

1 Leak Assistance Scheme

Where there is a leak from the pipework supplying your property, either externally or internally, it is your responsibility to get this repaired. This is a legal requirement under the Water Industry Act 1991.

We offer a one-off, non-emergency leakage assistance scheme for domestic customers where we will engage our contractor, SES Home Services, to locate and fix the leak or we will subsidise the renewal of the supply pipe.

Leak Assistance Scheme Terms and Conditions:

Our scheme is for 2 men for 2 hours each (4 man hours in total).

If the leak is not found and fixed within the 4 man hours you can instruct our contractors to continue working – their chargeable rates for a 2 man team is £156 per hour including VAT. This would be a contract between SES Home Services and yourself and is outside of our Leak Assistance terms.

The property must be used in full or in part as a dwelling. You are not eligible for this offer if your property is owned by a local authority, housing association or commercial organisation.

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 onto anyone else's land to fix the leak.

We will have to excavate to repair the pipe – if you do not want your land dug up then you will need to investigate other options ie pipework renewal or more advanced leak detection services. Please talk to us if you have a specialised surface within your property.

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 replanting.

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

Unless we have been negligent, we will not be liable for any claims for injury to persons or damage to the property

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(including fittings) which arise through our work.

This work will be guaranteed for 12 months – we will advise you if we find the pipework to be in a poor condition and in need of replacement. If a further leak is found within 12 months we will revisit and repair the leak if our previous leak repair has failed. We will not take responsibility for any leaks occurring outside of the original repair. If we find it in another position or even adjacent to our previous repair we will not authorise further free time to fix this leak we will advise you to either instruct the team on site or to find another plumber/contractor to carry out the repair. The area will be left in a safe condition.

This scheme is available on one occasion per property. Any subsequent leak will not be repaired free of charge. This scheme is only valid up to the property building line.

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

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.

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 approximately 1 hour. We can discuss this option further with you if we consider your circumstances require their help.

Key points about Leak Assistance

The leak detection method employed by our contractor usually is to locate the underground pipework by excavating inside your property boundary and then cutting and capping the supply pipe to determine the section which is leaking. Once determined they will replace the leaking section as long as it is not under a building – if we locate the leak and time is running out our contractors will liaise with us and we may agree further time to complete the repair. This is subject to conditions on site and the assessment from our contractors. We reserve the right to decide the amount of time spent repairing leaks. 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 ie trees in the way etc or if the pipework has reached the end of its life the pipework may require diverting/renewing or separating and our contractors can provide a quotation for this upon your request – this work will be at your expense. You may also need to have a new connection from our water main to accommodate this work ie if the supply needs separating. Please speak to speak to us about this at the time you request a quotation.

Locally approved plumbers/contractors are

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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.

WIAPS Approved (Water Industry Approved Plumbers Scheme). We will not subsidise any other work by ground workers or plumbers you may independently engage.

Our contractors will backfill any excavation 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 – we will only use tarmac. The site will be left safe and tidy – they may leave holes open to aid further repairs or if a quotation is required. In all cases the final reinstatement will be your responsibility.

We would recommend that you speak to your Building Insurance Company or landlord to discuss this leak and at all times you can employ your own contractor to fix this leak.

We are responsible up to the principal stopcock any pipework beyond this is always the customer's responsibility.

Subsidised Pipework Renewal

If you decide to renew your supply pipe or we suggest that a renewal is preferable to a repair (ie the pipework is in a poor condition or is located under a permanent structure) you can request a quotation from our contractors – SES Home Services. We will discount the final quotation after VAT by £265. You can employ your own contractors – preferably

For further information contact the Customer Services team at
SES Water, London Road, Redhill RH1 1LJ
Tel 01737 772000 or Fax 01737 766807 www.seswater.co.uk

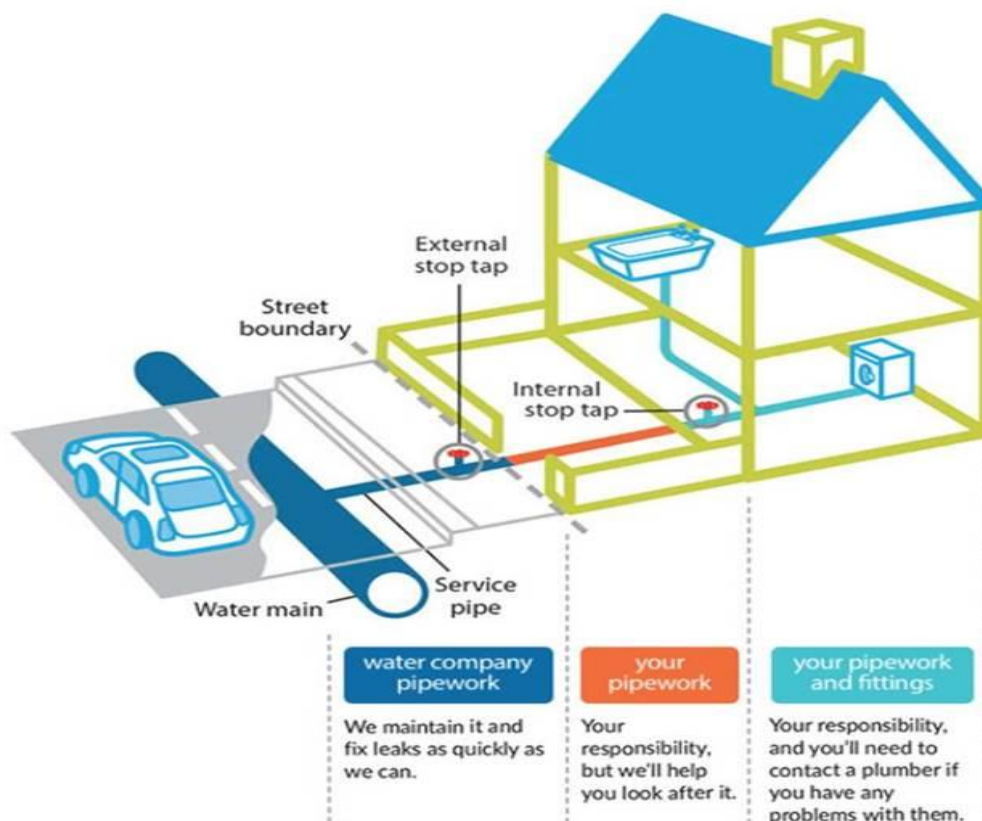
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Responsibility of supply pipes

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

Privacy Notice: If you are accepting SES Water's offer to repair your leak please note that your contact information will be shared with SES Home Services, who perform this service for SES Water to enable them to contact you to make arrangements for the repair

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



water fact sheet