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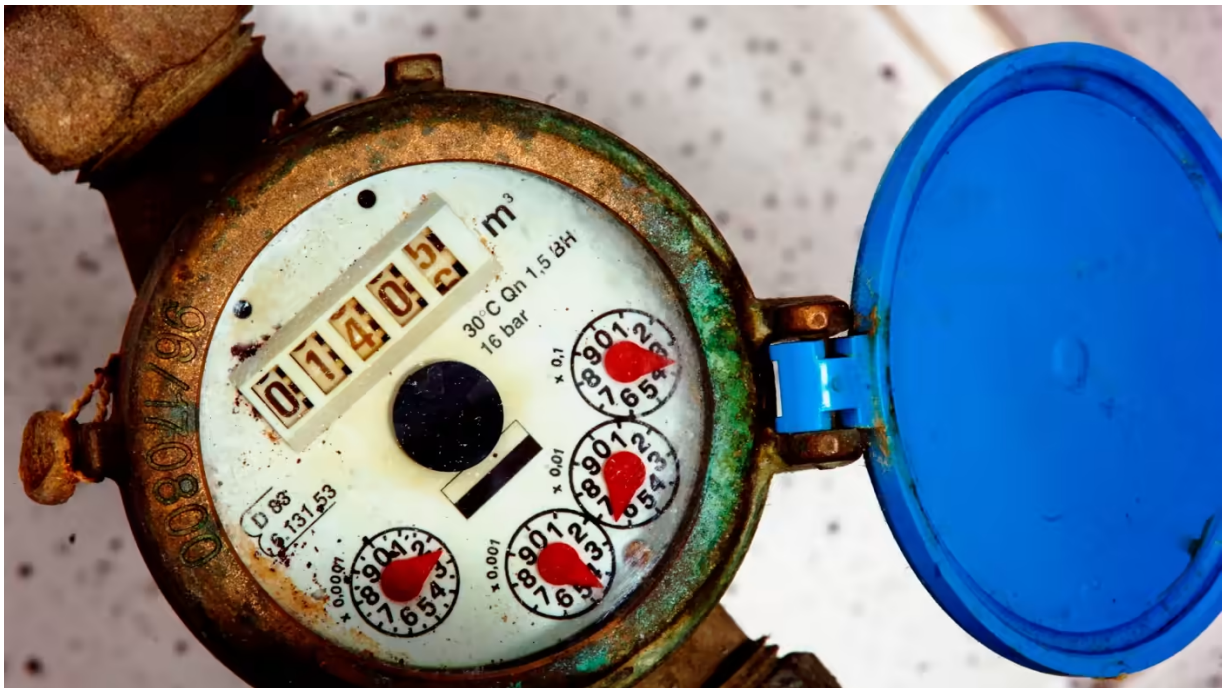
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## Letter

### Letter: Meters must be part of the water solution

From Ben Gardner, President, Northeast Group, Washington, DC, US



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YESTERDAY

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In your Lex column “UK water utilities: The Great Stink II” ([Lex](#), March 29) it is noted that utilities will need to invest £20bn to cut leaks and reduce water usage and that meters are part of the solution. We wholeheartedly agree. It is impossible to pinpoint where there are leakages in the system, and how customers can more efficiently use water, without metering. Some further context reveals the extent of the deficiency in the UK which is depressingly behind its neighbours in water metering coverage. Only a bit more than half of households have their water usage metered, compared with more than 90 per cent of households in Germany, Spain, Italy and Sweden to name a few.

Clearly there is room for improvement. And within the UK, there is a large degree of variability between utilities. For example, Southern Water has had more than 90 per cent of its customers metered since 2015 and they use some 16 per cent less water per day. Scottish Water on the other hand has less than 1 per cent of its customers metered.

**Ben Gardner**

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