

Customer Metering Programme

Maidstone



Why are we installing meters?

In 2007 the Environment Agency designated the South East of England as being seriously water stressed.

This is because the region:

- Has the lowest amount of water available per person
- Will experience some of the greatest pressures for increasing demand in the future;
- Will experience high population growth
- Will see some of the greatest impacts on future water availability due to climate change

- Metering forms an important part of our £390 million five-year investment programme from 2010-2015.
- Installing meters now means we can delay introducing more expensive solutions to provide additional water, thereby keeping bills as low as possible.



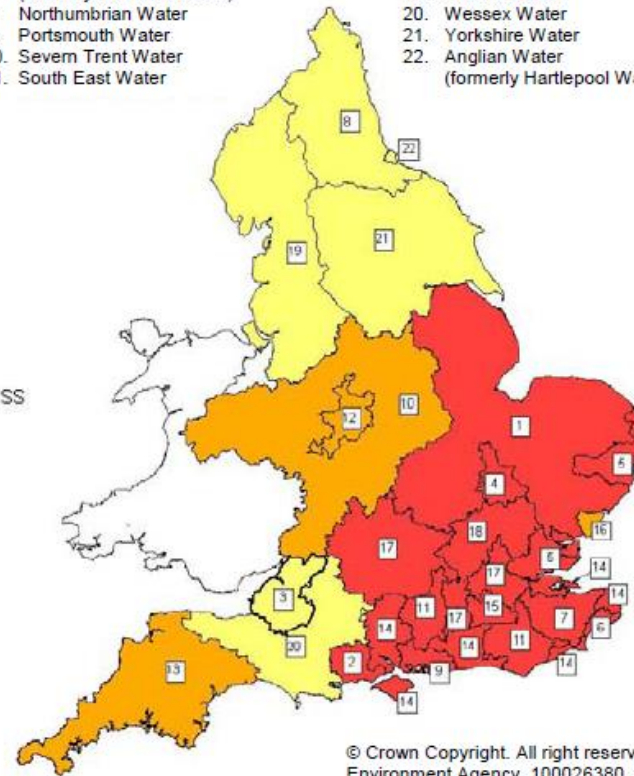
Why are we installing water meters?

This map show the severity of water stress across the country, as identified by the Environment Agency

1. Anglian Water
2. Bournemouth and West Hampshire Water
3. Bristol Water
4. Cambridge Water
5. Essex and Suffolk Water
6. Folkestone and Dover Water
7. South East Water (formerly Mid Kent Water)
8. Northumbrian Water
9. Portsmouth Water
10. Severn Trent Water
11. South East Water
12. South Staffs Water
13. South West Water
14. Southern Water
15. Sutton and East Surrey Water
16. Tendring Hundred Water
17. Thames Water
18. Three Valleys Water
19. United Utilities
20. Wessex Water
21. Yorkshire Water
22. Anglian Water (formerly Hartlepool Water)

Levels of water stress

- Serious
- Moderate
- Low
- Not assessed



Why metering?

- To secure future water supplies for customers and to look after the environment
- Metering is fairer – you pay for the water you use
- Evidence shows metered customers use less water than unmetered
- Programme began in August 2011
- Around 41 per cent of our customers were already on a water meter

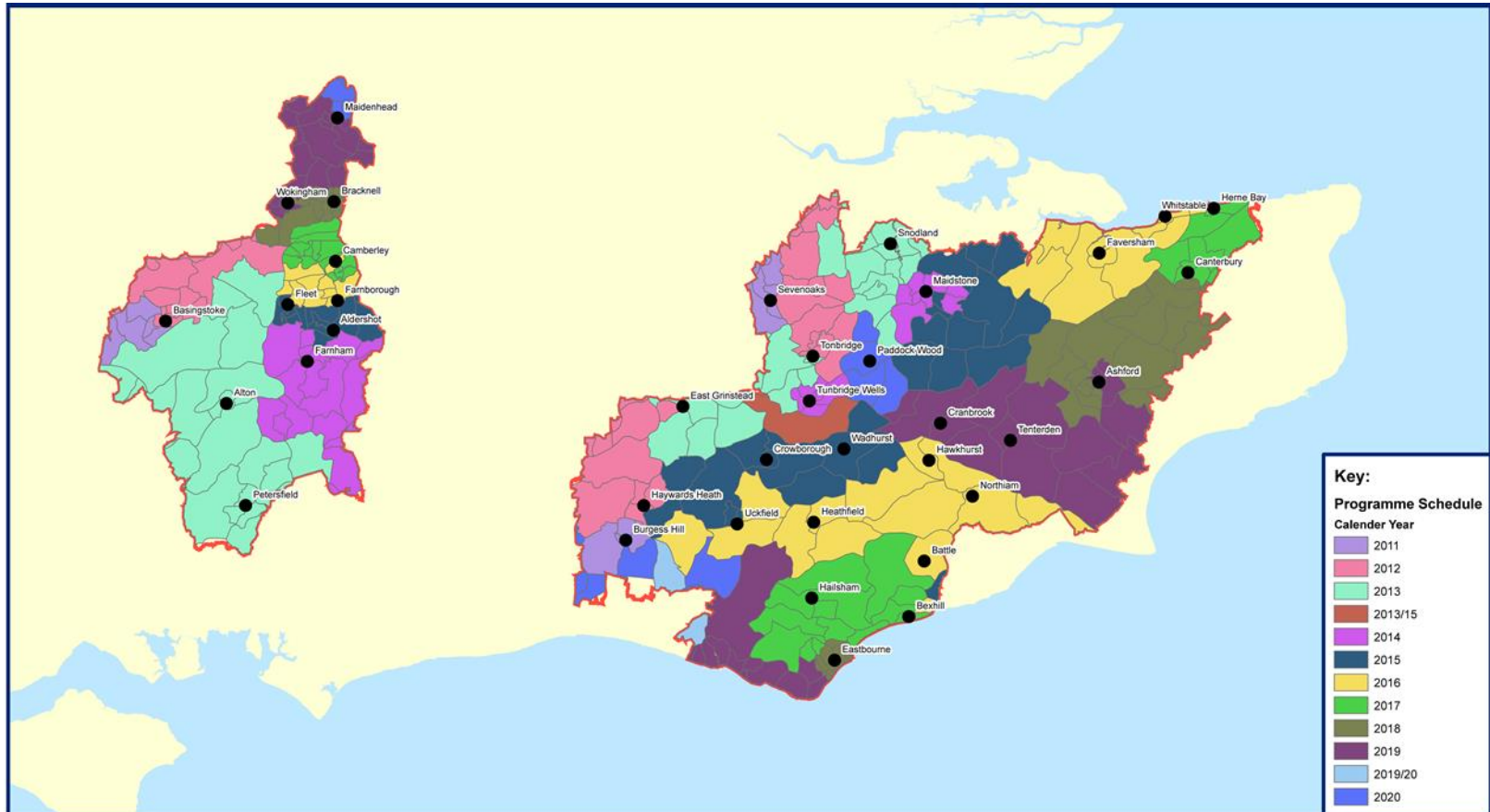


What is the Customer Metering Programme?

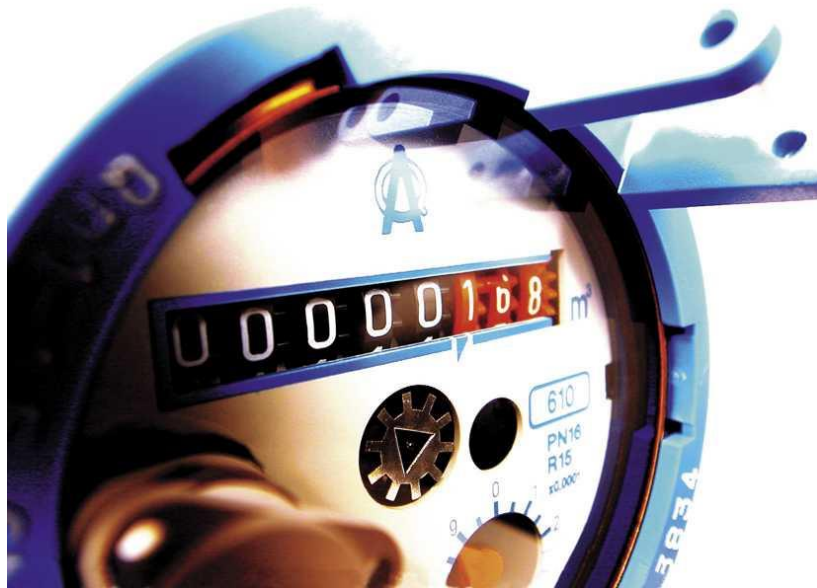
- 375,000 meters will be installed across our supply area
- Approximately 23,000 of these meters will be installed in Maidstone
- This will take approximately two years
- By 2015 we aim to have metered 70% of our customers
- By 2020 that number will rise to 90%.



Programme Schedule



Installation locations



During our metering programme we estimate that the installations will be in the following locations:

- 50% of installations will involve excavation of footway
- 7% will be in highway verge
- 1% will be in the roadway
- 40% will be installed in the existing meter chamber – without the need for excavation
- 2% will be on the customer property



Reading the meter and future bills

- Water bills will be based on volume of water used instead of the property's rateable value
- Readings taken twice a year
- The water used is measured in cubic metres (m³)
- One cubic meter = 1000 litres



Customer journey

4 months in advance

customers will receive a letter advising them a survey will be taking place

2-3 weeks in advance

customers will receive further information and an approximate installation date

On installation

customers will receive a welcome brochure with details on billing changes and how to spot leaks.



Communicating with customers

- Community drop-in session
- Dedicated website
- Advertising campaigns
- Leaflets sent directly to customers



Metered tariffs:

Support tariff and phase in option

Support tariff

The support tariff has been developed to help families and those on low incomes to help manage their water bill. Those who qualify for the tariff will continue to pay the same amount for their water on a meter as they did previously.



Phase in option

	Value of bill	Increase	Phase in option discount	Phase in option reduction	You pay
1 st bill	£120	£20	100%	£20	£100
2 nd bill	£120	£20	75%	£15	£105
3 rd bill	£120	£20	50%	£10	£110
4 th bill	£120	£20	25%	£5	£115
5 th bill	£120	£20	0%	£0	£120



Leakage and wastewater

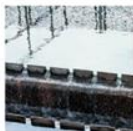
- If you think you may have a leak on your supply pipe, we will help you look for it
- Wastewater bills are calculated on the meter readings taken by South East Water
- Following further investigation, if we discover a leak on your supply pipe, we offer support for the repair or replacement of the leaking pipe
- If a leak occurs in the period between our installation of the meter and your first full six-monthly metered bill, we will repair this subject to certain criteria being met

south east water

Water supply

Southern
Water

Wastewater

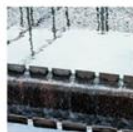
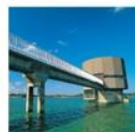
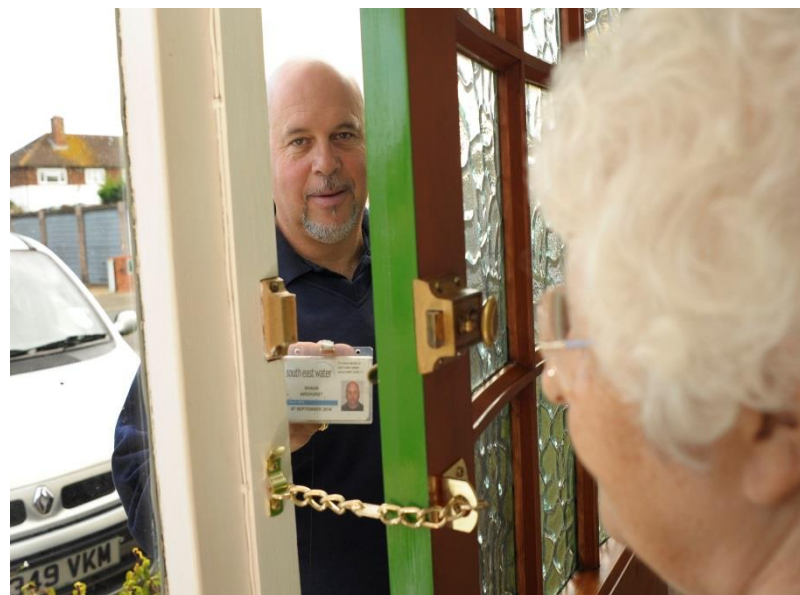


Knock knock, who's there?

Be stranger aware

Our campaign to keep our customers safe involves delivering the following messages:

- If you have a door chain, put it on before opening the door
- Check the caller's company identity card
- Look for the South East Water logo on their uniform and van
- Ask them to quote your security password if you have one
- Our employees will always be happy to wait whilst you carry out the necessary checks
- If in doubt, keep them out.



Thank you

