

Testing non-household and industrial water meters 2011-2012

This factsheet explains how to apply to have your water meter tested if you think it is not working properly.



If you have received a water bill which is higher than you expected, your first reaction may be to ask us to test the water meter. However, before completing the attached application form, please spend a few minutes to read this factsheet to ensure you have considered all the reasons why your water usage may have increased.

If you have access to the internet we have an online calculator which will give you an idea of what your bill should be based upon your water usage.

Visit unitedutilities.com/meters to try it out.

Does the water meter need testing?

Our water meters are approved by Trading Standards and have to meet strict performance criteria.

Even in the unlikely event of the water meter not operating correctly, it is more likely to under record the amount of water used rather than over record.

Then why is my water bill so high?

If your bill has suddenly increased, it may be because your previous bill was based on an estimated reading which was too low. You also need to consider any seasonal effects in your consumption and whether you have altered your processes or product lines, or installed new machinery which may use higher volumes of water.

There is also the possibility that you may have a leak on your pipework. We would therefore recommend you carry out a leakage test (see panel opposite) before asking us to check your water meter.

How do you test the water meter?

You have the right to have the water meter tested. We can test your meter if:

- you are certain there is no leak;
- your meter reading is correct; and
- you do not think you have used the amount of water we have billed you for.

It is not possible to test a water meter without removing it. We will put a new water meter in its place and we will not put the old water meter back, even if it passes the test. We will contact you about testing the water meter when we have received your application form (see inside).

How to test for leaks

1

Make sure you know where the water meter is and that you can get to it.

2

Choose a time when you are not using any appliances that use water and make sure all taps are turned off. Allow all tanks and cisterns to completely fill.

3

Take a meter reading (make a note of all the digits).

4

Leave all appliances turned off and take another meter reading at least an hour later. (If possible, this test is best done overnight.)

If there is a difference between the readings, there may be a leak.

If there is no leak, and you feel certain you have not used so much water, we can test your water meter if you wish. However, if the test shows the water meter to be working correctly, we will have to charge you for the test. You will not be charged if the water meter fails the test.

This test will not be suitable for larger businesses who need to use water 24 hours a day. We would therefore recommend that you seek professional advice to locate leaks on your network.

The water meter is tested on a test rig, which is Trading Standards approved. We will test the water meter at two flow rates or points. If the water meter is outside the limits set by the Measuring Equipment (Cold Water Meters) Regulations 1988, it will fail the test.

If the water meter passes the test, we will have to charge you for the cost of the test. The cost will vary depending on the meter size:

Meter size	Cost
Up to 20mm	£95 plus VAT
Up to 42mm	£150 plus VAT
50mm and over	Quote on request

The charges quoted for tests between 20mm and 42mm relate to testing being carried out by United Utilities. Where this is not available the charge will be quoted at cost.

What happens following the test?

Once the water meter has been tested, we will contact you with the results. If the meter passes the test, we will send you a bill for the cost of the meter test. If the meter fails the test, we will pay for the test and also amend your bill. We will do this by using readings obtained from the new water meter. This will be made clearer when we send you the results of the test.

What should I do now?

If you are sure that:

- there is no leak;
- your meter reading is correct; and
- you do not think you could have used the amount of water we have billed you for;

then we can test your water meter for you.

If you want us to test your water meter, please complete the application form on the facing page and return it to us at the address shown.

Because you may have to pay for the test, please be aware that water meters very rarely over record.

If you have any questions regarding your water bill, please contact our billing team on 0845 746 2222.

unitedutilities.com

United Utilities Water PLC
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington
WA5 3LP

Registered in England and Wales
Registered Number 2366678

02/11/SD/4438



DELIVERING TODAY,
BUILDING FOR TOMORROW

Non-household and industrial water meter test application form

Please complete
and return the
application form if
you would like us
to test your water
meter.



Please test my water meter. I agree to pay for the cost of the test if you find my water meter is operating within the limits prescribed in the Measuring Equipment (Cold Water Meters) Regulations 1988.

PLEASE USE BLOCK CAPITALS

Company name: _____

Date: _____

Signed: _____ Print name: _____

Account reference (see your bill):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Address: _____

Post code: _____

Telephone no: _____

Meter reading (use black/white digits only):

--	--	--	--	--	--	--	--	--	--

Date of reading:

D	D	M	M	Y	Y
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Water meter serial number
(if visible, this can be found on top of the water meter):

Please fill in and return this form to:

**United Utilities
Meter Management
PO Box 50
Warrington
WA55 1AQ**

For office use only

Work order no: _____

unitedutilities.com

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Lingley Mere Business Park
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