

United Utilities Consultation

Metering Local Practice (Meter Location)

1. Introduction

This document presents changes we are considering for our metering local practice document, specifically regarding the meter location section. This consultation seeks to gain initial views from stakeholders on our change considerations.

If you would like to comment on all or part of this consultation, we invite you to send responses to dsconsultations@uuplc.co.uk by 31 October 2025.

2. Consultation Questions

1. What issues would you foresee, if any, with our change in meter location policy?
2. Would there be an impact on existing schemes if the change in meter location policy were to be implemented for all new connections after a set date?

3. United Utilities Meter Location

3.1 What is our current approach to meter location?

All meters are required to be installed in accordance with the Water (Meters) Regulations 1988 and must be located in a position that records and measures all the water supplied to the premise(s). Only one water meter installation will be undertaken at each individual household premise, please see section 4.3 for multi-occupancy premises)

Accepted meter locations for new build properties (household)

- Internally within the structure of the premises or individual unit (house, flat, etc.)
- In a purpose built wall mounted meter box fixed on the structure of the property (all variants)
- In a purpose built in-wall meter box built into the structure of the property
- In a purpose built plant room or meter housing area within the curtilage of the property (multi-occupancy premises).

The end customer must have reasonable access to read the meter and we must also have reasonable access for reading and maintenance of the meter(s).

We have no order of preference of the above locations, all are acceptable. The final location of the meter from the above list, remains the choice of the Household Developer

Accepted meter locations for new build properties (non-household)

All new non-household meter installations for meter sizes 15mm and 20mm will be subject to the same location requirements as above.

There is no preference of the specified locations, all are acceptable. The final location of the meter from the above list remains the choice of the Non-household Developer.

For non-household meters of 25mm or larger the meter location is likely to be design specific and dependent on construction, therefore these meter locations will be discussed and agreed during application.

Meter locations for multi-occupancy premises

In a multi-occupancy premise such as apartment blocks, multiple meters may be installed but each will serve a separate unit or dwelling defined as a household premises.

United Utilities Local Practice Consultation

Where a new household development is designed to be served by a single connection and a common metering arrangement is agreed by us. The common meter can be located either internally in a suitable location, or externally in an underground purpose built chamber.

3.2 What is our proposed new approach?

All meters are required to be installed in accordance with the Water (Meters) Regulations 1988 and must be located in a position that records and measures all the water supplied to the premise(s). Only one water meter installation will be undertaken at each individual household premise, please see section 4.3 for multi-occupancy premises).

Accepted meter locations for new build properties (household)

- ~~Internally within the structure of the premises or individual unit (house, flat, etc.)~~
- In an underground meter chamber located in hard standing ground, within but as close to the property boundary as possible (for houses);
- In an underground multi-port meter box located in the public footpath or within but as close to the property boundary as possible (for up to 6 flats);
- In a purpose built wall mounted meter box fixed on the structure of the property (all variants);
- In a purpose built in-wall meter box built into the structure of the property;
- In a purpose built partially buried meter box fitted externally on the structure of the property, where the meter will sit above ground
- In a purpose built plant room or meter housing area within the curtilage of the property (multi-occupancy premises).

The end customer must have reasonable access to read the meter and we must also have reasonable access for reading and maintenance of the meter(s).

We have no order of preference of the above locations, all are acceptable. The final location of the meter from the above list, remains the choice of the Household Developer.

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Where a new household development is designed to be served by a single connection and a common metering arrangement is agreed by us. The common meter can be located either internally in a suitable location, or externally in an underground purpose built chamber.

3.3 Why are we changing our approach?

The change in approach to no longer allow internal meter fitting unless in a dedicated plant room for 15mm and 20mm meters ensures meters are easily accessible for any future required maintenance, visual meter reading or exchange, reducing the requirement for customers to allow access into their property.