

1 Leak Assistance

This factsheet contains information relevant for residential property owners only.

Reducing leaks is important to us and our customers. We have specialist teams and one of the lowest levels in the country but we need your help to find and report leaks for us to investigate.

If you are aware of a leak at your property we know this can be a worrying time for you and we are here to help you fix it as soon as possible.

You're responsible for the water supply pipe that runs from the boundary of your property into your home, as well as all your internal pipes and fittings. Whether you're a homeowner or a tenant, it's important you get any leaks fixed as soon as you can. **This is a legal requirement under the Water Industry Act 1991.**

We provide an extensive leakage assistance programme which, subject to eligibility, will offer you a **free repair** whether the leak is internal or external to your property. Our contractor will locate and fix the leak or in some circumstances we will meet the cost of the contractor renewing your supply pipe. If we are unable to repair the leak we will offer you free and independent advice for your next steps.

Key points about the Leak Assistance – What's Offered

External Leaks

A free external repair would include:

- All repairs to external pipework providing that reasonable access is given to the pipework and

fittings in order to carry out the work

- The cost of all labour
- The cost of all required fittings and parts
- No set limit for time spent in order to repair the leak – although this will remain at our discretion and within reasonable limits. Jobs may be paused while an assessment is made as to the next best course of action
- All repairs will involve reinstatement of the surface around the repair location to the best of the abilities of us or our contractors. The area will be made good with suitable permanent reinstatement
- It is not guaranteed that a like for like reinstatement will be possible

A free supply pipe relay would include:

- The relaying of new external pipework in the same/equivalent size providing that reasonable access is given to carry out this work
- The cost of all labour (us or our chosen contractors)
- The cost of all required fittings and parts
- No set limit for time spent in order to relay the pipe – although this will remain at our discretion and within reasonable limits. Jobs may be paused while an assessment is made as to the next best course of action
- All relays will involve reinstatement of the surface around the work to the best of the abilities of us or our contractors. The area will be made good with suitable permanent reinstatement but it is not

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guaranteed that a like for like reinstatement will be possible

We will not normally engage in the separation of shared supply pipes unless we deem this the most appropriate course of action to repair the leak or because there are other reasons to do so. If customers on a shared supply want to take the opportunity to split their supply out into individual supplies then we are happy to have our contractor offer a no obligation quote for this work. As an incentive we would offer a free new connection to our main for every new individual supply set-up due to leakage.

Internal Leaks

The following is included:

- Repair of dripping taps to include washer changes to conventional style (non-ceramic taps)
- A free new tap fitting service to replace old taps that are found to be leaking. The customer/home owner will need to source and purchase the new taps and all required fittings themselves and make these available on the day of the planned visit
- Repair of leaks on fittings to showers – providing no specific new parts are needed
- Repair of faulty ball valves in toilet cisterns or in loft tanks (provided suitable access is given)
- Repairs to drop valve style toilets. Including replacement parts if these are required
- Repairs to any dripping pipework providing that this can be made reasonably accessible at the time of the visit

- All labour costs
- No set limit for time spent in order to repair the leak – although this will remain at the discretion of us or our contractors and within reasonable limits

The following is not included:

- Repair to central heating systems, including boilers and radiators
- Repairs to garden watering systems which could otherwise be disconnected from the water supply
- Repairs to any non-essential water fittings, including pipework, fittings or pumps to swimming pools, hot tubs or ornamental ponds
- Repairs to ceramic style taps (although a free replacement or repair service will be offered if new taps or parts are made available by the customer)
- Any repairs that require access to locations of the property that are either deemed unsafe or would require significant safety equipment to gain access to
- Any repairs to fix an issue caused by work carried out by another contractor on behalf of the customer. In this circumstance the customer/home owner should contact their contractor or use their insurance

We reserve the right to decide the amount of time spent repairing leaks. In some cases, the complexity of the leak may mean we will not be able to complete the job under our free repair scheme e.g. If the leak is found to be under a permanent structure, on a long length of supply or if there are difficult conditions on the ground i.e.

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trees in the way etc. If this occurs any works will be paused pending a decision on the next best course of action and the customer will be informed of any decision.

If you choose not to take us up on this offer of assistance then locally approved plumbers/contractors are also available at

www.watersafe.org.uk. All new pipework must comply with The Water Supply (Water Fittings) Regulations 1999 and we strongly recommend you use an approved plumber/contractor to do this work for you.

We would recommend you speak to your building insurance company or landlord to discuss the leak and at all times you can employ your own contractor to fix the leak.

Leak allowances for metered customers

The first time you have a leak on your supply pipe, and your property is solely used as a domestic dwelling, we'll provide you with an allowance for both the water and sewerage charges on your bill, so you don't pay more than usual.

We offer flexible payment options and can spread the cost of an increased bill over several installments if needed. If you think you need more support with your bill and would like us to consider an allowance, or to discuss an affordable repayment plan please get in touch with our Customer Service Team on 01737 772000 and choose option 1.

Allowance qualifying criteria

To qualify for any leak allowance you must:

Have repaired the leak yourself within 30 days of us notifying you of the leak or you first identifying it yourself

OR

You need to have signed up for one of our free scheme repairs within 30 days of us notifying you of the leak or you first identifying it yourself

What to do if you repaired a leak

If you repair the leak yourself, you'll need to take meter readings so we can confirm the leak has been repaired and your water use has returned to normal before we apply any possible leak allowance.

To do this please take a meter reading immediately after you've fixed the leak. Your contractor can do this for you if you need help. Then read the meter again two weeks after the repair and make a note of both readings.

You will then to fill in our leak allowance application claim form which can be found by clicking [here](#). We'll let you know the outcome of your application in writing.

What happens if we repair a leak on your behalf

If you've signed up to one of our repair schemes and we have repaired a leak on your behalf, we'll automatically consider whether you qualify for a leak allowance. If you're due an allowance, we'll take some check meter reads to confirm your water use is back to normal, apply the allowance and send you a revised bill through in the post.

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Credits:

What happens if we repair a leak on your behalf

If you've signed up to one of our repair schemes and we've repaired a leak on your behalf, we'll automatically consider whether you qualify for a leak allowance. We'll take some check meter reads to confirm your water use is back to normal, apply the allowance and send you a revised bill through in the post.

We'll refund any credit automatically that may be left on your account after the allowance if we hold your bank details on our system. If not, we'll send you a statement showing how much credit you have and you can contact us to arrange a refund.

How we work out the allowance

- Private supply pipes:
If we're providing a full leak allowance for a supply pipe, we'll work out how much your normal bill would have been if the leak hadn't happened and remove all the extra charges due to the leak
- Other pipework or fixtures and fittings:
There may be individual exceptional cases where we'll apply an allowance for other types of leak. To do this we'll apply a 'percentage' allowance rather than a full allowance for the water lost due to the leak.

Regardless of when the leak started and the type of leak we'll only provide allowances to the last two, six monthly bills (a maximum of 12 months).

How we apply the allowance to your account

We apply the allowance as a credit to your water account. Any existing outstanding balance or debit you have on your account will be deducted from this credit.