

# Water

## Who has to pay for water?

You as the tenant are responsible for the payment of water charges during your tenancy.

The water supplier for the Runcyede Borough Council area is Affinity Water, with sewerage services provided by Thames Water.

## How much does water cost?

Water charges are calculated in two ways:

**Unmeasured** is based on the 'Rateable Value' of the property (this is different to Council Tax banding)

- On average, water rate charges could be approximately £311 per year for a 3 bed house – a monthly payment of around £26 (based on four people in the household)
- To find out the 'Rateable Value' of your property, please contact Affinity Water.

**Measured** is based on the amount of water used in the property. To be a measured customer, you need to have a water meter fitted.

This is different to a gas or electricity pre-payment meter; you do not need to top up a card or a key to receive the water. The meter simply measures the amount of water being used.

- If a water meter has been fitted into a property before you move in, you cannot have it taken out. A single person may benefit from having a water meter but a family with children would be unlikely to benefit. See the table below for a comparison.

Typical usage		Number of occupants						
		1	2	3	4	5	6	
Low	Occasional use of a washing machine. Take shower in preference to bath (but not power showers). Absent from house most of the day.	£210.32	£262.91	£276.31	£278.37	£304.15	£381.47	Yearly
		£17.53	£21.91	£23.03	£23.20	£25.35	£31.79	Monthly
		£4.04	£5.06	£5.31	£5.35	£5.85	£7.34	Weekly
Average	Use washing machine most days. Shower most days with occasional baths. Use dishwasher most days.	£219.60	£285.59	£307.24	£320.64	£353.63	£441.27	Yearly
		£18.30	£23.80	£25.60	£26.72	£29.47	£36.77	Monthly
		£4.23	£5.49	£5.91	£6.17	£6.80	£8.49	Weekly
High	Every day use of a washing machine. Daily baths or daily use of a power shower. Regular use of a hosepipe or sprinkler. Frequent use of water throughout the day.	£242.29	£325.80	£369.10	£441.27	£456.73	£564.99	Yearly
		£20.19	£27.15	£30.76	£36.77	£38.06	£47.08	Monthly
		£4.66	£6.27	£7.10	£8.49	£8.78	£10.87	Weekly

These figures are for guidance only and may not represent the actual charges you could pay.

## Want a water meter?

If your home does not have a water meter installed and you think that having one may save you money, you should ask permission from the Tenancy Management Section at Runcyede Borough Council. Once you have received written permission, you should then apply directly to Affinity Water.

## Been told that you can't have one?

If you recently had a water meter installed, and you are finding that it is more expensive than not being on a meter, you may be able to switch back to non-metered billing at no extra cost. If you would like to discuss this further, you should contact Affinity Water for more information.

## Struggling to make ends meet?

If you are struggling in maintaining your water payments, there may be assistance that you can apply for. Affinity Water has three programs to help those on low incomes who are struggling with paying their water bills.

For further information on these schemes please contact the Tenancy Support Officer at Runcyeme Borough Council using the details on the reverse of this leaflet.

### WaterSure

WaterSure can help you if you have a low-income and your water is supplied by a meter. Affinity Water can help by putting a limit on your charges for water and sewerage services, as long as you meet all three of the following conditions:

1. Your supply is metered
2. The person who pays the water bill or someone else in your household receives a qualifying benefit or tax credit
3. There are either:
  - a. three or more children under the age of 19 living in the household for whom the person receiving the above benefit also claims Child Benefit; or
  - b. you or someone living in your household has a medical condition that means they use a lot of extra water.

Once on the WaterSure scheme, if your actual metered bill is lower than the reduced charge, Affinity Water will only charge you the lower amount.

### WaterDirect

WaterDirect could help if you are behind in your water payments and you are receiving a qualifying benefit. It may be possible for you to have your water charges deducted from your benefit payments and sent to Affinity Water direct.

### Affinity Water Trust

The Affinity Water trust has grants available to customers who are struggling financially, in order to clear water debt. In exceptional circumstances other grants can also be awarded to help clear other priority debts, including energy debts, and purchase essential household items.

Applications with a sewerage debt to Thames Water will automatically be copied to the Thames Water Trust to be assessed for a grant to clear the sewerage debt.

