

# Guidance for application to have a meter resized

These notes are designed to help you complete the form to apply for a different size of water meter.

The information you supply on this form will help us work out whether your water use justifies a different meter size, and to advise you whether it would be worthwhile for you to change.

## What happens next?

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Please complete your form, referring to the detailed guidance for each section below. Send your completed form as an email attachment to **meters@business-stream.co.uk**.

We'll analyse the information you give us and let you know whether a different size of meter would be appropriate for your premises. You can then decide whether to go ahead and change your meter.

Please note that if you do decide to resize, we will need to carry out a site survey first. You will be asked to pay a standard fee for the survey. We will not carry out the survey until the fee has been paid.

## 1 Your contact details

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It will speed your application if we are able to contact you easily. Please provide the name and contact details of the person we should contact about your application. You will find your customer reference number on your water bill.

If the address for correspondence and billing is different, please provide these details too – otherwise you may leave that box blank.

## 2 Information about your water use

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The details you provide here will help us to match the size of your water meter to your water use.

Premises with significant water use often have more than one metered supply, so the sheet is designed to allow for up to four meters.

The notes below should help you complete the form – if you need further help, please contact our customer response team on **0330 123 2000** or email us at **meters@business-stream.co.uk**.

The form asks for information about devices that are connected directly to the water supply – this means those devices that are connected directly to the water main, without going through a storage tank first.



## 2.1 Site information

In order for us to accurately evaluate your meter size we require the size of any existing meters and any existing meter serial numbers. If possible, it would help if you can identify the size of the supply pipe as it comes into your property or premises from each meter as well as your hours of business (operational times).

## 2.2 Number of water fittings

There are various items to look for, all of which can be found in a typical working environment. All that is required here is for you to count the number of items and indicate whether they are fed from the mains or from a storage tank. Please supply the size of any storage tanks on site.

## 2.3 Flow rate

Where no information is available for section 2.2 please complete fields in the box for the relevant meter. The figure is usually shown in cubic metres per hour. If you know the figure in litres per second, you can convert that to cubic metres per hour by multiplying 0.00x (x being litres per second) by 60 then by 60.

## 2.4 Fire supplies

If you have a fire hydrant supply on site and have, for example, two hydrants fed through one of your meters, then write 2 in the fire hydrant box below the appropriate meter. Similarly if you have fire hoses fed by one of your meters, tell us the number of fire hoses.

## 3 Authorisation

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Please ensure you tick the box to show you have read and accepted Business Stream's terms and conditions and the contents of this section. By ticking the box and emailing your form to us, you are entering into a contract in the same way as you would add a signature to traditional contracts.