

Meter reading: Frequently asked questions

Where can I find my water meter?

Most water meters can be found in the footpath or close to the boundary of your property. Some can be accessed by simply lifting up the cover with a blunt knife, while others may require a special key or pole to access. The meter is in an underground box with your external stop tap. Some water meters are located inside, often under the kitchen sink.

How often will the meter be read?

Every six months a member of our team will read your meter, however you can read it yourself at any time.

How do I read the meter?

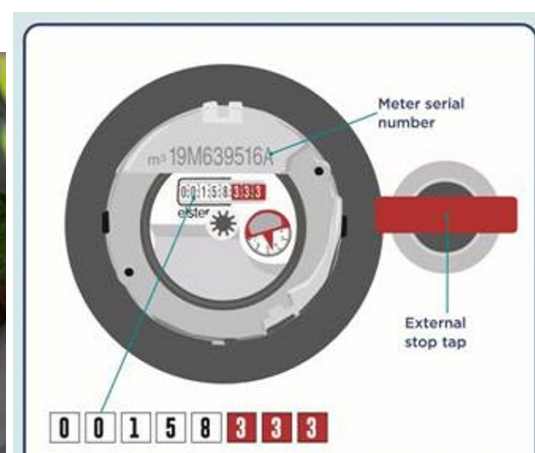
Step 1: Open the meter lid, remove the polystyrene on top of the meter and wipe any surface water or mud that may have collected. A sponge usually does the trick

Step 2: Check the meter serial number is the same as the one shown on your bill. This will let you know the meter is yours

Step 3: The black numbers on a white background are cubic metres and used to calculate your bill – one cubic metre equals 1,000 litres – or about 28 showers!

Step 4: The last three red digits are units of 10 litres and will turn quickly when water is being used. Ignore these

Step 5: You can submit a meter reading at: www.seswater.co.uk/submit-a-meter-reading



For further information contact the Customer Services team at:
SES Water, London Road, Redhill RH1 1LJ

Tel 01737 772000 or tweet @SESWater. You can also visit www.seswater.co.uk