Non-Household Metering Policy

This Fact Sheet provides information and guidance on the for the installation of new or replacement Non-Household (NHH) water meters.

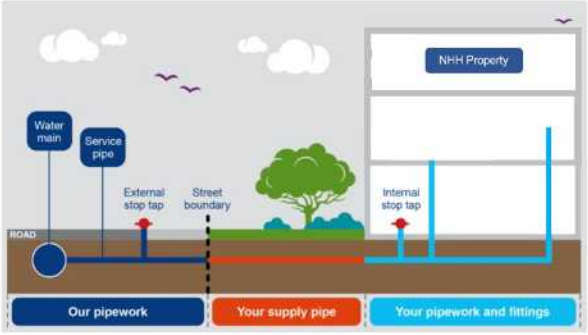
By 2025 every property within our supply area will have a water meter. We'll also be installing water meters:

- When there is a change in occupancy (as per our 2010 policy agreed with Ofwat). This includes both owner-occupier and tenanted properties.
- In new properties, newly converted properties, or when building an extension. Upgrading the supply connection to a property includes fitting a meter.
- Where water use is high – for example, a hose with a sprinkler, other automatic garden watering devices or a specific category of swimming pool.
- Where we carry out work such as a new connection to a main, stopcock repair or inspection of a leak. In these cases, we'll install meters.

General Requirements

We are responsible for all pipework and fittings up to the property boundary. Whilst any pipework downstream of this point is the responsibility of the property owner. Ownership boundaries are shown in Image 1.

Image 1 - Pipe Ownership Boundary



Our preference for all new NHH meter installations is for the meter to be installed on the 'Communication Pipe' as close to the property boundary as possible. This is commonly at the location of the external stop-tap, however, in some circumstances the stop-tap may not be at this location.
We do allow (by exception) the installation of meters in other locations if it is not reasonably practical to install one at the property boundary. Details on suitable locations for the installation NHH meters are shown later in this Fact Sheet.
Summarised below is our order of preference for meter locations:

1. External fit meter (screw in) within a new or existing boundary box e.g., ATPLAS Meterboxes.
2. External installation on private property (as close to property boundary as possible).
3. Internally within the customer's property, in an accessible location.

Ultimate discretion for meter location lies with us. Where non-standard installations are required, all instances are to be approved by the Metering Manager or their delegate prior to installation.

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For further information, contact the Metering Team at SES Water. London Road, Redhill RH1 1LJ
Tel: 01737 772000 (Option 4) Email: metering@seswater.co.uk

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Image 2 - ATPLAS Style Meter Box

Other Considerations

We may wish to install a 'bulk meter' in some circumstances, these can be installed for demand monitoring or combined metering purposes. Typical examples of why a bulk meter may be installed are detailed below (note this is not an exhaustive list):

1. To allow a building to be metered if it is not possible to meter individual customers.
2. To help identify leaks within a discrete area, for example, an industrial estate.
3. If an internal Boosted Cold-Water tank exists within the building a bulk meter could be used to measure water into this tank, downstream (of the tank) monitoring and metering would be undertaken by the building owners / management company.

The ownership and maintenance of the water meter and meter chamber remains the responsibility of ourselves in perpetuity.

External Installations

It is our preference that new meter installations are installed externally at an easy to access point.
Key requirements for installations are summarised below:

Location

- Installed as close to the property boundary as possible (downstream of the external stop tap), ideally in the pavement.
- Located in line with the point at which the service pipe is connected to the water main (they should not be offset).
- Consideration must be given to the safety of our staff and the public. Meter installation locations should be chosen that avoid the vehicle carriageway and should be mindful of disrupting pedestrian traffic on footpaths.
- Future access for meter readers, inspections, and maintenance activities must be considered. Meters should therefore not be sited in areas due to be planted or where vehicles will park on them.
- The Image 3 shows an approved manifold meter installation which has considered access and future maintenance.

Other Requirements

If multiple meters are due to be installed at the same location a manifold (within a chamber) is preferred. We are currently able to provide manifolds with up to 6 ports.
The manifolds are provided with all ports blanked off so that we can select the number of available ports depending on the number of connections required.

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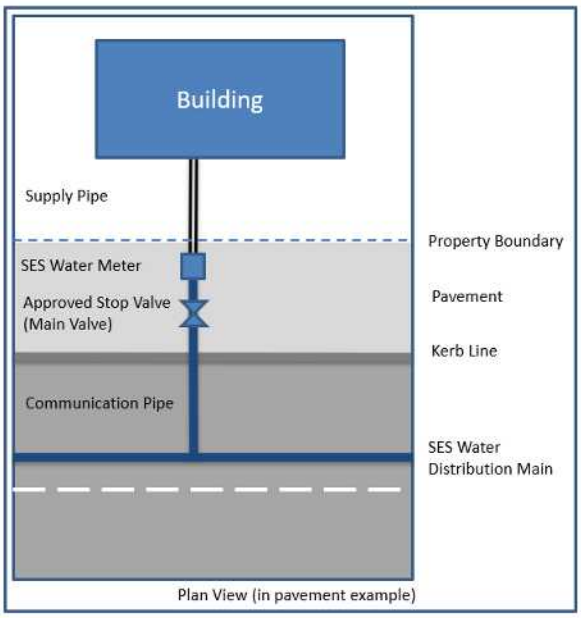
Image 3 - External (Manifold) Meter Installation

Image 4 - Externally Installed Meter

Standard Meter Layout

All new external meter installations should be constructed as per the arrangement shown below. Any proposed variations to this layout must be justifiable and discussed with the Metering Manager or their delegate at the design stage.

Layout 1 - New External Meter Layout (Single Meter)



Internal Installations

If installation location preference 1 and 2 cannot be achieved, it is permissible for a meter or meters to be installed internally within a property. Key requirements for internal installations are outlined below:

Location

- Installed on the inlet pipework to the property (downstream of the first internal stop valve).
- Located in line and should not be offset.
- Consideration must be given to future access for meter reading, inspections, and maintenance activities. If there are specific access requirements for your property (i.e. access gained through a management company or nominated party) these should be made known to us so that they can be recorded on file.
- The example photo below shows a good meter installation which has considered access and future maintenance.

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Image 5 - Internally Installed Meter

Other Requirements

To install an internal meter (within an existing property), we may need to make slight alterations to gain access to the pipework the meter is to be installed on. Significant changes to pipework structure for the installation of a meter will need to be made by the customer. This could, for example, involve cutting a hole in the back of a cupboard.

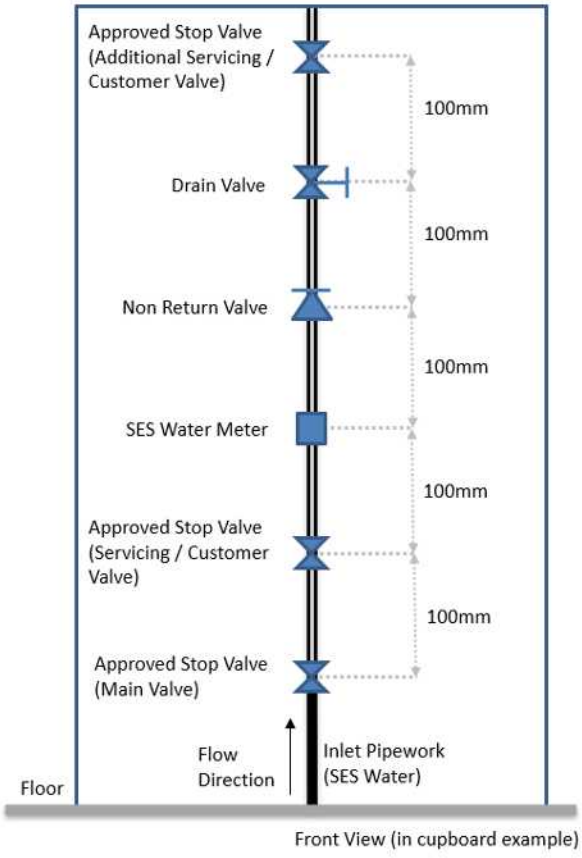
It is imperative that prior to all relevant meter installations we agree and obtain written confirmation from the property owner that they are happy for work to take place and that they accept the reinstatement method proposed.

A standard form is provided at the end of this document which should be signed by both the customer and a representative of SES Water prior to installation work taking place.

Standard Meter Layout

All new internal meter installations should be constructed as per the arrangement shown on the following page.

Layout 2 - New Internal Meter Layout (Single Meter)



Front View (in cupboard example)

Any proposed variations to this layout must be justifiable and discussed with the Metering Manager or their delegate prior to installation.

Preferred Meters

In most instances our meter preference is for either an appropriately sized V200 / V210 meter, for lower demands, or an appropriately sized H5000 for higher demands.

We will advise on meter sizing based on the average and peak flows that are provided by the developer / customer.

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Image 6 - 15mm V210 Water Meter

Image 7 - 50mm H5000 Water Meter

Where an existing meter is being exchanged, consideration should be given to the range of flows expected, it is recommended that the existing meter is logged so that the actual flow ranges can be used.

The cost of the meter unit will be included in any quotations received for new connections.

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Example Standard Damage Form / Waiver

Customer: _____

Property Address:

_____

_____

To facilitate the installation of a flow meter at the above address, it is necessary to undertake some internal works, which may result in damage to the customers property, this is outlined below:

_____

_____

_____

I note the risk of the damage outlined above occurring and accept that SES Water assume no liability for this other than what has been agreed prior to the commencement of work. Signed:

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