



**Delivering our
smart meter
programme.**

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Managing water supplies is getting more difficult as our population grows and our climate changes. Installing smart meters is at the heart of our plan to reduce demand for water. Smart metering provides a wide range of benefits to our customers, but it can see some customers' bill rise. So it's important for us to engage with them at an early stage in our metering programme to ensure we provide the help they need to reduce their water use and are aware of the financial support we can provide.

Background.

A combination of population growth and climate change means we will have a predicted shortfall between the water we can supply and the water our customers use. Fitting free smart meters is one of many ways we're working to address the supply and demand gap in the immediate future - because metered customers tend to use an average of 12% less water and can save energy too. Meters also provide greater awareness of where water is used, giving households more control over the water they use and their bills.

Our stakeholder engagement.

We work in partnership with political stakeholders, keeping them informed about our programme, and asking for their support when we're fitting smart meters in their area. Before starting the programme in any area, we engage with MPs and London Assembly Members, explaining our plans, seeking their advocacy and responding to any queries they may have. Local elected leaders and council officers provide us with helpful guidance on the best ways of explaining our plans to local groups.

Engaging with our customers.



Installing a smart meter.

We produce an engagement action plan for each local area, which identifies customers who are likely to need extra assistance and engagement. We may launch an awareness campaign in the area to introduce our smart meter programme, before sending out more detailed letters to our customers.

Throughout the programme, we continue to engage with housing associations, community groups and voluntary organisations like Citizens Advice and Age Concern, to help widen our communications and share our key messages between members of the community. We also meet with religious groups to make sure we fully understand concerns relating to religious practices.

We attend local community events, festivals and fun days to provide customers the opportunity to speak to us face to face, and allow for a better understanding of the benefits of metering in their area. We also offer our customers free Smarter Home Visits, in which our team of advisors help them assess how they can save water, energy and money.

Our metering team answer questions and concerns, provide information and build relationships with our customers and stakeholders.



Engagement team at a community fair.

