

United Utilities needs a better view on network usage and demand

United Utilities would like to be able to identify leaks on the network and in your home

Every time you receive a bill, United Utilities will tell you what the metered charge is, If it is lower, that is what you'll pay

United Utilities will let you know if you can save money by switching to a metered charge

Fitting the meters will not cause disruption to your property, though we may ask you to turn your water off for 20 minutes

United Utilities would like to be able to identify households that will save money with a meter

United Utilities will be fitting meters in the road outside all properties

If there is a lead supply pipe on your property, United Utilities will replace this for free

The meter will not, and will never be, used to switch you to a metered charge without your permission

The Lowest Bill Guarantee will apply – over a two year period, if you do not save money with a meter, you will remain on the original charge

Whether you switch to a metered charge in the long term will be up to you

If you move out of the property, the next tenant would be subject to metered charges (even if you chose to remain on fixed charges while you were there)

If we identify a leak in your property, we'll let you know about it so that you can take action