testing show that the meter is working incorrectly i.e. that it is registering outside of the prescribed limits of error, then we will adjust your metered charges in accordance with our Charges Scheme.

If we decide that your meter should be sent for testing, we will not charge you a fee, regardless of whether the test is found to be necessary or not.

8.2 Meter logging

If a Smart (AMI) meter is installed at your property, is connected to the network and it is transmitting hourly readings, then those readings could assist in determining the reason for unusual or high consumption.

If you have a Basic or AMR meter, then we offer a logging service which includes the deployment of an electronic logging device connected to the pulsed output of the meter, enabling actual consumption to be recorded at 15-minute intervals.

We offer a logging service that may assist you in determining the reason for unusual or high consumption. The service includes the deployment of an electronic logging device connected to the pulsed output of the meter, enabling actual consumption to be recorded at 15-minute intervals.

The logger will normally be deployed for a minimum period of 7 days and a full report will be produced for you shortly afterwards. The charge for this service is set out in our Charges Scheme.

For non-household premises, meter accuracy tests will be performed in accordance with Part B of the Wholesale-Retail Code: Operational Terms and charged in accordance with our Wholesale Tariff Document. We have published a list of meters including meters compatible with the fitting of data logging devices.

The following documents are available on our website at:
affinitywater.co.uk/retailers

1. Non-household Property Data Logging Policy and Guidance to Retailers Metering Policy. 20.12.2019 Page 8 of 10
2. Retailer Equipment: Terms and Conditions
3. Retailer Equipment: Compatible meters menu

9. Metering technologies:

9.1 Smart meters (AMI)

A Smart meter, also referred to as Advanced Metering Infrastructure (AMI) meter, is a device that efficiently measures the volume of water into a property and remotely transmits the readings back to us over a secure, wireless network. Our Smart meters collect hourly consumption data 24/7, and additional 15-minute data between 2am and 4am to help detect leaks. These meter readings are transferred to us every 24 hours, allowing us to accurately measure water consumption in near-real time.

All meters installed from 1st April 2025, whether a new installation or replacement of an existing meter, will be Smart. To get the full benefit of a Smart meter, it will have to be installed in an area where a wireless network is available. Our network provider is rolling out a secure, wireless network and we are aiming to provide almost full coverage across all our regions, within the next 10 years.

If a meter is installed in an area where a wireless network is not available or cannot connect to the network, then it will operate as an AMR meter.

9.2 AMR meters

Meters installed from April 2015 to March 2025 were meters with Automated Meter Reading (AMR) technology. This allowed us to read meters remotely using drive-by radio frequency technology, without requiring occupants to be at home.

Both Smart and AMR technologies are safe. Public Health England has confirmed that Smart meters do not pose a health risk. There is no scientific evidence that Smart meters are bad for health and they only emit a very low amount of radio waves, much less than a mobile phone.

10. How to read your meter

10.1 Checking Your Water Usage

If you have a Smart (AMI) meter:

- If your Smart meter is connected and sending readings, Affinity Water will use these reading to generate your bill. Once the meter has connected to the network you will be able to view your water usage anytime online in **My Account** once the functionally has been released. We will contact you to let you know when this is available.
- If you prefer, you can also contact us, and we'll share the readings with you.

If you don't have a Smart meter:

- We recommend checking your meter **monthly** and keeping a record of your readings.
- This helps you spot any unexpected increases in water use, which could indicate a leak.
- Affinity Water will collect readings from your meter every six months for billing purposes. These readings will be available online in **My Account** and/or your bill.

10.2 How to Read Your Meter

Step 1: Turn off all taps

- Make sure all taps are off.
- Wait 10 minutes to allow toilet cisterns and water tanks to finish refilling.

Step 2: Find your meter

- Your meter is usually:
  - Outside near the edge of your property (e.g. in your garden or footpath), or
  - Inside your home (commonly under the kitchen sink or near the stoptap).
- Check that the serial number on the meter matches the one on your bill.
- If you can't find it, call us on **0345 357 2401**.

Step 3: Accessing an outdoor meter

- Use a wide screwdriver to lift the lid.
- Remove the frost cover (if fitted).
- Pull up the inner lid to see the meter face.
- A small amount of rainwater is normal. If water is present during dry weather, it could mean there's a leak.

Step 4: Take a reading

- The meter face is about the size of a tin of baked beans.
- First, read the **main numbers** (white on black or black on white) – these show how many **cubic metres** of water you've used. Affinity Water use these dials to produce your bill.
- Then read the **red and white dials** – these show how many **litres** you've used. These dials move quickly when water is being used.
- Some meters have a fourth dial that shows **tenths of a litre** – it may be slightly separate from the others.

Step 5: Check for leaks

- Wait one hour, then read the meter again.
- If the numbers have increased and no water has been used, you may have a leak.

Our Leakage Booklet sets out our procedure on leakage and is available on our website at affinitywater.co.uk/useful-links or on request.

11. Adoption of meters

Before we adopt any meter, we will confirm that the connection has been made with our consent and that the premises is not subject to an enforcement investigation or action.

We may agree to adopt a meter which you have installed if: We may agree to adopt a meter which you have installed if:

1. the meter meets all relevant regulations, including the Measuring Instruments Directive (MID) 2014/32/EU, governing accuracy and technical suitability. Please note that we will not adopt meters which are a lower class to ours - Class 2 or Class B meters will not be adopted;
2. the meter is installed in accordance with the Water Supply (Water Fittings) Regulations 1999 and the Water (Meters) Regulations 1988;
3. the meter is installed in a location that is suitable for us to gain access to read; and
4. the meter registers all water used at a single premises.

Where this applies to non-household premises, we may charge a fee in relation to any site visit which may be necessary.

12. Where meters can't be installed

For household premises, if we find that it is not reasonably practicable to install a meter or that it would involve unreasonable expense we will let you know. Typically, we consider this would arise where:

1. we would need to install more than one meter to measure the amount of water used;
2. access to install, read, inspect and maintain the meter would be impracticable or unsafe;
3. substantial plumbing alterations would be needed,
4. the installation of the meter would adversely affect the historic fabric of a listed building.

If we are unable to reach agreement with you whether it is impracticable to install a meter or whether it would involve unreasonable expense, you (or we) may ask the industry regulator, Ofwat to determine the dispute.

Our Charges Scheme sets out different water charges available where installing a meter would be impractical or would involve unreasonable expense.

For non-household premises, we will follow the relevant processes under Part B of the WholesaleRetail Code: Operational Terms and will notify the Retailer if we determine the installation of the meter to be infeasible or impractical.

12.1 Unauthorised connections

If your premises are subject to investigations or enforcement action by the Enforcement Team concerning unauthorised water connections and/or contraventions of The Water Supply (Water Fittings) Regulations 1999, we will not install a meter at the premises until the contraventions have been rectified. Household premises which are subject to such investigations will be charged on a non-metered basis in accordance with our Charges Scheme until metered charges can apply.

12.2 Reverting to non-metered charges (household premises)

If your premises are in our East Region, you may revert to non-metered charges provided the conditions set out in our Charges Scheme are satisfied. If your premises are in our Central or South East Regions you will not be able to revert to non-metered charges as both are compulsory metering areas.

12.3 Metering multi-occupied household premises

Unless there is an arrangement in place with certain local authority and housing association landlords, premises comprising areas of separate occupation (such as flats) may only be individually metered if the following criteria are satisfied:

1. a survey of the site establishing that all individual flats can be and that the supply complies with the Water Supply (Water Fittings) Regulations 1999.
2. written consent from each occupier for individual meters to be installed, and
3. agreement for the retention of a communal meter for outside taps etc.

Metered charges will apply in accordance with our Charges Scheme.

12.4 Sub-metering

Sub-metering of premises comprising a private water supply network is no longer offered by Affinity Water. This applies to both household and non-household premises.

For household premises, where a sub-metering arrangement exist, it will continue in accordance with our Charges Scheme.

Where sub-metering is not permitted or no longer permitted, the private network must be altered or replaced so that each premises is separately supplied and individually metered.

13. Compensation for damage caused by metering works

We have a duty to do as little damage as possible and to pay compensation for any loss caused or damage done in carrying out any metering works. You have a right to make a compensation claim if you believe you've sustained loss or damage as a result of our works. You should email details of your claim to our Claims Team at AffinityFNOL@uk.sedgwick.com

14. Complaints

For household premises, we operate a complaints procedure which has been agreed with the industry regulator, Ofwat. We aim to answer all written complaints within 10 working days. Further information and a copy of the procedure are available from our website on affinitywater.co.uk/complaints and on request.

For non-household premises, you should contact your Retailer if you wish to raise a complaint relating to our metering works. You will find their contact details on your bill/invoice.