



<b>Customer number</b>	<b>OFFICE USE ONLY</b>
<input type="text"/>	<input type="text"/>

<b>Property Ref</b>	<b>OFFICE USE ONLY</b>
<input type="text"/>	<input type="text"/>

# APPLICATION FOR A METER TO BE INSTALLED ON AN EXISTING SUPPLY

Complete this form if you would like to pay for water by meter. If you have any questions regarding converting to a metered supply please contact the Customer Accounts Department or visit [www.jerseywater.je](http://www.jerseywater.je).

**PLEASE COMPLETE THE WHOLE FORM IN BLOCK CAPITALS USING A BLACK BALL POINT PEN**

## 1. FULL NAME OF CUSTOMER APPLYING FOR METER

Surname (Company name if Limited Company)		Telephone (home)
Forenames	Mr/Mrs/Miss/Title	Telephone (work)
Customer account number (from your water bill)		Email address
<input type="text"/>		

## 2. ADDRESS OF THE SUPPLY WHERE YOU WOULD LIKE A METER TO BE INSTALLED

Address
Postcode

**Does the existing water supply serve multiple dwellings or separate buildings?**

Yes  No  Don't know

(Alterations to Customer plumbing arrangements will be required if a single water supply serves several dwellings or separate buildings).

**Please indicate the type of property being supplied:**

House  Flat  Number of dwelling units being supplied  Non domestic (eg shop or business)  Mixed (eg shop with flat above)

## 3. AGREEMENT

**Please install a meter at the above address and commence charging for water on a measured basis in accordance with the terms and conditions detailed overleaf.**

Signature	Print name	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

If signing for a Limited Company please provide own name and position within the company. This form should be signed 'For and on behalf of the Company' by authorised signatories (i.e. Directors or the Company Secretary) only. If signing for a Partnership this form should be signed 'For and on behalf of the Partnership' by a Partner.

## OFFICE USE ONLY

	INITIALS	DATE		INITIALS	DATE
QOS event logged	<input type="text"/>	<input type="text"/>	Confirmation to customer of completed meter installation	<input type="text"/>	<input type="text"/>
Form copied and passed to Customer services for inspection and installation	<input type="text"/>	<input type="text"/>	Final unmeasured bill raised and meter set up on property	<input type="text"/>	<input type="text"/>
Where shared supply - customer advised of requirements for conversion	<input type="text"/>	<input type="text"/>	QOS event cleared	<input type="text"/>	<input type="text"/>



# TERMS AND CONDITIONS OF SUPPLY BY METER

## Installation and charges

Wherever possible, Jersey Water ('the Company') will install a meter free of charge to an existing water supply. The preferred location of the meter will be at the discretion of the Company and will take the location of the existing service and supply pipes into consideration as well as the accessibility of the location for the purposes of meter reading. Generally, the meter will be installed in the road or pavement directly outside the property being served.

The following costs will not be borne by the Company:

- The additional costs associated with locating the meter in any location other than the Company's preferred location.
- The cost of altering or installing plumbing on the Customer's pipe work to accommodate the meter.

## Ownership of the meter

The ownership of the meter and ancillary equipment will remain the property of and be maintained by the Company. The Company may, at its own expense, replace the meter and ancillary equipment at any time with meter equipment of its choice.

## Damage and tampering

Once installed, the equipment may not be interfered with, removed or disturbed by anyone other than a duly authorised Company representative.

The cost of repairing or replacing the meter and ancillary equipment as a result of damage, tampering or removal by the Customer shall be payable in full by the Customer.

Where a meter has been removed or tampered with such that it is either inoperative or misreads the volume of water consumed then the Customer shall pay, in respect of the water supplied, for a volume of water that is deemed reasonable by the Company based upon previous consumption records for similar periods. Except where evidence to the contrary is available, the date on which any missing or damaged meter went missing, became inoperative or began misreading shall be deemed to be day following the penultimate meter reading.

## Access to premises

The Customer shall allow duly authorised Company representatives access to premises at all reasonable times for the purposes of reading, maintaining, removing or replacing the meter.

## Meter reading

Meter readings shall be taken by an authorised Company representative at intervals determined from time to time by the Company. For periods where no reading is taken the charge for that period will be based upon the estimated consumption of water in the period.

Unless the meter is proved to be operating incorrectly the readings taken from the meter shall be deemed definitive evidence of the water supplied to the Customer.

## Liability for water charges

The Customer is liable for all charges relating to water consumed under this agreement. Charges for water are reviewed annually and are set out in the schedule of tariffs and charges (see our website ([www.jerseywater.je](http://www.jerseywater.je)) or telephone 707301 for a copy).

## Meter accuracy

Should the Customer request that the water meter be tested for accuracy the Company will arrange for this to be performed by an independent examiner (usually the manufacturer). A water meter will be deemed accurate if it operates within the manufacturer's tolerances for the model of water meter in question.

Should the water meter prove to be measuring consumption accurately then the Customer shall pay all costs of extracting and testing the water meter. Should the water meter prove inaccurate the Company will bear the cost of testing and replacing the water meter.

Where a water meter has stopped, is proved inaccurate or has been damaged, the Customer shall pay, in respect of the water supplied, for a volume of water that is deemed reasonable by the Company based upon previous consumption records for similar periods. The date on which any inaccurate meter became inaccurate shall be deemed to be day following the penultimate meter reading.

## Consumption and leakage

Customers remain liable for all water shown as consumed on their supply, including water consumed through leakage on the Customer's pipework. The Company operates a leakage allowance policy details of which are available from the Customer Accounts Department.

## Reversion to unmeasured basis

Once a water supply is charged for water on a metered basis it may not revert to being charged on an unmeasured basis.

## Changes in occupier

Customers who are vacating a property must contact the Company at least 48 hours in advance of their departure to request a final meter reading to be taken. The Customer will remain liable for all water consumed on the supply until such time as a final reading is taken and the account transferred out of their name.

## General terms and conditions of supply

These specific terms and conditions of supply by meter should form part of and be read in conjunction with the general terms and conditions of supply which are available upon request. Where these terms and conditions are inconsistent with the general terms and conditions then the general terms and conditions shall prevail. The Company reserves the right to amend all terms and conditions of supply from time to time.