



Council of the
ISLES OF SCILLY

ALL COMMERCIAL CUSTOMERS - WE NEED YOUR HELP PLEASE

In preparation for the transfer of water services to South West Water, the Council of the Isles of Scilly need a final meter reading that can be submitted to South West Water for their ongoing operation as from 1 April 2020. We also need this reading for billing purposes to cover the last 3 months of water use.

During the coronavirus pandemic meter reading has been restricted so we are instead asking if you can help us by taking a reading from your commercial meter and sending it to us.

Please can you provide the meter reading, serial number, property address and owner with a legible photograph of the meter by email to infrastructure@scilly.gov.uk no later than Tuesday 31 March 2020. Please also provide date of the reading.

Alternatively, if you are unable to email please call 0300 1234 105 option 5 and phone the reading through, however please note that email would be preferable under our current busy circumstances.

We greatly appreciate your help under these exceptional circumstances. In the case where we do not receive a reading, then we will instead make an estimation based on last year's consumption.

We also understand that some businesses may be struggling during this unprecedented pandemic. If you think your business may not be able to make the payment, please contact us as soon as possible to discuss options.

Below is a simple guide on how to read your water meter:

How to read your water meter

There are different types of meters used on the Isles of Scilly and the reading is from left to right. Black numbers on white rollers denote cubic metres. White numbers on red rollers denote litres. (1000 Litres = 1 Cubic Metre).

Overleaf are examples of a few meters we have on the Isles of Scilly and what we would like you to record:



Meter Serial Number

Meter Reading

Please provide this information

Meter Serial Number

Meter Reading



Please can you therefore access your water meter and provide the meter reading in the box below:

Write your reading here:

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Serial Number:

Property or Business Name:

Name of Owner:

Date:

We understand that some businesses may be struggling during this unprecedented pandemic. If you think your business may not be able to make the payment, please contact us as soon as possible to discuss options.

Thank you

CIOS Infrastructure Department

infrastructure@scilly.gov.uk