



Ms Lynda Fisher
Clerk
Iwade Parish Council
53 Springvale
Iwade
Sittingbourne
Kent
ME9 8RX

Date:
10 January 2012

Contact Tel:
01732 375409

Dear Ms Fisher

Re: Update on Southern Water's metering programme

Following my letter of 9 August 2011, I am writing to update you further on the installation of water meters in your area as part of our five-year work programme across the South East.

Under the programme, we are installing more than 500,000 water meters in Kent, Sussex and Hampshire by 2015 to help secure water resources for the future. This is alongside tackling leakage and developing new resources.

Water resources in the South East are under pressure and our region is classified as one of 'serious water stress' by the Government.

We are introducing metering as households on a meter tend to use 10 per cent less water.

Together with the majority of our customers, we also believe that households paying for the water they use is the fairest way to charge. In addition, it puts our customers in control of their bills.

The new meters we are installing are 'intelligent' and are equipped with leak alarms which will help us, as a company, detect leaks on supply pipes and inside properties, as well as on our own mains network.

In your area

Following preparatory work during late 2011 and January 2012, we are due to begin meter installations in the Sittingbourne area from early February 2012, before our installation teams then move on to the Isle of Sheppey in the spring.

Southern Water will contact customers before their meters are fitted. Installation is free and in most cases the meter will be fitted in the public footpath outside a property so there is no need to enter customers' homes.

Customers will be provided with lots of written information about their meter and metered bill, as well as easy ways in which they can save water, energy and money.

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Our installation teams will work on a street-by-street basis and when they are in an area, an exhibition unit will be parked in the street so customers can talk to Southern Water's advisors directly.

Support for customers

As households move to metered charges, about half will see their bills go down and half will see an increase. This is because at the moment, water bills are based on the rateable value of the house, whereas on a meter they are based on the amount of water people use.

Working closely with the water industry regulator, Ofwat, we have developed a range of tariffs to give people time to adapt to metered charges and make sure that water bills remain affordable for everyone.

We have identified around 108,000 customers across our service area to whom we are offering additional assistance with their water meter and bills, including the offer of free water and energy use checks (Home Saver Checks) and more information on the tariffs and support available. We look to contact these customers directly when installing their water meters.

Please find attached further details on our range of tariffs, as well as the other measures we have in place to help our customers to save water, energy and money.

How customers can find out more

Customers can visit our dedicated exhibition unit, which is stationed in their area, on the day of their meter installation to talk face to face to an advisor. Alternatively they can speak to an advisor as they are delivering information packs before the meter is installed. Customers can also call our Metering Customer Contact Centre on 0333 2003 012 to find out more.

Detailed information about our metering programme is available on our dedicated website at: www.southernwater.co.uk/metering. Customers can input their postcode to find out when their meter is due to be installed.

Further information for you

We would be happy to provide further information, including a face-to-face briefing, on our metering programme. Please do not hesitate to contact Mark Walker on 01732 375409.

Yours sincerely



Darren Bentham
Director, Universal Metering Programme
Southern Water

Enc. Tariff briefing