

sewerage allowances will not be granted in respect of water lost through leakage or wastage from customers' on site distribution networks.

However, we offer the following concession.

Where you can demonstrate that none of the leaked water has returned to the sewer and you have acted promptly to minimise wastage and repair the leak you may apply for the following sewerage allowance.

Duration of leak	Stepped sewerage allowance for leaked water
0 -3 months	100%
3- 6 months	50%
6 -12 months	25%
12 months	0%

For example, where a customer complies with the conditions above and the water leak is repaired after seven months, the customer will be entitled to apply for the following sewerage allowance: three months at 100% plus three months at 50% plus one month at 25%.

## General conditions

Provided you have acted quickly to identify and repair your leak, we will honour your claim for a leak allowance.

To qualify for an allowance we will require evidence that you have checked your meter reading regularly.

Applications for leak allowances should be made in writing within four weeks of completing the leak repair.

Any supporting information requested in response to your application must be provided within six weeks of our request in writing.

No claims for leak allowances for water supply or sewerage services will be granted under the following circumstances:

- on expiry of 12 months from the date of the leak being repaired
- for leaks from above ground infrastructure or for wastage from faulty appliances
- where a leak has been caused through negligence on your part or by anyone acting on your behalf.

After the first reported leak event, we would recommend you consider the use of a water leakage alert device.

After the second leak event on a particular site no subsequent leak allowances will be granted unless you can demonstrate that a comprehensive survey and improvement of your site's water supply infrastructure has been carried out.

Wessex Water will keep records of all leaks and allowances given on a particular site.

Where there is a change of ownership on a particular site on which we have granted past allowances and offered free leak detection and repair services, we reserve the right to suspend our free service and allowance scheme until evidence of a comprehensive onsite pipework renewal programme has been provided.

## How to contact us

### Billing enquiries

Call: 0345 600 3 600 (*Monday – Friday, 8am – 6pm*)  
email: [customer.services@wessexwater.co.uk](mailto:customer.services@wessexwater.co.uk)  
(*Please quote your customer and telephone numbers*)

Write to: Wessex Water, 1 Clevedon Walk, Nailsea, Bristol BS48 1WA

### Operational enquiries

Water supply and sewerage enquiries

Call: 0345 600 4 600 (*Monday – Friday, 8am – 6pm, emergencies only at other times*)

email: [operational.enquiries@wessexwater.co.uk](mailto:operational.enquiries@wessexwater.co.uk)

Write to: Wessex Water, Operations Centre, Claverton Down Bath BA2 7WW

Website: [www.wessexwater.co.uk](http://www.wessexwater.co.uk)

*Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider.*

*To protect our customers and staff calls may be recorded.*

[www.wessexwater.co.uk](http://www.wessexwater.co.uk)

Wessex Water Claverton Down Bath BA2 7WW

# Leakage



Code of practice –  
Leakage policy for  
business customers

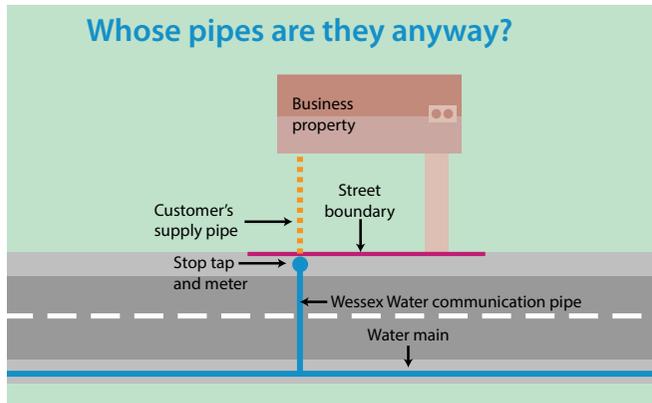
## Our leakage policy

Wessex Water is committed to reducing leakage and promoting efficient water use.

We want to encourage and help our customers to detect and repair leaks as quickly as possible.

This business leakage policy applies to any customer whose supply pipe supplies water to premises which are not occupied wholly as a household residence. This policy is subject to the general conditions overleaf.

As a customer you are legally responsible for all pipework from the meter point to your property (see diagram below).



We advise you to check your pipework is in good condition by recording the amount of water you use through each meter on your site at least once a month. If you regularly use a large volume of water we recommend you read your meter daily.

If you would like advice on doing this or fitting automatic devices to your meter to record consumption, please contact our business team using the contact details overleaf.

You can also request a chart to help keep track of your water consumption or download a template from our website.

## Free leak detection and repair

If you receive a water supply from us and suspect you have a leak on your site we will provide up to four hours' free site-based leak detection tracing service. Customers should ensure that any stop taps or valves are located and operable prior to a visit.

If your site leakage issues have not been resolved during this time or a surface excavation is required, further assistance can be arranged on a commercial basis.

If the leak is visible or detectable from the surface using above ground leak detection techniques we will offer to carry out free of charge a single spot repair or replacement of the affected section of pipe.

Our free leak detection and repair service only applies to external below ground pipework which is easily accessible. It is limited to one call out per site within a five-year period with all works carried out during normal office hours.

You remain responsible for all works undertaken at your request and you will be required to provide clear details of any other services or underground infrastructure in the vicinity of the leak repair area.

For any additional work not covered by our free service we will offer a commercial schedule of work rates.

## Waste water notices

If you decide to arrange the repairs without our help we will issue a waste water notice, which will inform you that repairs must be carried out to stop water being wasted.

The notice will require you to carry out pipework repairs within 14 days. If the leak has not been fixed in this time a final notice will be issued. On expiry of the final notice we have the statutory right to repair the leak ourselves and recover the cost from you.

## Fast leak repair incentive

Once a leak has been proven we offer a fast leak repair incentive which encourages you to fix the leak as quickly as possible.

If Wessex Water is contracted to repair the leak we will adjust your bill for water leaked from the date we are instructed and have open access to fix the leak.

If you choose to repair the leak yourself we will adjust your bill for water leaked from the date the leak is proven in accordance with the table below.

Proof of when the leak was repaired will be required.

Fast leak repair incentive (for first and second leaks only)	
Number of days to repair: (from the date the leak is proven)	Leaked water bill adjustment
Less than 7 days	100%
7 to 14 days	50%
15 days+	0%

## Backdated allowance for leaked water

In addition to the fast leak repair incentive, on request we will give an allowance for leaked water for up to a maximum of 30 days prior to the date the leak is confirmed.

From the time the leak is confirmed you will be entitled to the following backdated allowance on water leaked:

- 100% rebate of leaked water for the first leak on the site
- 10% rebate of leaked water for the second leak on the site.

All claims for backdated leak allowances must be made within four weeks of carrying out the leak repair and will need to be accompanied by supporting evidence.

## Sewerage allowance for leaked water

Wessex Water's charges scheme for metered customers fixes the charges for sewerage services with reference to the volume of water passing through the meter.

To promote the efficient use of water and incentivise quick remedial repairs our charges scheme requires that