

Internal stop tap: FAQs

What is an internal stop tap?

An internal stop tap (also known as a stop cock or stop valve) is used to turn the water supply inside your property on or off. Check it works regularly as you may need it in an emergency, such as a burst pipe.

Where can I find it?

It's usually found near to where the supply enters your home or business, most commonly under the kitchen sink or in a utility room. It looks like a spout-less tap or lever and sits between two lengths of pipe acting as a connector.

How do I complete a tap test?

- Do not use any water in your house for 45 minutes, making sure your washing machine, dishwasher etc are not in use
- Once you are sure no water has been used for 45 minutes, go to your water meter and open the lid
- Check the meter for any movement on the wheel/cog
- If there is no movement, take a moment and think about the water you have used recently – you may have used more than usual. You can find out more about saving water by scanning the QR code
- If you are worried about your bill, please call us to go through your payment options. Our contact details are below
- If the meter is moving we need to investigate further. You will need to turn off your internal stop tap
- Once you have turned off your stop tap, go back to the water meter to check if the meter is moving, or not moving, and make a note of this
- Then, contact our Customer Service team on **01737 772000 option 1**, who will advise you on next steps. Our opening hours are from 8am – 6pm, Monday –Friday

