

1 Leak Assistance Scheme Ts & Cs



Leak Assistance Scheme Terms and Conditions:

We will first check if you are eligible for our free assistance scheme. The following criteria must be met:

- The leak must be occurring on pipework belonging to a domestic property. The definition of which is the occupants use the residence principally as a place to live
- The leak must be assessed by our leakage team as having a leak which is significant enough to be causing damage to the property, the environment or having an adverse effect on overall company-level leakage. It should be noted that a higher than average customer bill is not reason enough on its own to meet these criteria but it will be taken into consideration when assessing the size of the leak
- The leak must not be occurring within the property or grounds of a property which is deemed as unsafe or a health hazard for ours or our contractor's staff
- Have the permission from all parties (both direct and third party) to work on and access the leakage site

We will prioritise customers who we believe to be vulnerable or in need of additional assistance. Our Priority Services Register (PSR) will be used as a basis for this assessment supported by feedback from our staff. Our contractors will aim to give three days' notice before starting work however we cannot do any work unless there is someone at the property to turn on and off water fittings as necessary.

If your pipework crosses anyone else's land you will need to help us agree access to that land to fix the leak.

When the leak is found on a shared supply pipe the assistance offered will not

differ to that provided to a single supply. However, in order to proceed with the repair we need written or emailed agreement from all property owners or persons responsible, on the shared supply to carry out the work. The agreement from all parties will extend to providing the required access to carry out the repair. We will in turn commit to providing adequate communication to all parties throughout the repair.

We will likely have to dig to repair the pipe. Please talk to us if you have a specialised surface within your property as we may be able to help. Our contractors will backfill any dig site made with the materials removed. If it is necessary to take up slabs, bricks or paving stones they will attempt to put them back to the best of their ability. If the pipe is under tarmac or a concrete drive, they will replace the surface with a temporary black tarmac surface only. The site will be left safe and tidy, however we may leave holes open to aid further repairs or if a quotation is required. In all cases the final reinstatement will be your responsibility.

You will be responsible for replacing shrubs and plants after repair work. We are not liable for subsequent loss or damage resulting from the removal and re-planting.

We cannot accept liability for damage or injury resulting from the use of a water pipe as an electrical earth. The Institution of Electrical Engineers' Wiring Regulations has not allowed the earthing of electrical installations to water pipes since 1966 – they do not give a satisfactory earth. For further advice please contact an electrical engineer. Earthing for a property is an essential safety requirement and is the sole responsibility of the owner of the property.

We are not responsible for any damage to property caused during the period the customer is waiting for the leak to be repaired. This is not an emergency

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service and the responsibility to maintain and replace this pipework lies with the homeowners.

Unless we have been negligent, we will not be liable for any claims for injury to persons or damage to the property (including fittings) which arise through our work.

This work will be guaranteed for 6 months. We will advise you if we find the pipework to be in a poor condition and in need of replacement.

The repair will normally be undertaken within five working days, providing there are no exceptional circumstances.

We will automatically consider adjustment of your metered account once the leak has been repaired.

Before committing to any work we may consider organising a visit by our own leakage team who may be able to assist in pinpointing where the leak could be. Their assistance may be available for long supplies (usually rural situations) or complicated shared supply circumstances. As leak detection is not an exact science, we will not guarantee any results. Their assistance would be free of charge and therefore their time would be limited to an appropriate and reasonable amount of time.

In the case of an external leak the decision of whether to repair or completely renew the supply pipe will lie entirely with us.

We are responsible up to the principal stopcock, usually located by the boundary of the property. Any pipework beyond this is always under the ownership and responsibility of the customer, even if we have met the cost of replacement.

We reserve the right to amend or withdraw this offer at any time, without prior notice.

Responsibility of supply pipes – Waste Notice and Enforcement of the Water Industry Act 1991

We reserve the right to issue documentation notifying about water wastage as a means to encourage the timely repair of proven leakage and wastage on a customer's/homeowner's property or pipework.

We will not initially issue the water waste notice but will instead try to encourage the customer to take up the offer of a free repair. Waste notices will be issued when we receive no response from a customer or there is clearly no progress being made to resolving the leak.

In the case of an emergency where the leak is proved or suspected to be causing damage to property or life then we reserve the right to enact statutory powers to gain access and repair the leak, this may involve the need to engage the local authorities.

More information on responsibility and ownership of water pipework is available at www.ofwat.gov.uk

Privacy Notice: If you are accepting our offer to repair your leak please note that your contact information will be shared with SES Home Services, who perform this service on our behalf. This sharing of information allows SES Home Services to contact you to make arrangements for the repair.

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Below is a typical example of a property with an independent separate supply. There are many other situations involving shared supplies and responsibility can be established by talking to us or visiting www.OFWAT.gov.uk.

