

# Different ways to read a meter

- There are a few different types of meters that work in slightly different ways. The biggest difference for you is the way that the meter is read.

## Traditional water meter

- Meter readings are obtained visually i.e. someone looks at the meter and writes down the reading
- This can either be done by yourselves or by one of our meter reading team
- This data can be used to make sure that the amount you are paying is in line with the amount of water you are using



## Smart water meter

- Smart water meters can send a read via a fixed communication network, much like your mobile phone
- Data can be read more frequently, e.g. every hour or even every 15 minutes
- This data can be used for bills
- It can also be used to;
  - Detect potential leaks within your property and depending on the location of the meter i.e. outside it can pick up leaks on the supply pipe feeding your home
  - Helps you to see how many litres of water you are using a day
  - Help United Utilities understand the network better and identify where there may be potential leaks



# Different ways to read a meter

## Traditional water meter

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- This can either be done by yourselves or by your retailer
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## Smart water meter

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- Data can be read more frequently, e.g. every hour or even every 15 minutes
- This data can be used for bills
- It can also be used to;
  - Detect potential leaks in your property and depending on the location of the meter i.e. outside it can pick up leaks on your supply pipe, feeding your property
  - See how many litres of water you are using a day
  - Help us understand our network and identify where there may be potential leaks



# Meters can either be placed inside your property or externally

**Inside a property**  
(a cupboard in this case)



**Outside a property**  
(under the pavement in this case)



- Pros
  - It's cheaper for us to install meters internally, so we can keep bills lower for customers
  - Above ground, we get a better signal strength to communicate and read your meter
  - It will be possible to detect a leak in your property
- Cons
  - The meter will require some space in your home and probably needs to be hidden in some way (see image)
  - An appointment will be required to have the meter fitted or for any maintenance or replacements
  - We may require some minimal pipework to be reconfigured to accommodate the meter
  - Won't detect leaks on your supply pipe (the pipe that goes from the street to your home)

- Pros
  - We can get easy access to install the meter and to check it when ever we need to, without disturbing you
  - As well as being able to detect any leaks in your property, we can also detect leaks on your supply pipe (the pipe that goes from the street to your home)
- Cons
  - It costs us more to install meters like this meaning the number of meters we can install for a given investment is less
  - We will need to dig multiple holes in your street which could require street works and potential inconvenience
  - In some cases this option is not possible – for example you have a shared supply pipe or live in a flat
  - Some meter pits can be very deep, leading to communication issues meaning we can't always read the meter

# Rolling out smart water meters

**United Utilities are planning to deliver 500k new smart water meters, and replace 250k old meters with smart meters in homes across the North West Region.**

**This will help to solve issues with water wastage & leakage, and ultimately contribute positively to the environment.**

**This will not be a universal / compulsory rollout but will aim to increase the number of households with a water meter from 52% to 70%.**

**The installation of the smart water meter itself would be free, consistent with current Policy, with just a small amount added to all bills to fund the overall investment.**



# Rolling out smart water meters

**United Utilities are planning to replace 200k end of life non-domestic meters with smart water meters in businesses across the North West Region.**

**This will help to solve issues with water wastage & leakage, and ultimately contribute positively to the environment.**

**This rollout will aim to increase businesses with smart water meters.**

**The installation of the smart water meter itself would be free, consistent with current Policy, with just a small amount added to all bills to fund the overall investment.**

