



It's everyone's water

# Your smart meter

All you need to know

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Serial number: \_\_\_\_\_

Your water is safe to drink. Please run your cold kitchen tap for two minutes to remove any air or small deposits left as a result of the meter installation.

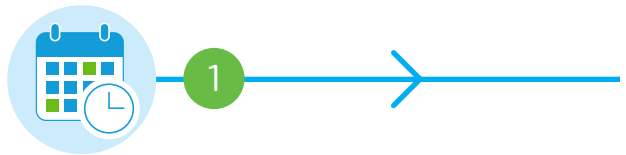


# I've got my smart meter, what happens next?

## How a smart meter works

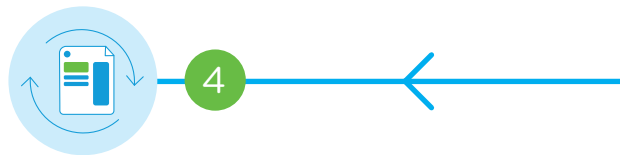
It will measure the water you use and send us automatic readings several times a day, so that we can send you fair and accurate bills.

It is not a pre-payment meter and it doesn't have an in-home display.



### Your smart meter's activation

Now that your smart meter is installed, we'll activate it. This usually takes around 90 days. We'll then start your one year Comparison Period.



### Comparison Period ends

If you haven't moved to a metered bill before the year is up, we'll switch you over. We'll send you your last unmeasured bill and then your first metered bill about six months after. You'll keep the same credits, discounts and payment arrangements.

To view a table of an estimation of your future metered bill, visit [thameswater.co.uk/smartmeter](https://thameswater.co.uk/smartmeter)

Watch your usage and stay in control – you can only view your daily usage online. Sign up now at [thameswater.co.uk/createaccount](https://thameswater.co.uk/createaccount)



2

### One year comparison period

During this year we'll get readings from your meter and send you updates showing the difference in costs with and without your meter. See how much you use online and get tips to reduce usage if needed.



3

### Switching to metered bills

If your comparison updates show you'd be paying less on a meter, you can choose to switch to metered bills before the year is up – we'll credit you the difference.

### Did you know?

Running a tap for one minute uses six litres of water.



We'll give you a year to get used to your new meter and to understand how your water usage impacts your bill. If it looks like you could save money, you can switch early and take the credit!





**Fix leaky loos and dripping taps**

– a leaky loo can waste an average of around 400 litres of water a day

**Fill your dishwasher and washing machine**

– save water, electricity, and dishwasher tablets by only starting the dishwasher once it's fully loaded

## Simple ways to save water (and money)

**Take shorter showers**

– if a family of four reduced their shower time by just one minute, they could save £45 a year on metered water bills



**Turn off the taps**

– by turning off the tap just five seconds sooner, you'll save half a litre! Try not to keep it flowing when you're washing up or brushing your teeth

**Use our calculator** to see where you use the most water and how you can save. Go to [thameswater.co.uk/savings](https://thameswater.co.uk/savings)





### Set up a Direct Debit

It's the easiest way to pay  
and stay in control –  
[thameswater.co.uk/DD](https://thameswater.co.uk/DD)

## Lots of ways to help you pay

We never want our customers to worry – that's why we offer lots of help and support if you're struggling. Here are some of the options:

**Spread the cost of your bill** – by paying in instalments on a payment plan.

**WaterHelp** – if your household is on a low income, or your water bill takes up a large proportion of your household income, you may be able to get a discount.

**WaterSure** – if you use a larger amount of water because you have a big family or a water-dependent medical condition, we may be able to cap your bills.

**Water Direct** – if you're falling behind on your bills, Water Direct can help you by combining your yearly bill with any other bill arrears into one weekly payment.

**Customer Assistance Fund** – you can apply for a grant if you owe us money on previous bills and are struggling to pay.

### Let's talk

If you need help with paying your bill, please do call our Extra Care Team on **0800 009 3652** Mon–Fri 08:00–17:00 to talk through your options.

**Find out more at**  
[thameswater.co.uk/support](https://thameswater.co.uk/support)



### Did you know?

A daily bath costs twice as much as a 4 minute shower.

# Spotting leaks and saving money

Now you have a meter, you'll be able to see your water usage via your online account. If you can see a continuous use of water when there shouldn't be (for example, at night time or when you're out of the house), this may mean you have a leak. If you do, it's important you take action right away, as this may impact your future metered bill.

If you own your home, you're responsible for the water pipe that runs from the boundary of your property into your home, and the internal pipes and fittings. If you're a tenant, this is your landlord's responsibility to fix and maintain.

Here are a few options to help you get leaks sorted:

Check to see if you have a home emergency policy that covers plumbing and drainage

Don't have a home emergency policy? Check if your home insurance covers leaks

If you don't want to contact your insurers, you'll need to find a plumber

Take a look at our list at [thameswater.co.uk/findaplumber](https://thameswater.co.uk/findaplumber)

Once the leak at your property has been fixed, you'll need to let us know. You can do this easily by completing our leak fixed form at [thameswater.co.uk/leakfixedform](https://thameswater.co.uk/leakfixedform)

Find out more at [thameswater.co.uk/leaks](https://thameswater.co.uk/leaks)

# Your questions answered

## Got more questions?

For everything you need to know, visit [thameswater.co.uk/smartmeter](https://thameswater.co.uk/smartmeter)

### **Will my payment plan change?**

It will not change whilst you're in your comparison period. If you choose to switch early, we'll send you the difference in costs and set you up on a payment that matches metered customers living in a similar sized property. This will be looked at again after a year of meter readings.

If you choose not to switch early, we'll switch you to metered billing after 12 months. If you have a Direct Debit or payment plan, the amount you pay could change – up or down, depending on your water use.

### **When will I get my first metered bill?**

Your first metered bill will arrive within six months of receiving your tariff switch letter, after your comparison period has ended. We'll also send you a final unmetered bill at the end of your comparison period to bring things up-to-date.

### **There's water in my outside meter box – is there something wrong with it?**

Don't worry, it's common for ground water to seep into the meter box that's been installed outside – it won't affect your meter at all.

### **My water colour is different?**

It's normal for water to splutter or appear cloudy or discoloured after a meter fitting. This is nothing to worry about and is usually caused by air or small particles being trapped during the work. Just run your cold tap for a few minutes and it should clear.

### **When will the ground around my meter be reinstated?**

We're on it! Most resurfacing for meters outside is done the next working day. But if there's a specialist surface it may take a little longer – we'll do our best to do it as quickly as possible. We'll also make sure we've tidied up any mess.

### **My water pressure is low, or I have no water – what do I do?**

Please run your cold tap for a few minutes – if it doesn't return to normal and you know where your internal stop tap is, sometimes simply turning your water off and back on resolves this issue. If it doesn't, please call us on 0800 316 9800.

# Save time, go online



Life's complicated enough!

That's why more than 1.5 million customers have gone paperless and manage their accounts online.

Set up an online account to see your water use.  
You'll also benefit from:



**No paper**

Life admin in  
one place



**24/7 control**

Set up payments,  
including Direct Debits



**Easily  
change details**

Like a new address

Activate your online account now at [thameswater.co.uk/createaccount](https://thameswater.co.uk/createaccount)

**Electrical earthing in the home – please be aware.**

It's no longer safe to use your water supply pipe for electrical earthing, which has been banned since 1966. If your property was built before 1966 it may still be earthed in this way. If you're unsure please check with your electricity supplier or an approved electrician.



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