

Relocating your household water meter 2020/2021



Water for the North West

Moving your water meter is no ordinary piece of DIY. It's a precise job that has to follow certain rules to keep everything flowing smoothly.

This leaflet explains all the do's and don'ts. It also contains an application form which you need to return to us.

Remember, it's illegal to tamper with a water meter, or move it without our permission, so please don't get started until we've given you the nod!

Your options in a nutshell:

It's sometimes possible to get a private plumber to move your meter. On other occasions, we may insist on doing the work. It all depends on where the meter is currently located, and where you want to move it to.

Here are the options:

- If your water meter is inside your home, and you want to move it to another position inside your home, you can either ask us to move it, or arrange for a water industry approved plumber to move it for you.
- If your water meter is outside, and you want to move it inside, the work must be done by United Utilities.
- If you want to move a meter from inside your home to an outside location, this is also a job for us, not a private plumber.

Whatever your needs, before you do anything else, please don't forget to complete the form included with this leaflet, enclosing a cheque for the appropriate amount.

Getting your plumber to do the work

If you decide to use a plumber to move your meter from one internal position to another, we will need to inspect the job when it's completed to make sure everything is still working fine. Once we are happy with the work, we'll reseal the meter, so that it's good to go.

We charge a modest fee for this inspection (see table on the next page for more details) which has to be paid in advance.

If the work is not up to scratch (e.g. the meter has been moved to an unsuitable location, it can't be easily read, has been installed the wrong way round, or has been damaged) we'll advise you on what needs to be done. We'll try to resolve any problems there and then, but if further work is needed, we may need to charge you.

Please be aware that if there is a leak while your plumber is working on the meter, we are not liable for any damage incurred – so it's vital you employ someone with the right credentials and experience. No one wants the headache and expense of a soggy floor.

To find your nearest water industry approved plumber please visit watersafe.org.uk

The key rules

Any accredited plumber should be familiar with the key do's and don'ts of moving a meter from one internal location to another.

For the record, here are the ten key rules:

- Your meter must be positioned where it will measure all the water being used in your home. It needs to be placed as closely as possible to the incoming supply pipe.
- The meter and stop tap must be easily accessible for maintenance and reading. The meter should never be completely boxed in, and enough space must be left around the meter to allow it to be replaced. All our water meters will need replacing eventually – nothing lasts forever!
- The meter face should be visible at all times so we can read it easily, and so can you.
- The meter must be installed with the directional arrow (stamped on the side of the meter) facing the directional flow of water into the property.
- Don't remove your meter from its old position until the new meter position is ready. An obvious one, but worth mentioning!
- Only use standard compression fittings to install the meter.
- The water meter and adjacent pipework must not be exposed to any source of heat (e.g. a blow torch) which could damage the internal workings of the meter or we may end up charging you for a new meter.
- All pipework must be clean and free from copper filings before the meter is installed. Any filings or other particles getting into the water pipe can damage the meter and may also damage other fittings in your home.
- If the meter is being moved from inside your home to an outside location, or from outside to inside, United Utilities must do all the work. This is NOT a job for a private plumber!
- This installation must be done according to the diagram shown on the following page.

For further information



unitedutilities.com/meters



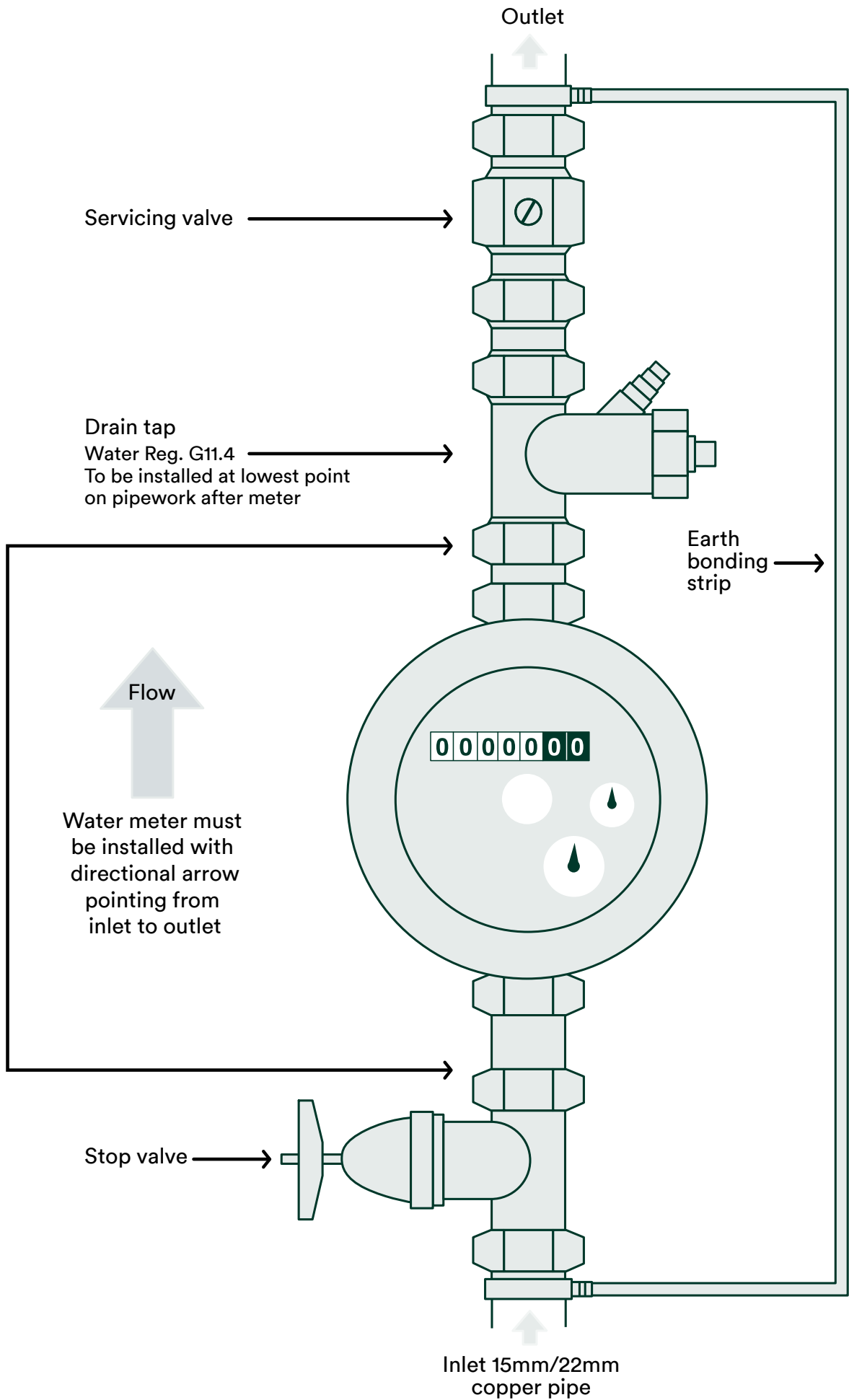
0345 672 2999

Opening hours: 8am - 8pm
Mon to Fri; 8am - 4pm Sat



**United Utilities Metering,
PO BOX 453,
Warrington,
WA55 1SE**

300mm minimum length between stop valve outlet and servicing valve inlet



Outside work

If your relocation plans require any outside work at all (e.g. moving a meter from inside to outside, or outside to inside), the whole project must be handled by United Utilities.

We'll carry out a survey before getting work underway, to find a suitable location for your meter.

As part of the service, we'll check that there are no sneaky leaks on your underground supply pipe (the pipe that connects your home to the public water mains) so that you don't end up paying for wasted water.

Meter defeater

Occasionally, it may not be possible to move your meter. For example, if you want your meter moving outside but your property is served by a water supply pipe that also feeds several neighbouring properties, we may have to deliver an apologetic 'no'.

In these circumstances, we will write to you to let you know if there are any other options available. Any payments that you have already submitted, excluding the survey fee, will be refunded if your meter cannot be moved.

Charges

This table shows our charges (including VAT) for helping you move your meter. Remember, even if you are getting a private plumber to do the work, we will still need to inspect the finished job – for which we charge.

Meter location From	Meter location To	Survey fee	Relocation fee	Inspection fee
Internal	New internal position (relocated by your plumber)	n/a	n/a	£73.44*
Internal or external	New internal position (relocated by us)	£73.44*	£250.43*	n/a
External	New external location at property boundary (must be relocated by us)	£73.44*	£654.83*	n/a
Internal	New external location in boundary box (must be relocated by us)	£73.44*	£531.24*	n/a
Internal	New external location in a existing boundary box (must be relocated by us)	£73.44*	£206.34*	n/a

*All prices quoted include VAT at the standard rate and are correct as at 1st April 2020.

A helping hand for customers with additional needs

We have a scheme which provides support for customers who have difficulties with everyday tasks, due to infirmity or disability. We can help with everything from reading a water bill to answering the door to officials.

If you are registered for our Priority Services scheme and have a water meter, we may be able to move it from outside to inside your home for free – depending on your circumstances.

Please call us on **0345 672 2888** to find out more.

What to do next

Please complete the application form overleaf – it only takes a few minutes.

You'll see that the form asks for some basic details about your water meter, and for confirmation of who you want to do the work (United Utilities or a private plumber). It also reminds you to enclose a cheque for the relevant amount or to request a call back for us to take payment over the phone.

Once we've received your form and payment, we will write with confirmation that the relocation can go ahead. If our engineers are to do the work, we will contact you to arrange a suitable date and time for the initial survey.

If you're struggling to complete the form, or have a question that is not covered in this leaflet, please do give us a ring on **0345 672 2999**.

Relocating your household water meter application form 2020/2021



Water for the North West

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.

Title (please tick)	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other (please state) <input style="width: 150px;" type="text"/>
Full name	<input style="width: 900px;" type="text"/>
Address (including postcode)	<input style="width: 900px;" type="text"/>
Daytime telephone number	<input style="width: 900px;" type="text"/>
Evening telephone number	<input style="width: 900px;" type="text"/>
Mobile telephone number	<input style="width: 900px;" type="text"/>
Email	<input style="width: 900px;" type="text"/>
Customer account number (shown on top of your bill)	<input style="width: 100px;" type="text"/>
Water meter serial number (if visible, this can be found on top of the meter)	<input style="width: 900px;" type="text"/>
Meter reading (use black/white digits only)	<input style="width: 100px;" type="text"/>
Date of reading	<input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/>
Where is the water meter currently fitted?	<input type="checkbox"/> Internal (inside your property) <input type="checkbox"/> External (outside your property)
Where do you want the water meter to be moved to?	<input type="checkbox"/> Internal (inside your property) <input type="checkbox"/> 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 £73.44 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 £73.44 for United Utilities to inspect the water meter once it has been moved. I understand that the fee is non-refundable.
- I would like to make payment by debit or credit card and I want you to call me to take the payment.

Please return this form to: United Utilities Metering, PO BOX 453, Warrington, WA55 1SE.

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. The survey fee of **£73.44** can be paid by cheque or by phone.

Complete and return the application form and inspection fee of **£73.44**

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 **0345 672 2999** when the work is complete.

Complete and return the acceptance note. Enclose the payment for the relocation via cheque or pay this over the phone.

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.



About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.