



**CIWEM CONFERENCE
REGULATION FOR A SUSTAINABLE INDUSTRY**

*Dealing with affordability, fairness and vulnerability
with domestic metering*

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Overview

- Metering increasing to help manage demand.
- Customers think metering 'fair' but ...
- Big issues of choice, acceptability and affordability, especially in transition.

Issues to Address

➤ Acceptability

- Most want choice
- Compulsory metering
 - only 40% support
 - 27% oppose

➤ Affordability

- 50% low income households spend >3% income on water
- One in six say can't afford bill now
- Some bills will increase by £200 with meter

High risk of negative reaction



Solutions

- Metering
 - roll out paced and focused where most benefit
- Focus hard on customer acceptability and 'buy in'.
- Understand the winners/losers/segments
 - protect those that need it
- Social tariffs
 - best through government
 - customer will accept limited contribution, with company/government



Conclusion

- Changing basis of charging is high risk
- Need to mitigate risks
 - choice
 - information
 - transition
 - protection