

We're installing water meters

Improving water efficiency
for a sustainable future



Why water meters matter

Water meters play a vital role in helping us manage our network more efficiently. By upgrading and installing meters, we can identify and reduce leakage more effectively, helping us conserve water and prepare for growing demand from population growth and climate change.

Every drop eases pressure on the environment, lowers carbon emissions, and supports healthier rivers and ecosystems. By installing meters, we're making it easier to spot waste, fix leaks, and promote smarter water use across our communities. It's a simple step that makes a big difference – for our homes, our environment, and our future.



What you need to know

Meter installations or upgrades are carried out on our pipework, usually outside the property. This is generally a quick and straightforward process, with only a brief interruption to the water supply.

Customer billing won't change. If you're not on a meter, your charges stay the same. Metered customers, and all customer payment plans including HelpU and WaterSure Wales, are unaffected.

We're installing water meters in phases, so some areas will see us sooner than others to help keep the work smooth and disruption to a minimum.

Welsh Water owns and maintains the meter, pipes, and external stop top. This means we have the legal right to install meters for leak monitoring and access them for maintenance purposes.



Benefits of having a meter

Even if your billing doesn't change, having a water meter offers several advantages. You'll be able to view your water usage and decide which billing method is more beneficial to you. Many customers find this helps them save money, and use water more efficiently.

Meters also help us detect leaks early, preventing costly damage and improving service reliability.

Installation depends on the age of your meter or if there's a single supply pipe, so not all properties will be visited – and not at the same time. Some installations may be more complex due to pipework layout. We'll tailor our approach and keep you updated throughout.



Switch with confidence

If you choose to switch to metered billing, you'll have two full years to decide if it's right for you. If you're not seeing the savings you hoped for, you can switch back to your previous unmeasured charges – no problem.

Switching to metered billing is quick and hassle-free. Just contact us – we'll handle everything for you.

Free fitting

If you don't currently have a meter, we'll install one at no cost.

Fair billing

Only pay for what you use.

Helpful insights

Track usage and spot leaks early.

Friendly support

We'll help you compare costs and decide what's best.

Visit our website dwrcymru.com/watermeter or call us on **0800 052 0152** to get started.



Frequently asked questions

What happens after a meter is installed?

You'll see your usage on your bill, but don't worry—your payment method won't change unless you ask us to.

How will installing meters help reduce leaks?

Installing meters helps spot leaks by detecting unusual water use, like continuous flow at night. This helps us find and fix issues faster.

Why was my property not selected?

Meter installation is based on specific criteria, such as meter age and supply pipe type—not location alone.

Will my bill change automatically?

No. Billing will only change if you choose to switch to metered charges.

If you have a water meter, you can compare your current charges with potential metered bills. Log in or sign up to My Account to find out more. dwrcymru.com/myaccount



Save water, energy and money

Book a free Water Efficiency Home Visit with one of our friendly advisors. We'll fit water-saving products for you, and share simple tips to help reduce your water and energy bills. Visits are quick, hassle-free, and available to all Welsh Water customers.

Prefer to skip the visit?

You can still order free water-saving devices and find great tips on our Get Water Fit page. dwrcymru.com/getwaterfit

Leaky Loo?

A dripping toilet can waste up to 215 litres a day! If you spot a leak, scan the QR code or contact us at cartref@dwrcymru.com or **0800 052 130** – we'll review your video and arrange a repair at no cost to you.

