



leakage - help for you

code of practice for
household customers

*Wessex
Water*

a YTL company

www.wessexwater.co.uk

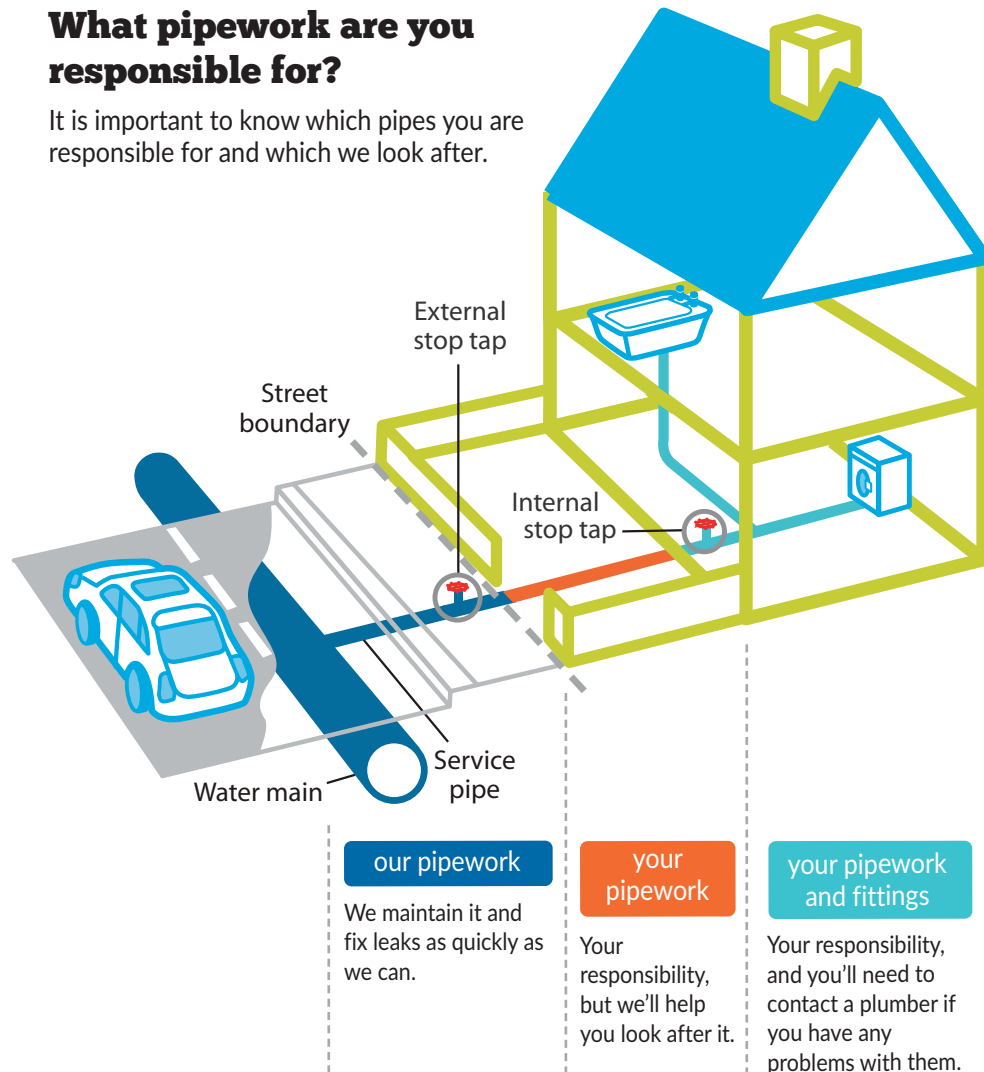
we want to help

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. We also have a leakage policy for business 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'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 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, including appliances is also your responsibility.

We'll help you look after your private supply pipe up to the outside wall of your house (see pages 2-3) 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 web chat team by visiting www.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 normally fix a leak on your private supply pipe 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.

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.



www.wessexwater.co.uk/reportaleak

2



If we think we can help we'll arrange a visit from one of our leak team – they'll visit 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.

For details see page 4

need to know

- We'll look for leaks and repair or replace your supply pipe free of charge within normal working hours (Monday to Friday, 8am to 6pm). Visits and repairs outside these times may be chargeable.
- We'll work on your pipes up to the outside wall of the house (but the pipes need to be accessible and not pass under any structure, such as hedges or outbuildings).
- 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.



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.

If we know that a leak has been repaired and we have the information we need we'll make the allowance automatically. If you think you are entitled to an allowance please let us know. Call 0345 600 3 600 (Monday to Friday, 8am to 6pm) or email customer.services@wessexwater.co.uk

need to know

- We usually give a full allowance against your excess water and sewerage charges due to leakage and we'll give it once the leak has been repaired.
- We calculate your allowance based on your normal usage. You won't have to pay your affected bill until we've done this. For newly metered customers we'll take readings after the leak has been repaired to work out your normal usage.
- We'll backdate the allowance to a maximum of two years.
- If you ask for a second or subsequent allowance, we may ask you to show us that you are keeping a regular eye on your water supply, for example, taking meter reads and dealing quickly with unexplained use.
- We won't give you an allowance if the leak was caused by negligence by you or by someone acting on your behalf.

Sewerage only customers: You may get 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.

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.

We'll give you a notice which requires you to get the leak fixed. This is called the waste water notice. It is issued to avoid wastage of water and risk of contamination to public water supply.

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 on your bill.

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 1.

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 (Monday to Friday, 8am to 6pm, emergencies at other times). Alternatively, there's plenty of advice online including frequently asked questions and help from our web chat team. Visit www.wessexwater.co.uk

saving water

As well as keeping an eye out for leaks, you can save water with our top three tips.

Brushing teeth



Turn off the tap when brushing your teeth, washing or shaving. A running tap can use up to nine litres of water per minute.

Showering



Take shorter showers – shower for four minutes. On average a shower uses 10 litres of water a minute – showering adds up to 25% of your daily water use.

Using the toilet



Only flush the toilet if you need to. On average, each flush uses seven litres of water – 22% of the water you use in your home is for flushing.

For more advice and to order free water saving devices for your home visit www.wessexwater.co.uk/saving-water

contact us

Claim a leak allowance or for any other billing enquiry

Call: **0345 600 3 600**

(Monday to Friday, 8am to 6pm)

Email: **customer.services@wessexwater.co.uk**

(Please quote your customer number and telephone number)

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

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)

Email: **operational.enquiries@wessexwater.co.uk**

further information

This code of practice leaflet is part of a series which includes codes of practice relating to charges, enquiries and complaints and general information. Our code of practice for enquiries and complaints is available from

www.wessexwater.co.uk/cop or by calling us on 0345 600 4 600 (Monday to Friday, 8am to 6pm).

We welcome calls via the Text Relay service.

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.

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



www.wessexwater.co.uk