

Relocating your household water meter 2011-2012

This factsheet is a guide for household customers who want to move their water meter. It also contains an application form which you must return to us before your water meter can be moved.



If you are considering moving your water meter as part of any home improvements you are undertaking, you will need to read the following guidelines and return the attached application form to us.

Can I move the water meter myself?

Under the 1991 Water Industry Act it is illegal for anyone to tamper with or remove a water meter without our permission.

However, we will allow you to move the water meter from one internal position to another internal position, providing that the work is done in accordance with the specifications contained within this factsheet. The work must also be inspected by us after it is finished.

We will need to check that the work has been completed to a satisfactory standard and that the water meter still operates normally. We will also need to re-fit the security seal on the meter and we may need to carry out any remedial work if required.

We strongly advise that, if you are moving the water meter yourself, a water industry approved plumber carries out the work on your behalf.

United Utilities will not accept any responsibility for any loss or damage incurred through leakage on any water meter which has not been relocated by us.

We do not allow customers to work on external water meters themselves. Any work required on external meters must be carried out by United Utilities.

Moving the water meter

Your water meter must be positioned where it will measure all the water being used within your property and the water meter and stop tap must be easily accessible for maintenance and reading purposes.

Sufficient space must also be left around the water meter to allow it to be exchanged if it is damaged or stops recording. Under no circumstances should the water meter be completely 'boxed in' and the meter face should be visible at all times. Access panels to adjacent pipework should be able to be easily removed for reading and maintenance purposes.

When moved, the water meter must still be as close as possible to the incoming water supply pipe and register all water used.

The water meter must be installed in accordance with the installation diagram (please see overleaf).

The water meter must be installed with the directional arrow (stamped onto the side of the meter) facing the direction of flow of water into the property.

The water meter should not be removed from the 'old' position until the new position is ready.

Only standard compression fittings should be used to install the water meter. The meter and adjacent pipework must not be subject to any sources of heat i.e. blow torches etc, which can damage the internal workings of the water meter. All pipework must be clean and free from copper filings etc. before the water meter is installed.

Can the water meter be moved from outside to inside?

Yes, but only if certain conditions are met:

- The property must be surveyed first and the work must be done by United Utilities
- The new water meter location must be where it will measure all the water
- The water meter must be in a position where it can easily be read and you must give us reasonable access to read the water meter
- There must be no existing leaks on your supply pipe. We will check this when we survey the property
- The maximum distance we will move the meter is usually 20 metres

For customers registered on our ExtraCare scheme, we may move the water meter inside free of charge depending upon your personal circumstances.

For further details regarding our ExtraCare services, visit unitedutilities.com/extracare or telephone **0845 746 1100** textphone **0808 143 1195**.

If you have any questions about moving your water meter, please call us on 01925 677990 or textphone 0808 143 1195

How do I apply?

You must complete and return the attached application form, together with a cheque made payable to United Utilities for the survey fee. If you're moving the water meter yourself, you'll only need to pay for the inspection fee.

Once we have received your completed application form and payment, we will contact you to arrange a suitable date and time to carry out our survey or inspection.

How much will it cost?

The table below gives you an indication of what the likely cost will be, depending on where the water meter is moved to.

We will normally carry out a survey to determine if your meter can be moved and if we can move it, where it can be moved to.

You will have to pay for the cost of the survey and also any work we do. We will let you know the full costs before we do any work.

What happens next?

We will send you an acceptance note to let you know if the water meter can be moved, together with confirmation of the cost of the relocation.

If you want to continue with the work, you will need to sign and return the acceptance note, together with the relocation fee for the work. When we receive your payment, we will contact you to arrange a suitable date and time for the work to be carried out.

If the water meter is internal and you or your plumber are going to move it, we will arrange to inspect it after the work has been done and advise you if the work is satisfactory.

What if the water meter can't be moved?

In some instances, it may not be possible to move a water meter. For example, if your property is supplied by a common supply pipe which serves more than one property. In these cases we will write to you and let you know what options are available.

When do you inspect the work?

When you or your plumber have repositioned the water meter, please call us on 01925 677990 to arrange for us to inspect the work.

If we do not hear from you within six weeks of receipt of your application, we will contact you.

We will tell you whether or not the water meter installation is satisfactory. We will also check that the water meter can easily be read, maintained, exchanged, has been installed correctly and is working. We will also check to ensure that the meter measures all the water entering your property.

Once the work satisfies all the above criteria, we will re-seal water the meter.

What if the work is not acceptable?

If the water meter is not in the correct location, cannot be easily read or exchanged or is not working, we will advise you what needs to be done.

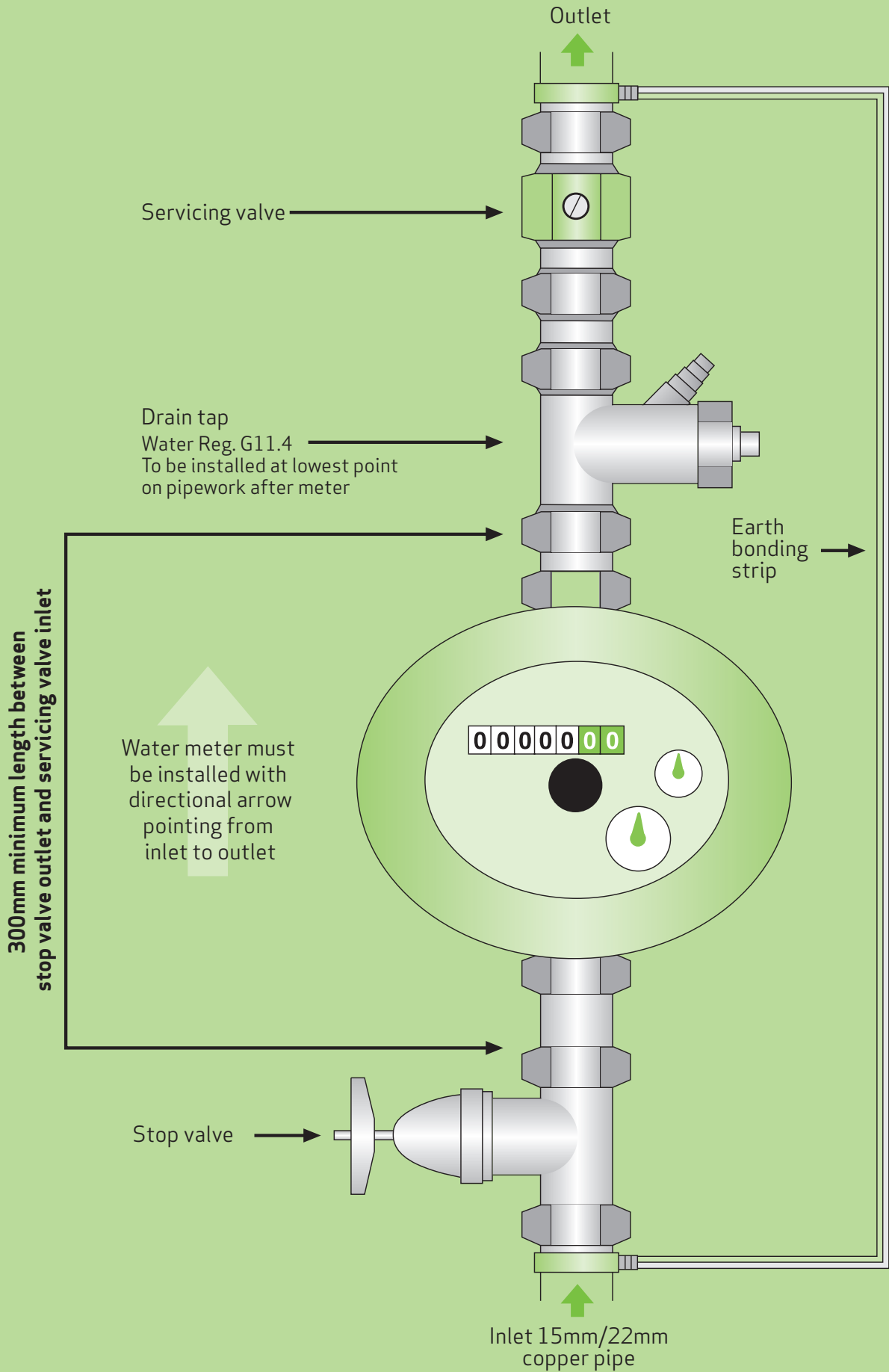
We will try to resolve the problem at the time the water meter is inspected, but if further work is needed, or a new meter is required, we may charge you for this. In extreme cases, we may have to fit another meter externally and again, we may charge you for this.

Meter location from	Meter location to	Survey fee	Relocation fee	Inspection fee
Internal	New internal position (relocated by your plumber)	n/a	n/a	£60.00
Internal or external	New internal position (relocated by United Utilities)	£43.20	£277.20*	n/a
External - (property boundary)	New external at property boundary (must be relocated by United Utilities)	£43.20	£447.60*	n/a
Internal	New external location in boundary box (must be relocated by United Utilities)	£43.20	£447.60*	n/a
Internal	New external location in an existing boundary box (must be relocated by United Utilities)	£43.20	£97.20*	n/a

*Approximate costs of relocating a water meter

All prices include VAT at 20 per cent

Installation diagram



Relocating your household water meter application form 2011-2012

Please fill in the application form and return it to us. Remember to enclose a cheque made payable to United Utilities for the survey or inspection fee.



Name: _____

Address: _____

Postcode: _____

Telephone no: _____

Customer account number (shown on top of your bill):

--	--	--	--	--	--	--	--	--	--

Water meter serial number
(if visible, this can be found on top of the meter):

Meter reading (use black/white digits only):

--	--	--	--	--

Date of reading:

D	D	M	M	Y	Y
---	---	---	---	---	---

Where is the water meter currently fitted?

Internal (inside your property) External (outside your property)

Where do you want the water meter to be moved to?

Internal (inside your property) External (outside your property)

Please note:

- **Water meters cannot be moved from outside your property to inside unless the conditions we specify are met**
- **We must carry out all the work on your water meter if it is fitted outside your property**

Please tick ONE box:

- I would like United Utilities to carry out the work to move my water meter. I enclose a cheque for £43.20 for the meter relocation survey and I understand that it may not always be possible for a water meter to be moved and that the fee is non-refundable.
- I request permission to have my water meter relocated privately. I understand that this is subject to the work being inspected by United Utilities and that I may be charged if remedial work is required. I enclose a cheque for £60.00 for United Utilities to inspect the water meter once it has been moved. I understand that the fee is non-refundable.

Please return this form to: United Utilities Water PLC, Metering and Connections, 1st Floor Ullswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP

Signature: _____

Print name: _____

Date: _____

For office use only

Work order: _____

Raised: _____

Are you moving the water meter yourself?

NO

YES

(internal to internal only)

Complete and return the application form and survey fee of **£43.20**.

Complete and return the application form and inspection fee of **£60.00**.

We will survey the water meter and advise you if the water meter can be moved and where it can be moved to.

We will send you an acceptance note and details of the exact cost of the work.

Call us on **01925 677990** when the work is complete.

Complete and return the acceptance note and enclose payment for the relocation fee.

We will make an appointment to move the water meter.

We will inspect the water meter and let you know if any remedial work is required.

unitedutilities.com

United Utilities Water PLC
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington
WA5 3LP

Registered in England and Wales
Registered Number 2366678



DELIVERING TODAY,
BUILDING FOR TOMORROW