

EAST BROYLE RESIDENTS ASSOCIATION

(www.eastbroyle.org)

18-07-2008

UNPUBLICISED FITTING OF WATER METERS TO ALL PREMISES

The Association has raised the unpublicised fitting of water meters with Portsmouth Water Company and received a reply with an assurance that the Company will be sending out more information to affected customers.

Extract from Portsmouth Water Company letter dated 17th July 2008 and headed

Blanket Mains Renewal – Parklands/East Broyle

"The above blanket renewal scheme provides the ideal opportunity to investigate to what extent our mains network leaks, to what extent Company's communication pipe and stopcock/boundary box leaks, and to what extent the supply pipe from the stopcock to the house internal stop tap leaks. It is for this reason that we have:

- Installed a bulk meter on the main that feeds the Parklands/East Broyle 'estate'. We can check the mains leakage before and after the mains have been renewed.
- Started to install meters on all properties. This enables us to assess whether or not the customer's supply pipe is leaking. When the communication pipe and stopcock is renewed and a meter installed, the customer is asked to turn off all water appliances. If the meter still turns, a leak on the customer's supply pipe is probable and steps can be taken to remedy the situation. Although the supply pipe is the customer's responsibility, we have a 'leak repair policy' whereby all leaks found on the first visit to the property of a customer will be repaired free of charge

The meter is left in place enabling consumption, particularly overnight (likely to be leakage because appliances are normally switched off), to be monitored.

The stopcock/boundary box is the property of Portsmouth Water, and the meter installed within it is also the property of the Company."

"we do not require your permission to fit a meter which is for Company use, and I can assure you that at present, unless you request otherwise, your bills will continue to be based on rateable value rather than a meter reading."

Mike White

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