

Water meters, a guide for tenants

You can decide to pay for water you use through a meter instead of paying for it with your rent, as you do now. Depending on how much water you use, you could save money by paying for your water by direct debit.

Yorkshire Water may change their policy on charging and metering and you will have to keep to these changes. If you use a lot of water, you could end up paying more.

The water you use includes any leaks in the supply pipe between the meter and your home. As most of this is probably underground, you can't see it. Yorkshire Water currently gives a one off allowance for the cost of water leaks. But if they charge you for any more leaks, these charges can be high.

You can pay for your water along with your rent and use as much water as you like. When you have to pay for all the water you use with a meter, you may feel you have to use less.

Once you have a meter fitted you cannot go back to paying. If you are on a low income or need to use a lot of water due to a medical condition you can be assessed and charged less.

If you do not pay your water bills, you risk having your water supply cut off.

How do I get a water meter fitted?

You must first ask us for our permission in writing by contacting your local Service Access Point (their details are in your tenant handbook) and then apply to Yorkshire Water.

Yorkshire Water will be able to tell you roughly how much you might save by having a meter fitted.

Their estimate is just a guide and what you actually pay by using a water meter will depend on how much water you use. If you are still interested, you can tell Yorkshire Water you want to go ahead and have a water meter fitted.

When Yorkshire Water install your meter, you must tell us. We will arrange to take the water charges off your rent and you then deal directly with Yorkshire Water on everything to do with water charges in the future.

What if I need advice?

- If you need advice about having a water meter fitted, or on anything else to do with water meters, you can contact Yorkshire Water on 0845 1 242420 or your local Service Access Point who can contact Yorkshire Water on your behalf.
- The Department for Communities and Local Government leaflets 'Water Metering: Your New Rights' and 'Water Metering: Help for People Receiving Benefits or Tax Credits' also give more information about water meters. Contact 020 7944 4400 for more information.

What if I experience problems with my water supply?

- If you have any problems with your water supply, you can contact OFWAT (the regulator for water services).
- If you want to complain to Yorkshire Water, call 0845 1 242420.
- If you want to complain to OFWAT, visit their website at www.ofwat.gov.uk
- Yorkshire Water and OFWAT both have free advice leaflets.

We are committed to providing equal access to information. If you would like this information in another language or format, please phone us on 0845 8 507 507.

