

Dear Councillor Kennett,

South East Water provides top quality drinking water to 2.1 million customers in parts of Kent, Sussex, Berkshire, Surrey and Hampshire. As a key stakeholder I'm contacting you with important information on our Customer Metering Programme.

The metering programme is an important part of our long term plan to manage a sustainable water supply for future generations as well as the environment and we will be installing meters for at least 90% of our customers over the next eight years.

We will begin metering your Ward from approximately February 2013, subject to the progress being made on the ground.

Customers will automatically be placed on metered charging and to help those that may experience an increase in their bills, South East Water has developed a range of financial support measures. The Phase in Option is available to all customers in the metering programme and is designed to spread any increase in charges over the first four metered bills. If customers' usage means that your water charges will go down, then they will simply pay the lower amount.

The support tariff is a special payment plan designed for customers facing genuine financial hardship from being on a water meter. The tariff aims to help families and those on a low income manage their water bill. Those who qualify for the tariff will continue to pay the same amount for their water as they did previously.

If you would like further information or a briefing at your next Council meeting, please don't hesitate to contact me on 01634 276393.

Kind regards,

Rachel

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