

1 Leak Assistance

This factsheet contains information relevant for residential property owners only.

Reducing leakage 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 that 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.
