



**Identifying and
fixing leaks with
smart meters.**

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Engineer installing a smart meter.

A huge leak which could have cost a customer over £38,000 a year was identified and repaired by engineers thanks to smart meters.

Background.

The leak, which is the largest one discovered by a smart meter, was spotted during routine monitoring of hourly data from the device. The customer was informed and a team of engineers were tasked to repair it. Two leaks on the same stretch of pipe were ultimately identified, one in the garden and one in the basement.

If the leak had not been identified and fixed by our engineers for free, it would have lost 50,000 litres per day of precious resource and cost the homeowner over £38,000 per year.

The meter was installed on a customer's property in Greenwich as part of our water saving smart meter programme. The customer is currently on a trial period for the smart meters, and the money saving is the difference between what they would have paid if they hadn't installed the device.

Smart metering programme.

Our industry-leading programme is currently being rolled out across London and gives customers two years to take control of their metered usage before switching to a metered bill.

The aim of the smart metering programme is to reduce overall water use and improve leakage detection, due to the pressures on water resources from population growth and climate change.

Meters will help achieve this aim, by giving residents

- Smart meter helped save 50,000 litres per day and a bill of over £38,000 per year due to a leak
- We have installed over 243,000 free smart meters across London through our progressive metering programme



access to their water use information, online or over the phone, allowing them to see how efficient their home is and track how simple water-saving efforts – like four minute showers and turning the tap off while brushing your teeth – can reduce bills. Metering also means that our customers' bills reflect the amount of water they use, making it a fairer way to pay.

We have installed over 243,000 free smart meters through our progressive metering programme across fourteen London Boroughs - Bexley, Brent, Bromley, Camden, Croydon, Enfield, Greenwich, Hackney, Haringey, Islington, Lewisham, Newham, Redbridge and Waltham Forest.

If we're not yet fitting meters in an area as part of our progressive metering programme, customers can request a meter through our optant metering programme at any time.

We also offer award-winning free smarter home visits to check how water efficient a house is and provide and install free water-saving gadgets.