

## Leakage survey

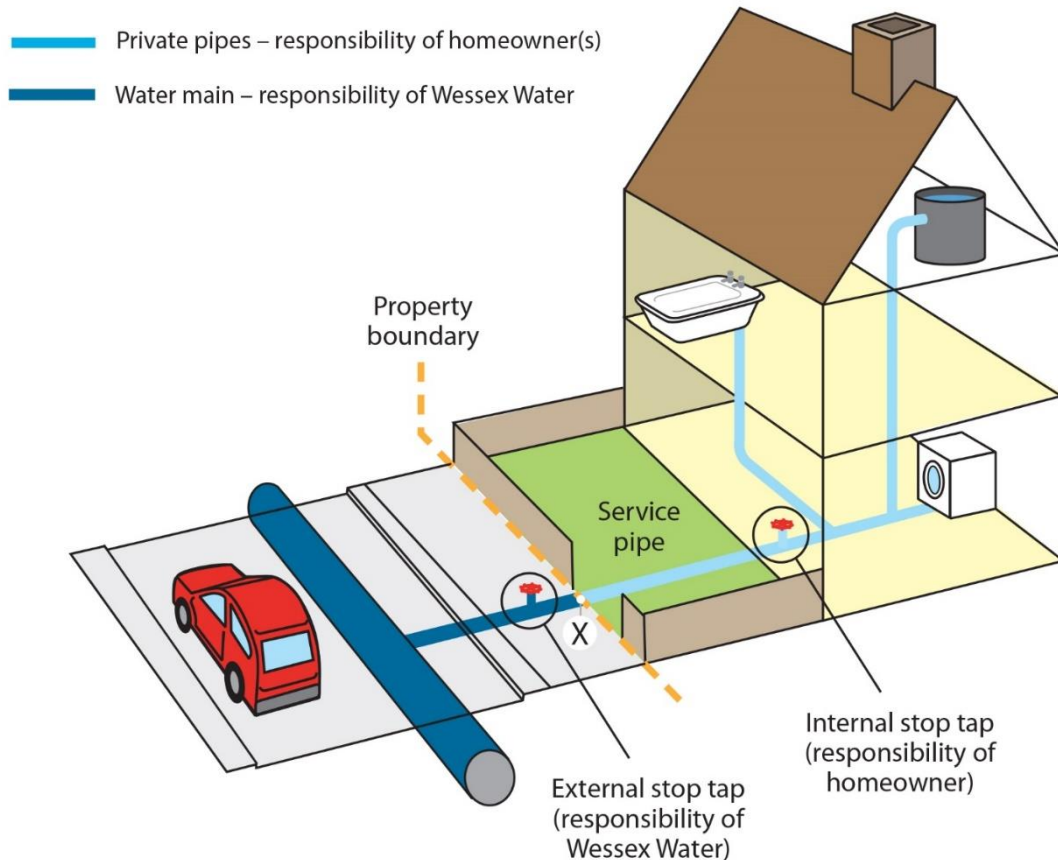
Thank you to everyone who took part in our 7th online survey. We received over 1,400 responses, our highest response rate so far.

We wanted this survey to help us understand what customers know about pipework responsibility and their expectations of us as their water company in tackling household leakage.

Here's how you answered.

### First we showed you a picture of a typical home and asked you which parts of the pipework you thought you were responsible for.

- 62% of you answered correctly that you are responsible for all pipework from your house to the boundary of your property, as shown by the pale blue line on the picture below.
- Over a third of you weren't sure which parts of the pipework you are responsible for, so we need to work harder to let you know.



**We then asked what you would do if there was a leak on the pipework supplying your home. You could select more than one answer for this.**

- 86% of you would contact Wessex Water
- 19% of you would investigate the leak yourself
- 16% of you would contact your landlord
- 12% of you would contact a plumber
- 11% of you would contact your insurance company
- 5% of you would contact the Council
- Only 1 respondent would do nothing

It is good to know that most of you would contact us which is the right thing to do – we may be able to help you under our free customer leak repair scheme so always get in touch.

**We asked what you would do if you noticed a leak inside your home. Again you could select more than one answer for this.**

- 78% of you would contact a plumber
- 28% of you would contact your insurance company
- 8% of you would contact Wessex Water

If you have a leak inside your home on your plumbing or a water using appliance you will need to contact a plumber or your landlord. You can find local plumbers on [WaterSafe](#) – an online search facility listing qualified and approved contractors.

Over a quarter of you would contact your insurance company. Some household insurance policies cover repairs to internal pipework, but many don't – it may be worth checking what your household insurance cover includes.

**We then told you about the free leak repair service we offer on customers' private service pipes.**

We are committed to reducing leakage and want to go the extra mile for our customers so we offer to repair leaks on a private service pipe free of charge during normal working hours.

93% of you felt it was important that we offer this service but only 27% of you knew that we did. This tells us we need to work much harder to promote what we do to tackle leakage.

## **We then asked what you felt should be part of the free leak repair service.**

- There were mixed views on the number of free repairs we should offer – 39% felt there should be unlimited leak repairs, 19% said we should only offer one repair, 22% said up to two repairs and 7% felt we shouldn't offer any at all.
- 38% of you feel that we should fix a leak on a customer service pipe the next working day and 78% think it should be fixed within three working days.

We do offer unlimited free repairs under our scheme so will continue to do that for our customers.

We appreciate that you want leaks to be fixed quickly. We will always try to do that for you but we do allow ourselves up to 10 working days to fix leaks on customer's private service pipes.

Remember this is a free service which we are offering to you and 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, really low pressure or a blocked sewer. We hope you understand it's about getting this balance right.

We know that customers on a meter might be concerned that a leak may lead to an increase in their bill, so don't worry we will avoid that by continuing to offer a full leak allowance.

## **We then asked if you were aware of these leak allowances that we offer to our metered customers who pay only for the water they use.**

Only 29% of you were so we need to do more to let customers know about this.

We allow metered customers to claim more than one leak allowance and 56% of you think this is the right thing to do. If customers do make repeat claims, we will ask them to monitor their water use more closely to reduce leakage.

Only 20% of you feel we should offer an allowance if the leak is inside your home – most of you felt it is your responsibility to maintain your internal pipework and fittings.

## **Finally we asked if you had ever had a leak on your private service pipe which we'd fixed and how you'd found our service.**

It was great to hear that those of you who had used it rated it highly - 94% of you thought the service was very good or good.

## **What next?**

We keep our leakage policy under constant review. Your feedback has been very helpful. Clearly we need to do more to make our customers aware of what pipework they are responsible for, and also what we can do to help if they have a leak. We will continue to offer our free leak repair on customers' service pipes as you value that service. Although those of you who've used the service have rated it highly, we'll take your comments on board on how it can be improved further.

To find out more about spotting leaks, leak allowances and saving water, please visit [our website](#)

**Thank you once again for being a member of 'have your say'.**

Sue Lindsay  
Head of Customer Relations Wessex Water