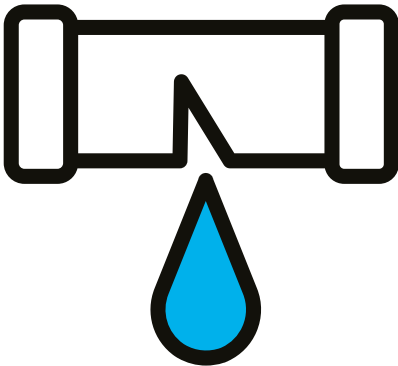


# Leakage

Help for  
household  
customers



**Wessex Water**  
YTL GROUP

FOR YOU, FOR LIFE.

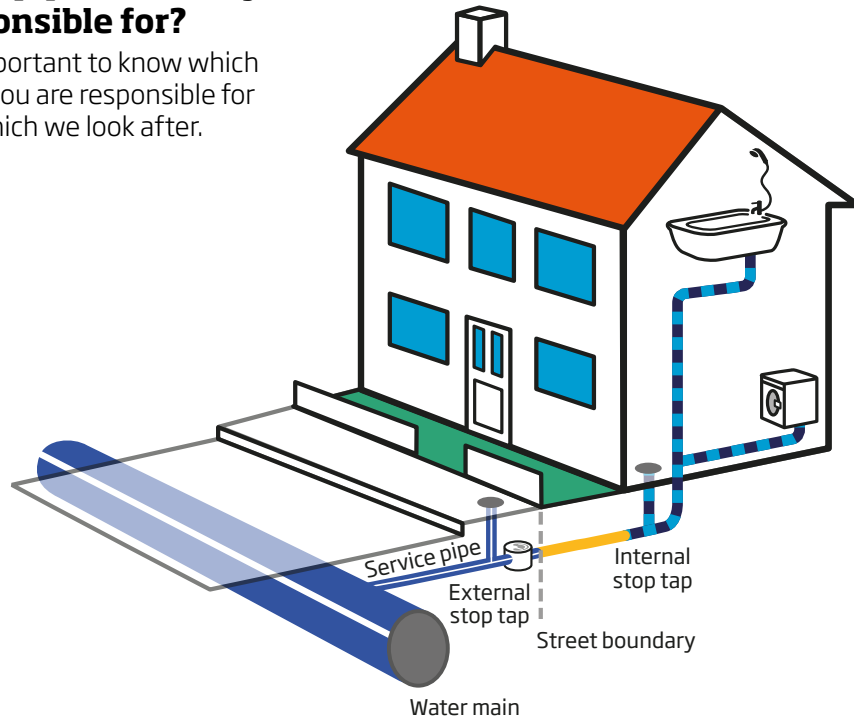
# We want to help

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

We maintain it and fix leaks as quickly as we can.

### Your pipework

Your responsibility, but we may help you look after it (see our repair service policy details on page 3).

### Your pipework and fittings

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 water main and the edge of the street in which the water main is laid. 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 blue and black 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.

## Top Tips

### 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 contact us using the details on the back page.

### Your stop tap

Your internal stop tap is the point where you can shut off the water supply to your home. It is worth making sure you know where your stop tap is. It is often under the kitchen sink. It 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 come to your property.



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

## Need a plumber?

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





# Helping you - our free 10-day leak repair service

Where possible, 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 other supply issues such as:

- fixing larger leaks on mains in the road
- 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 on page 3.

## Four easy steps to your 10 working day repair

-  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/report-a-problem](https://www.wessexwater.co.uk/report-a-problem)
-  We'll arrange for a leak expert to visit you as soon as possible. You, and any third party land owners involved, will need to sign a consent to entry form in order for us to proceed with a repair.
-  We'll investigate the leak, locate it and tell you whether we can repair it for free.
-  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.

### PRIORITY SERVICES

Extra support when you need it

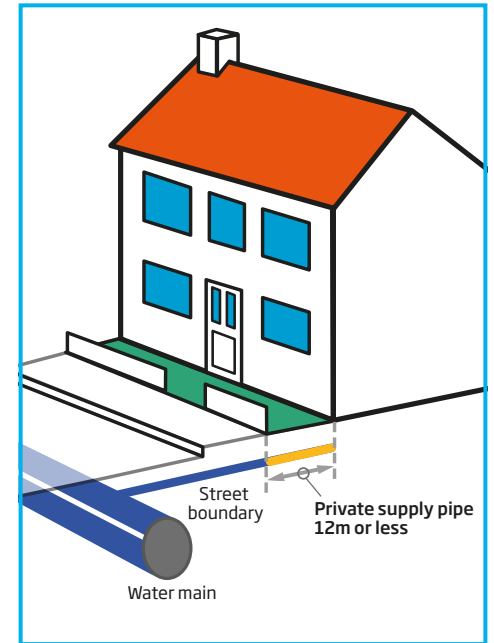
If you need support, a password to add extra security or additional presence when we visit please visit [wessexwater.co.uk/priority-services](https://www.wessexwater.co.uk/priority-services) or call 0345 600 4 600. We will always provide an identity card with a name, photograph and our logo on it.



**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 4

# 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 will repair pipes for you where the length of your private supply pipe from the street boundary 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 may have to excavate on your or your neighbours property, dependant on where the private is supply is routed. We'll do our best to leave everything



as we found it. For more information see page 5.

- Customers on our low rate tariffs or means-tested benefits may get a 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.

# Leak allowances

## Help if you're on a meter

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 or visit [wessexwater.co.uk/leakage-allowance](http://wessexwater.co.uk/leakage-allowance)

- 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'll work out 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 two 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 or someone acting on your behalf.

**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.

If you have any questions please call our customer services team on 0345 600 4 600. Alternatively, there's plenty of advice online including frequently asked questions.

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

# Putting things right when we have fixed your leak

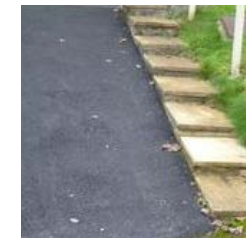
Where we need to excavate on your property to complete a repair, we will always do our best to leave the area as we found it.

Our team will always ask for your permission before carrying out any work and make you aware how it may look different from before.

Where the surface is grass, tarmac/concrete we will excavate, backfill and cover the area with a patch of the same material. Where the area is paved we will lift the paving and attempt to put it back as best we can. You may be able to notice a difference in the area that has been excavated.

Things to consider before you agree to our repair and why there may be a difference in appearance may be due to:

- **The age of the surface** – some surface types may have been in place for long periods of time and will weather. This will result in a visible area where we have excavated.



Before



After

- **Water damage** – the leaked water may have had an effect on the material or ground such as lawn areas.



Before



After

- **Original condition and thickness** – depending on how the material was laid and how it is wearing since it was first put down can also have an effect on the final restatement of the surface.



Before



After

If you have any questions or concerns, please speak to one of our specialist team or call us on 0345 600 4 600.

# Contact us

## **Claim a leak allowance or for any other billing enquiry**

0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday 9am to 1pm)

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

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

0345 600 4 600

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

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## **Report a leak**

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

0800 692 0 692 (24 hours)

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# Further information

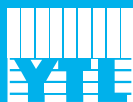
This leaflet forms part of our core customer information, covering key aspects of our work including charges, and enquiries and complaints.

For a copy of any of our leaflets please contact us.

We welcome calls via the Relay UK and SignLive British Sign Language service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.

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**Wessex Water**  
YTL GROUP

FOR YOU. FOR LIFE.