



Smart metering update

LB Waltham Forest Landlord Forum

12 October 2016

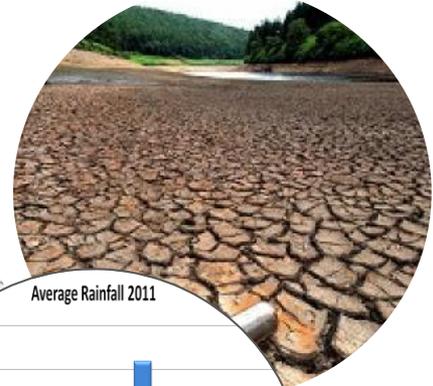
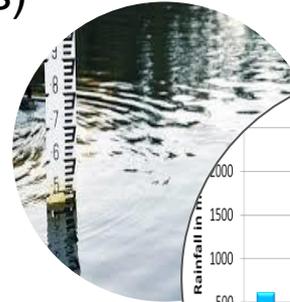
Mumin Islam, Metering stakeholder liaison
Faye England, Customer experience manager

Why save water?



Increasing Population

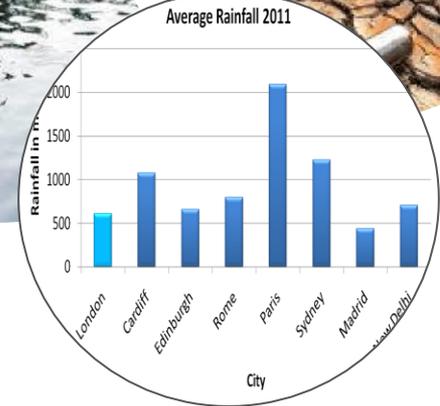
More weather extremes (flooding & droughts)



Increasing demand & change in water use behaviours

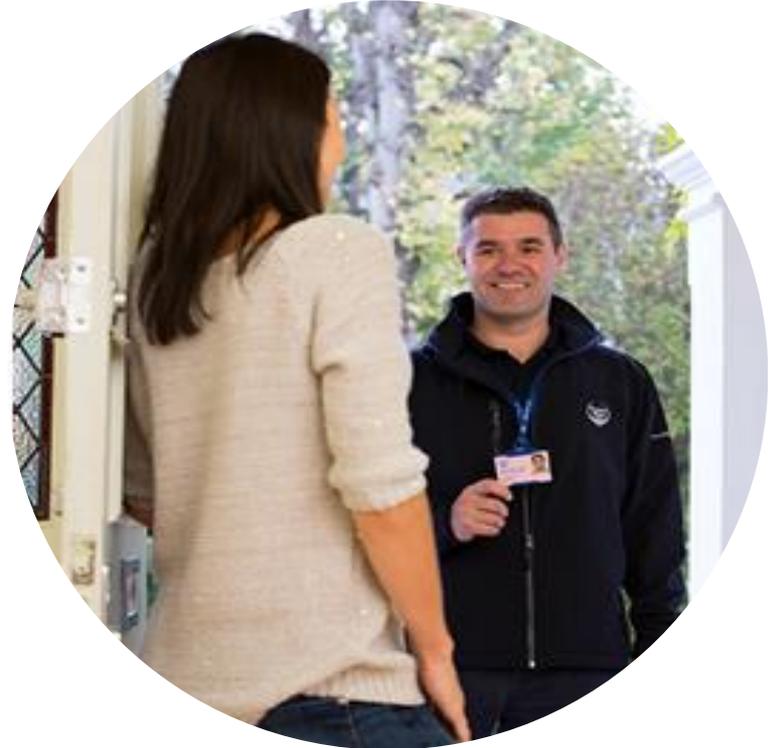


Environmental needs



Smart metering aims.

- **Reducing overall water usage** - helping customers save water to help meet the supply and demand gap.
- **Improving leakage detection** - identifying leaks on our network to help us fix them quicker and reduce disruption.
- **Putting our customers in control** of their bills and how they use water.



Our metering approach.

- We believe Installing meters is an effective and sustainable way to **address the supply and demand gap** forecasted for London in the near future, as metered customers tend to use water more wisely.
- This approach was approved by the Secretary of State for Environment in 2012 as part of our statutory **Water Resources Management Plan (WRMP)** giving us the go ahead to install meters in all properties where a meter can physically be fitted on a compulsory basis.
- We aim to fit circa **450,000** progressive meters across our water supply area between 2015 and 2020.
- Our programme started in **February 2014** and we are currently working in LB Bexley, Greenwich, Enfield, Islington, Camden, Lewisham, Haringey Waltham Forest and will gradually move through every borough in London.



Benefits of metering.

- **Meters are the fairest way to pay** - As you only pay for what you use just like energy bills it puts customers fully in control of their water bill.
- **Create smarter and more sustainable homes** - Our metered customers typically use 12% less water and by reducing hot water use can save on energy bills too.
- **Free leak detection** – we will be able to help detect leaks on customers' pipes much quicker and a great advantage during vacant periods.
- **Smarter home visits** - we offer customers free home visit whereby we fit free water saving gadgets and provide advice on how to save water, energy and arrange financial support for customers that need help.
- **Online account management** and paperless billing - Customer can monitor their usage on-line to know exactly how much they are using and what their metered bill will be.



LB Waltham Forest metering update.

- We aim to fit in the region of **56,000 meters** on a rolling basis across the borough over the next few years.
- We completed our enabling work in April which involved surveying and screwing water meters in to existing meter boxes beneath the footpath to test our communication infrastructure– in preparation for full smart meter roll out.
- We have been working with officers at the LB Waltham Forest to develop our plans and we started our programme from **October 2016**.
- We will write to customers with more information about the programme, benefits and help and support available.
- We will continue to work with community groups throughout the programme to ensure customers know about the changes, help and support available to save water, energy and money.

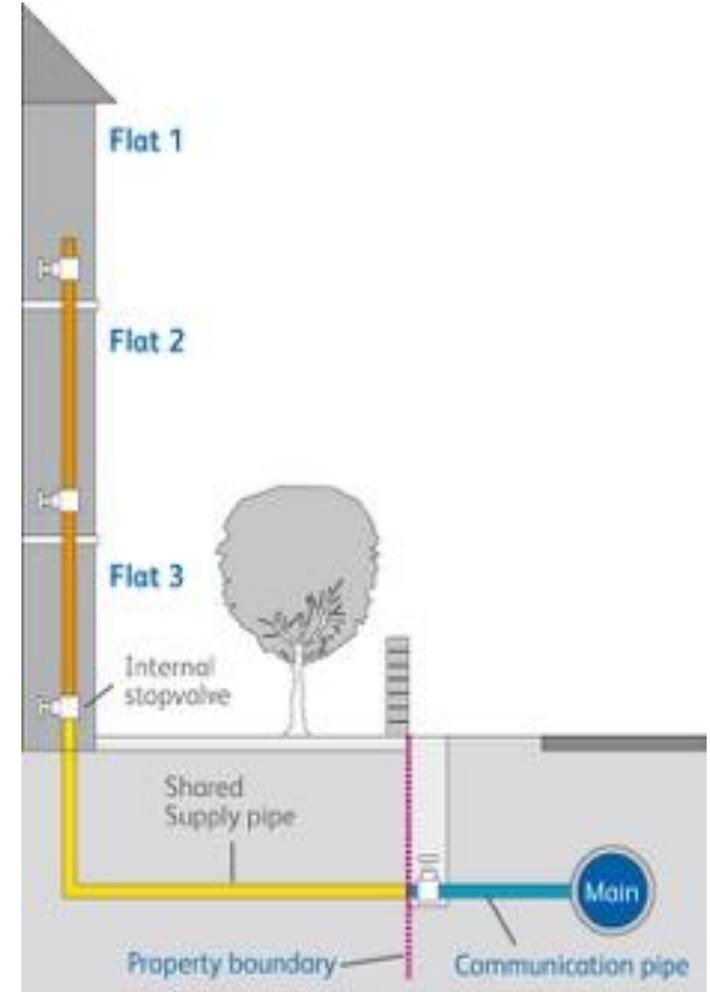
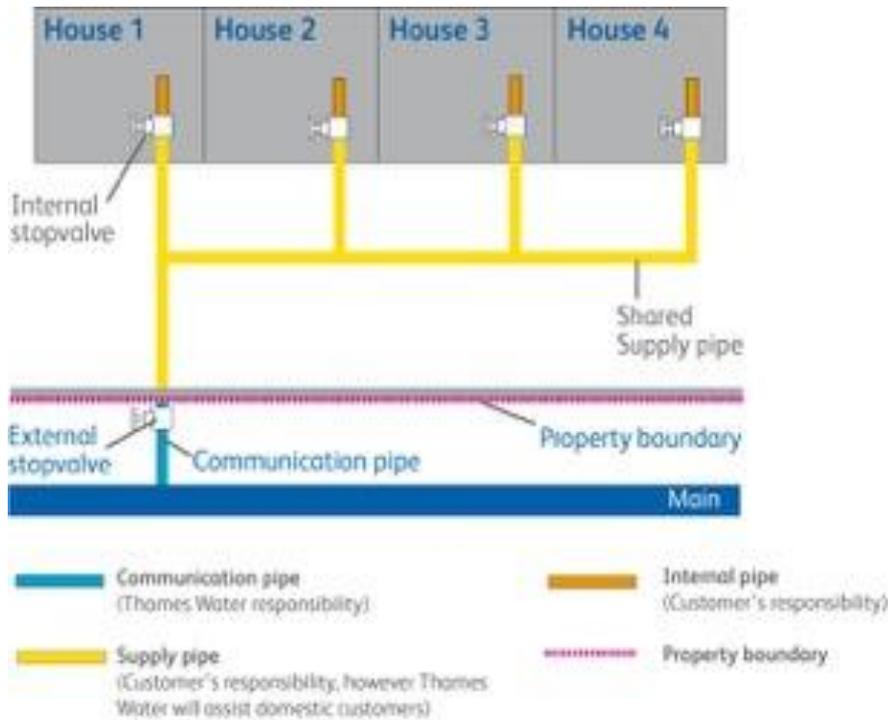


Information for Landlords.

- **Tenants who currently have their water bill payments collected by a third party on Thames Water's behalf, such as a housing association, will not be included in the roll out of smart water meters at this stage.**
- Once we have developed a suitable billing arrangement with the housing associations we will begin to move customers on to metered accounts.
- For tenants who pay their bill directly to Thames Water and are on a 'shared' water supply, where the water pipe going to the property serves more than one customer, such as customers living in a block of flats or a maisonette, we will make an appointment with the tenant to install the meter internally, typically under the customer's kitchen sink.
- We are keen to work with Landlords and Managing agents to make getting a water meter installed easier for our customers and making sure we provide the best experience for tenants and landlords.



Shared Supply pipe.



Customer Journey

Door knocks

To answer any questions and promote support available



We'll leave calling cards if not in



"My meter" pack

Door knock 'we're turning the water off'



Smarter home visit

"Mymeter" online account management



Defer meter bill for two years

Awareness

Customer letter and leaflet



Disruption notice



Pre-install

Installation

Water meter installed



Post-installation

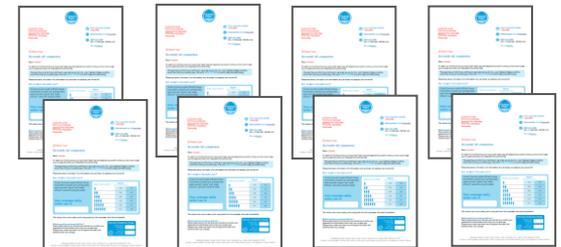
Activation letter



Switch letter



Comparison letters



Smarter home visits.

- In-home retrofit of water saving devices.
- In-home personalised water audit and savings plan.
- **Annual savings** (avg. family of four) **£55** off metered water bills and **£50** off energy bills (by reducing their hot water use a year).
- This year alone we've carried out over **55,000** visits.
- Installed over **40,000 water savings devices** this year.
- Saved over **1.2 million litres** of water a day so far.



Support for customers.

- **We will defer billing** customers on their new meter for the first **two years**.
- **Send customer regular comparison letters** – so they know exactly how much their metered charges would be so they can compare their existing bills.
- Offer customers **‘take the credit’** scheme if they switch within the first year.
- **Proactively contact** customers who see bill increases to offer support.
- **Offer ‘smarter’ home visits** - providing practical support to help customers save water, energy and money as well as fitting water-saving devices.
- **Fix leaks free of charge** on customer’s supply pipe.
- **Provide extra support** and assistance for customers in financial hardship through our tariffs and schemes to help customers who struggle to pay their bills.



Benefits for Waltham Forest.

- Saving water creates a more sustainable homes and way of living.
- Improving the local water infrastructure network and reducing leaks.
- Extra support for customers in financial hardship.
- Local employment opportunities.
- Water wise visits for local schools.



Thank you

