

LEAKAGE

HELP FOR HOUSEHOLD CUSTOMERS

Wessex Water
YTL GROUP



wessexwater.co.uk

FOR YOU. FOR LIFE.

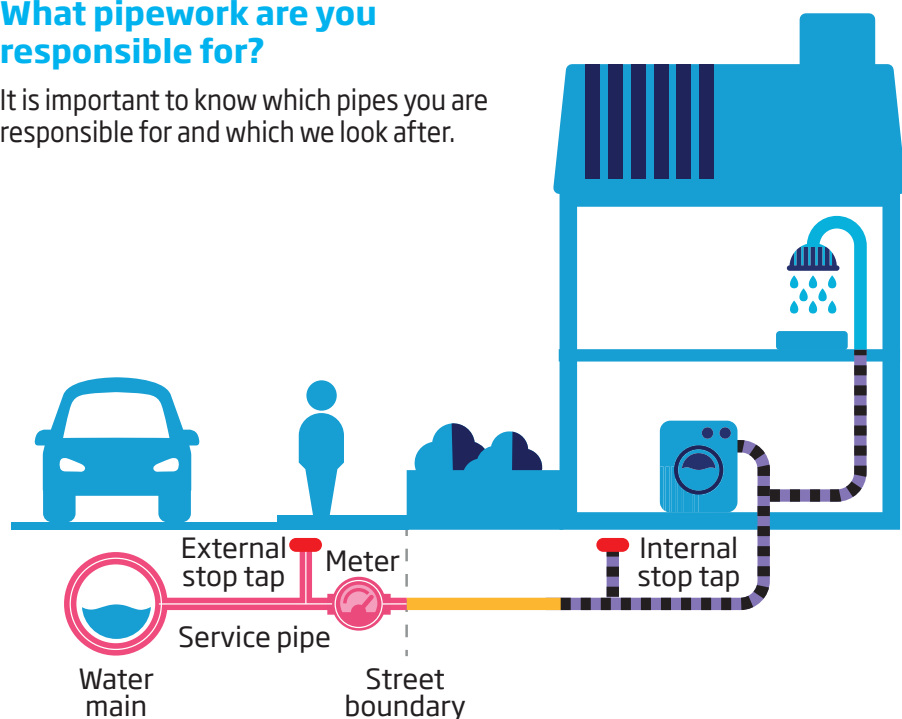
WE WANT TO HELP

We want to help you look after your water pipes and make it as easy as possible for you to find and fix leaks. It's all part of our commitment to customers and to reduce leakage across our region.

This leaflet explains what we do to help our household customers.

What pipework are you responsible for?

It is important to know which pipes you are responsible for and which we look after.



Our pipework	Your private supply pipe	Your pipework and fittings
We maintain it and fix leaks as quickly as we can.	Your responsibility, but we'll help you look after it.	Your responsibility, and you'll need to contact a plumber if you have any problems with them.

OUR PIPEWORK

We're generally responsible for water mains and the pipes supplying your water between the main and the edge of the street. We continuously look for leaks, but if you spot one please let us know. Our contact details are on the back page.

YOUR PIPEWORK

The pipework between our service pipe and your house (coloured yellow on the diagram opposite) is your private supply pipe. This is your responsibility even if you do not own the land the pipe runs through. The pipework and plumbing inside your home (coloured purple on the diagram opposite), including appliances, are also your responsibility.

We'll help you look after your private supply pipe up to the outside wall of your house (see pages 3-4) but you'll have to contact a plumber, or your landlord, if you think you have a leak inside your house on your plumbing or appliances - unfortunately we can't do this for you.

Need a plumber?

To find your nearest plumber visit the WaterSafe website at www.watersafe.org.uk or call 0333 207 9030 (Monday to Thursday, 8.30am to 5pm; Friday, 8.30am to 4.30pm).



Top tip



Household insurance

We recommend that you check your household insurance policy to see what you are covered for. Some household insurance policies cover repairs to internal pipework, but many don't.

We're always here to help - if you're unsure what you're responsible for please give us a call. Alternatively speak to our LiveChat team by visiting wessexwater.co.uk

Top tip



Your stop tap

It is worth making sure you know where your internal stop tap is. It is often located under the kitchen sink and should be in good working order at all times so you can turn off your water in an emergency. We also need this for leak investigation work if we attend your property.

Watch our video **How to locate your stop tap** on the Wessex Water YouTube channel.



HELPING YOU - OUR FREE 10-DAY LEAK REPAIR SERVICE

We can fix a leak on most private supply pipes free of charge. We will usually do this within 10 working days or sooner. We often have to balance this work with fixing larger leaks on mains in the road or attending to customers who have an emergency such as no water at all.

If we can't book an appointment with you for a while, or have to wait for consent from the landowner or approval to use traffic lights, it could take longer than 10 working days, but bear with us, we will get it done. There are a few conditions that apply to our free leak repair service - please see 'need to know' section below.

Four easy steps to your 10 working day repair

1



Give our team a call -
0345 600 4 600

If you can send us a picture of the leak it might help us to get the right team to you as quickly as possible.
wessexwater.co.uk/reportaleak

2



We'll arrange for a leak expert to visit you as soon as possible.

3



We'll investigate the leak, locate it and tell you whether we can repair it for free.

4



We'll send a specialist team to repair your leak for free. It may be that we have to return to reinstate the area affected.



Our leak allowance

We'll generally give you a leak allowance if you're on a water meter and your bill has gone up.

For details see page 5

NEED TO KNOW

- We'll look for leaks and where we can, we'll repair or replace your supply pipe free of charge within normal working hours (Monday to Friday, 8am to 6pm).
- We'll repair pipes for you where the length of your private supply pipe from the water main to the outside wall of your house is 12m or less. The pipes need to be accessible and not pass under any structure, such as hedges or outbuildings, or tiered gardens.
- There is no limit to the number of repairs we'll carry out for you, but if we think it makes more sense, we may want to replace a section of pipe rather than repair it.
- When we fit a meter we will automatically check for a leak and repair it under the conditions stated in this leaflet.

- If we carry out work for you, we'll have to excavate on your property, but we'll do our best to leave everything as we found it. Our staff can show you examples of the sort of finish we hope to achieve and will make sure you're happy before you sign paperwork to proceed.
- Customers on our low rate tariffs or means-tested benefits may qualify for free leak repair even if their private supply pipe is longer than 12m.



WHEN WE CAN'T FIX YOUR LEAK

If the leak repair is not covered by our free repair service or you don't want us to do the repair, you will need to arrange for a contractor to fix the leak.

When we visit we'll give you 28 days to get the leak fixed. We'll leave a booklet which includes some handy information and explains what could happen if you don't get the leak fixed in this time.



HELP IF YOU'RE ON A METER - LEAK ALLOWANCES

Don't worry if you have a leak and it has affected your bill - you generally won't pay more than you usually would. We normally give a full allowance for water and sewerage charges and we'll give it once the leak has been repaired.

If we know that a leak has been repaired and we have the information we need we'll make the allowance automatically. If you have made a repair and think you are entitled to an allowance please let us know. Call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday 8am to 2pm).

NEED TO KNOW

- For leaks that are your responsibility to fix, you must repair the leak within 28 days of our visit to qualify for the allowance, and you must claim the allowance within six months of the date of repair.
- We calculate your allowance based on your normal water use. You won't have to pay your affected bill until we have done this. For newly metered customers we'll take readings after the leak has been repaired to work out your usage.
- We'll backdate leak allowances to a maximum of two years.
- You can claim a maximum of 2 leak allowances for leaks inside your house.
- If you ask for a second or subsequent allowance, we may ask you to show us you are keeping a regular eye on your water use, for example, taking meter readings and dealing quickly with unexplained use.
- We won't give you an allowance if the leak was caused by negligence by you

Sewerage only customers: You may receive your water supply from Bristol Water or Bournemouth Water and your sewerage services from Wessex Water. If your water company gives you an allowance for leaked water, we'll adjust your sewerage charges as well. We'll still consider giving an allowance for your sewerage charges even if you don't get an allowance from your water company. We would need proof of the leak repair though, for example, the plumber's bill.

LOOKING OUT FOR LEAKS

It is worth bearing in mind that if you notice any of the following you may have a leak:

- areas of lush vegetation
- damp patches on the ground
- a big drop in water pressure
- an unexplained change to your bill.

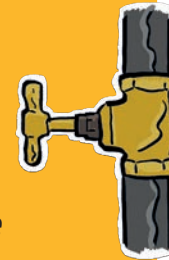
Locating the leak

If you are on a water meter and the meter dial is turning when you are not using any water, it is likely you have a leak.

Turn off your internal stop tap and check the meter. If the meter dial has stopped turning you may have a leak inside your property. If the meter is still turning when the internal stop tap is off, it is likely you have a leak on your private supply pipe and you should contact us.

LOCATE YOUR STOP TAP

If you think you have a leak you will need to locate your internal stop tap and check to see if it shuts off the water to all of your property. If it isn't working, please call a plumber - see page 2



If you have any questions please call our customer services team on 0345 600 4 600 (Monday to Friday, 8am to 6pm, emergencies at other times). Alternatively, there's plenty of advice online including frequently asked questions. Visit: wessexwater.co.uk/leaks

save every drop

IN YOUR LOCAL AREA PEOPLE ARE SAVING WATER... AND YOU COULD DO THE SAME.

Simply follow our tips below and you can easily save water in your home and garden. This will also help your local environment.



1 Shorter showers
Around 25% of your daily water use is from showering. Try taking a minute off your shower time.



2 Install a water butt
Install a water butt to collect free rainwater, which your plants prefer.



3 Fix any leaky taps
Save water by checking and fixing any leaks you find in your home.

FREE for you

Visit wessexwater.co.uk/savingwater to see how you can save more water, order FREE water saving devices and estimate your water use.

CONTACT US

Claim a leak allowance or for any other billing enquiry

Call: **0345 600 3 600**

(Monday to Friday, 8am to 8pm, Saturday 8am to 2pm)

Submit an online enquiry via our website: [wessexwater.co.uk/contactus](https://www.wessexwater.co.uk/contactus)

Get advice about a possible leak or for any other questions on water supply or sewerage services

Call: **0345 600 4 600**

(Monday to Friday, 8am to 6pm, emergencies only at other times)

Submit an online enquiry via our website: [wessexwater.co.uk/contactus](https://www.wessexwater.co.uk/contactus)

Report a leak

Visit: [wessexwater.co.uk/leaks](https://www.wessexwater.co.uk/leaks)

Call: **0800 692 0 692** (24 hours)

Further information

This leaflet forms part of our core customer information, covering key aspects of our work including charges, and enquiries and complaints. All these leaflets can be found at [wessexwater.co.uk/policy](https://www.wessexwater.co.uk/policy)

We welcome calls via the Next Generation Text service.

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. We may record telephone calls into our contact centres for quality, security and training purposes.

Wessex Water is not responsible for the content of external websites.

