



WATER METERING A fairer way to pay



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Background

The water metering project is being undertaken as part of the Government's 'Water Services Pricing Policy.' The new policy will ensure that consumers will enjoy the benefit of a fair and equitable charging system, in that they will only pay for water they consume.

The charge will only relate to the non-domestic element of the water supply i.e., business, farming, institutions, and all connections not strictly for domestic use. Local Authorities are prohibited by law from charging for a domestic supply. It is government policy that all non-domestic consumers will be metered and charged for water by 2006.

Water Charges are determined on an annual basis by Sligo County Council. The charges are made up of two elements, a standing charge and a volumetric charge (based on usage). The charges for 2006 are as follows:

(a) Non-domestic **Water Charges**

Standing Charge	Per Annum	Per Quarter
Less than 25mm meter	€80 per meter	€20
25mm - less than 40mm meter	€100 per meter	€25
40mm - less than 100mm meter	€125 per meter	€31.25
Over 100mm meter	€200 per meter	€50

The vast majority of the meters installed in Sligo are less than 25mm in size and the low rate of €80 will apply.

(b) Volumetric Charge (**Water**) €1.13 per cubic metre

(c) Volumetric Charge (**Wastewater**) €0.34 per cubic metre

Domestic Allowance

An important concession under the new arrangement is that water users who have supplies with a domestic element will benefit from a domestic allowance for water and wastewater of 227.3 cubic metres (or 50,000 gallons) per annum. This will apply, for example, in the case of a farmer whose house and land are on the same connection, or where a shop and living accommodation are in one premises.

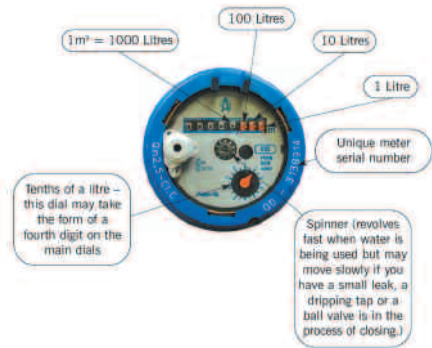
How to Read The Meter

Locate

Locate your meter in the front garden, at the boundary or in the footpath (or sometimes inside your property).

Access

Lift the outer lid (you may need to use a wide screwdriver), remove the polystyrene frost cover (if necessary) and pull up the inner meter lid, if fitted, to view the meter face. Check the meter serial number matches your bill.



Read

Look at the meter face. Read the white numbers on black (sometimes black on white), which measure cubic metres. Only these numbers are used to bill you.

The red dials on the right of the meter will move rapidly when water is being used. Please note that there are normally three or four red dials, although sometimes the fourth one is located separately on the meter face. This dial measures tenths of a litre.

A “**spinner**” may also be found on the meter face. This device is circular and spins rapidly when water is used.

Water Conservation

You are advised to check all of your supply pipes from the public watermain as a matter of urgency if you have not already done so. Any leakage between the public watermain and your house, farm, etc could result in a substantial increase in water charges.

Where field connections are not in use during the winter months you should ensure that the supply is not left running or the ballcock is not faulty. Another alternative might be to turn off the supply when it is not in use, as any wastage or leakage will be reflected in your invoice.

Choose the right fittings and equipment

Nowadays many fittings such as mixer taps or a flow control device can be attached to taps and shower hoses to reduce the use of water. Likewise, choose electrical appliances (dishwashers, washing machines) with economy saving programmes which can be very efficient.

Fit your toilet with a dual action flush system

You will then be able to reduce the amount of water you need to use when you flush the toilet.

Keep an eye on how much water you use

In order to establish if there may be a leak, take a meter reading, from time to time, before you go to bed and read the meter again in the morning before you use any water. If there is a change in the reading then there is probably a leak.

Did you know?

In just one day a dripping tap will waste 120 litres of water; A leaking cistern will waste 600 litres of water

Estimating Your Water Usage

Your water consumption is affected by the number of people in your household, how often you use the appliances and the general condition of your internal pipework and appliances.

Water Usage Checklist

	Average Number of litres per use
Baths (per bath)	85
Showers (per 5 min shower) (per 5 min power shower)	30 75
Toilet flushing	8
Teeth cleaning/hand and face washing (under a running tap)	15
Cooking and food preparation	15
Washing up in the sink (each wash)	10
Washing machine (per load)	85
Dishwasher (per load)	22
Hose usage in garden or washing car (10 minute use)	90
Sprinkler (10 minute use)	100
Dripping tap (per day)	4

Leaks on Public Watermain

Leaks of the public watermains are the responsibility of Sligo County Council.

If you notice a leak, it would be appreciated if you would contact our Water Services Section at St. Anne's Place, Sligo – Tel: (071) 9111376 / 9111377

Problems with Meter

Queries should be addressed to:

Veolia Water at Bridge Street, Sligo

Tel: Lowcall 1890 836542

Payment of Water/Wastewater Charges

1. Periods up to 31st December 2005

Any water charges due to Sligo County Council for water/wastewater in respect of the period up to the **31st December, 2005**, must be paid direct to Sligo County Council at Riverside, Sligo, Water Services, St. Anne's Place, Sligo or the One Stop Shop in Tubbercurry, Co. Sligo – please contact **071 9111376 / 9111377**

2. Arrangements from 1st January 2006

Water charges in respect of **periods commencing on the 1st January, 2006** and thereafter will be issued by Veolia water – Veolia water are located at Bridge street, Sligo and can be contacted at Low call **1890 836542**

Disconnection of Non-Domestic Water Supplies

Applications are available from both Sligo County Council and Veolia Water.

New Water Connections

Applications for new water/wastewater connections are available on request from Sligo County Council, Water Services Section, St. Anne's Place, Sligo – Telephone: 071 9111376 / 9111377

Customer Details

Any changes in the connection details should be addressed to Veolia Water. These include changes of name, contact address, property no longer commercial, nobody living in house, etc.

Sale of Non-Domestic or part Domestic Properties

Any property owner selling a non-domestic property should either directly or through an agent -

- Contact Sligo County Council for formal clarification regarding water/wastewater charges outstanding in respect of the period up to the 31st December, 2005, and ensure that all outstanding charges are paid.
- Contact Veolia Water for confirmation that there are no charges outstanding from 1st January 2006.
- Contact Veolia Water so that arrangements can be made to read the meter and issue the necessary invoice before the new owner/owners take possession. Failure to do this will result in the existing owner continuing to be billed for water usage.
- Veolia Water should be advised of the name of the new owner.

Purchase of of Non-Domestic or part Domestic Properties

Purchasers of non-domestic or part domestic properties should directly or through an through their agent –

- Contact Sligo County Council for formal confirmation that there are no outstanding charges due to Sligo County Council in respect of the period up to the 31st December, 2005.
- Contact Veolia Water for confirmation that there are no outstanding charges in respect of the period from the 1st January, 2006.
- Contact Veolia Water to ensure to their details are registered on the company's billing system.

Veolia Water (Ireland) Ltd.

Sligo County Council has engaged Veolia Water to install water meters on all non-domestic and part-domestic properties. All consumers – other than houses used for solely domestic purposes – are being billed for water supplied from the 1st January, 2006.

Under the terms of the contract, Veolia have responsibility for:

- Pre-installation surveys
- Design/installation of meters
- Maintenance/reading of meters
- Issue bills and collection of revenue

Contact Us

If you have any queries or concerns, please contact Veolia at Low Call **1890 836542** or call to our offices at **11 Bridge Street, Sligo**
Information is also available on the 'Water Metering' section of Sligo County Council's website www.sligococo.ie



Sligo County Council