

Your New Metered Water Supply




JerseyWater

www.jerseywater.je

THIS IS IMPORTANT INFORMATION FOR ALL CUSTOMERS

Your property now has a metered water supply

Jersey Water has recently installed a water meter on the supply to your property. The purpose of this leaflet is to provide you with the information you will need to help you manage your water supply and keep your charges for water as low as possible.



What happens now?

We will read your meter up to four times per year and bills are raised quarterly in arrears. Your water bill will reflect the consumption of water between two meter reading dates. If we don't read your meter for any reason, we may estimate your consumption for the period.

Water supplied to metered properties is charged by volume; so your bill will depend on the amount of water that you use.

Please note: Your first quarterly metered bill will not normally represent a full quarters' use of water because of a number of factors including the date when the meter was fitted (i.e. part way through the quarter). This first bill may also contain a credit for the proportion of the unmeasured water charge from your previous quarterly bill.

You can spread the cost of water

Spread the cost of water over 12 equal monthly instalments with Jersey Water's Budget Payment Plan option.

- Your initial monthly payment is calculated based on the average consumption of the number of people living in your property. Once your Payment Plan is set up we will write to you informing you of your monthly payment. See the table on the back of this leaflet for likely monthly payments under the Payment Plan.
- You will receive your water bill each quarter as normal and this will show your charges for water, the payments that you have made and the balance on your account.
- Once you have had a full year of metered billing and then at least annually, we will re-assess your consumption, based on your actual consumption plus any balance carried forward and adjust your payment accordingly. This will help to ensure that your payments remain on track to cover your water charges.

We will not make changes to the amounts that you pay without informing you first.

If you previously paid for water by Direct Debit **on a monthly basis** we will automatically transfer you onto this scheme.

If you don't already pay for water on a monthly basis and would like to sign up for the monthly Budget Payment Plan please complete the enclosed payment leaflet. You will receive a discount of £1 per bill.



How much will it cost?

The unit cost of water is currently £2.33* per cubic metre (m³) which is 1,000 litres (approximately 220 gallons).

Use the table below to estimate your quarterly metered water bill.

The amounts assume an average consumption of 150 litres of water per person per day (as estimated by the UK water industry regulator - OFWAT). Please note that personal consumption can and does vary widely from the average and water bills can therefore be lower or higher than the amounts shown.

Number of people in household	Estimated quarterly consumption (in m ³)	Your estimated quarterly bill, (inclusive of the £5.00 standing charge)*	Your monthly direct debit payments if you select the budget payment option*
1	14	£37.62	£12.54
2	28	£70.24	£23.41
3	41	£100.53	£33.51
4	55	£133.15	£44.38
5	69	£165.77	£55.26
6	82	£196.06	£65.35

The table below shows the approximate water consumed by and cost of various activities around the home. Please note, actual water usage may vary significantly.

	Approximate water consumed	Cost in pence*
Toilet flushing	9.5 litres (2.1 gallons)	2.2
Taking a bath	80 litres (17.6 gallons)	18.4
Taking a shower	35 litres (7.7 gallons)	8.0
Using a washing machine	80 litres (17.6 gallons)	18.4
Using a dishwasher	35 litres (7.7 gallons)	8.0
Cooking, drinking, washing etc.	40 litres (8.8 gallons)	9.2
Garden watering/Car washing	20 litres per minute (4.4 gallons)	4.6 pence per minute

* All prices are quoted exclusive of the Goods and Services Tax ('GST') at the applicable rate.



For further information, please contact the Customer Accounts Department:

PO Box 69, Mulcaster House,
Westmount Road, St. Helier, Jersey, JE4 9PN
T: 707301 F: 707401 E: info@jerseywater.je

Jersey Water is the trading name of
The Jersey New Waterworks Company Limited.