

# External leak checks: Frequently asked questions



## What are the tell-tale signs of a leak?

- Wet or damp patches in the garden during a dry spell
- Some dirt, or air in the water
- Some cracking in paved areas
- Potholes or sinkholes appearing
- A noticeable reduction in water pressure
- Metered customers might see an unexpected increase in usage

## How can I check for external leaks?

**Step 1:** Open your meter chamber (usually found in the footpath outside your home), remove the polystyrene on top of the meter

**Step 2:** To help make sure you're looking at the correct water meter, turn the external stop tap off and turn on the tap inside the property. If no water comes out of your tap, this is your meter

**Step 3:** Turn the water back on at the meter and make a note of the meter reading

**Step 4:** Don't use any water for the next 30 minutes to an hour and then take a reading. If the reading has changed, this indicates water escaping from somewhere

**Step 5:** To help find out where and without using any water, turn the water off at the internal stop tap. Wait 30 minutes to an hour, then take another meter reading. A change in the reading could indicate water escaping externally

**Step 6:** If there is no change to your water meter reading during the above checks this means no water is escaping and there are no leaks

## How do I report a leak?

- Remember, 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 offer a leak assistance scheme for household customers. If you are concerned your underground pipework may be leaking, please call us on 01737 772000 or alternatively, complete an online enquiry form at [www.seswater.co.uk](http://www.seswater.co.uk)

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For further information contact the Customer Services team at:

SES Water, London Road, Redhill RH1 1LJ

Tel 01737 772000 or tweet @SESWater. You can also visit [www.seswater.co.uk](http://www.seswater.co.uk)

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