



**Metering –
securing future
water supplies.**

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Metering is at the heart of our government-approved plan to reduce demand for water. Customers with a meter use less water, and smart metering technology allows us to quickly and accurately identify leaks on customers' supply pipes.

Background.

Our region has been classified as seriously water stressed – meaning that demand for water is higher than the amount available. London and the Thames Valley is already one of the most densely populated parts of the country, and managing water supplies will only get more difficult as the population grows and our climate changes. By 2045, we forecast that there will be a shortfall of water equivalent to the amount needed by over two million people.

Every day, on average, we supply 2.7 billion litres of drinking water to our customers across London and the Thames Valley. Data from meters helps to improve our understanding of where our water goes once it leaves our water treatment works – directly to our customers, or where it's being lost through leaking pipes. This allows us to find and fix leaks faster. It also helps our customers to understand and control their household water use, and ultimately their bills.

- In 2017/18 water meters helped us to save over 14.8 million litres of water every day, by fixing leaks and reducing usage.
- We're metering our water network in a range of different ways to help us manage our projected shortfall in supply.

How are we metering?

We're fitting smart water meters for all our customers through our progressive metering programme. This roll-out started in London in 2015/16, and we've now fitted 243,000 smart water meters across fourteen London boroughs.

If we're not yet fitting meters in an area as part of our progressive metering programme, any customer can opt to have a water meter sooner if they wish.

We're also continually replacing old, broken and missing meters, and will fit large non-billable meters on pipes which feed large buildings, to help us find leaks as part of our bulk metering programme.



Water.

Metered customers use around 12 per cent less water.



Energy.

Using less hot water reduces your energy bill too.



Money.

Meters are the fairest way to pay because you only pay for what you use.



Control.

You can go online or call us to understand how much water you're using.



Progressive metering.

Customers who get a smart meter through our progressive metering programme enjoy an adjustment period before being switched to a metered bill. During this period, we give them regular information to help our customers understand the comparison between their current charges and what they'll pay when they switch to a metered bill. Households who find that they'll be better off on a metered tariff can opt to switch early.

For households who find that their metered bill would be higher than their current bill, we'll provide support and practical advice to help save water, energy and money, including our free smarter home visits where the latest water saving devices are fitted in the home for free. We want to make sure that we fully support our customers who are finding it hard to pay their bill.

How are we doing?

Here's the progress we've made in 2017/18:

- Installed over 114,500 new water meters
- Replaced over 19,600 existing meters
- Fitted over 550 bulk meters
- Saved over 14.8 million litres of water per day by finding and fixing leaks and reducing usage

Helping our customers save.

As well as fitting meters, we're offering a free Smarter Home Visit to all customers who've had a meter fitted. Our team of advisors can help customers save water, energy and money by fitting the latest water-saving devices in their homes, and providing expert advice on how to cut water use and bills.

In 2017/18 we delivered over 60,000 Smarter Homes Visits in London and the Thames Valley, and installed over 174,000 water and energy saving devices through these activities.

Smart meters finding leaks.

Smart water meters, which we're now fitting across London, show us where there's water continuously flowing through a meter for a sustained period. This helps us to find leaks on customers' supply pipes or within their homes more quickly and accurately than ever before.

This graph shows how we can identify and repair leaks using hourly smart meter data. Without a smart meter, this leak on a customer's supply pipe could have wasted over 10 million litres of water a year, and generated a bill of over £21,000. Instead we were able to find it, and fix it for free.

