

Non-household leakage policy

- If the premise owner is aware of an internal leak on private pipework, Wessex Water advises they contact a WaterSafe-approved plumber to fix it.
- If the premise owner/occupier suspects there may be a leak somewhere within the premise boundary, Wessex Water can attend to assist in confirming this.

This policy details the responsibility of non-household premise owner/occupier and Wessex Water as the wholesaler when a leak is identified on a fitting that is the responsibility of a premise owner/occupier to maintain.

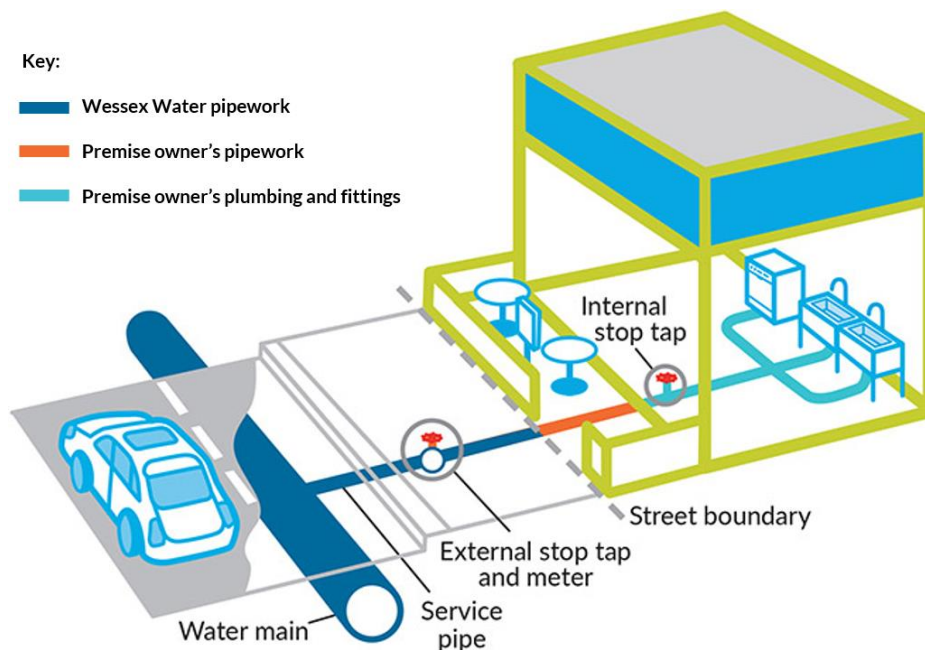
Pipework and fittings responsibility

As the wholesaler, Wessex Water has a responsibility to fix leaks to the point in which its ownership of pipework ends. The location of a meter and/or control valve to a premise does not always determine the end or start point of responsibility. In the majority of cases, the wholesaler's responsibility for pipework will finish at the boundary of the highway in which the connecting water main is laid. Further information on pipework and fittings ownership can be found on our website at www.wessexwater.co.uk/pipework

Discovering a leak at a non-household premise

If a premise owner/occupier or retailer identifies or suspects a leak on a fitting that is the responsibility of the premise owner and/or occupier to fix, the retailer should report this to Wessex Water at the earliest opportunity.

A representative of Wessex Water, or a third party acting on behalf of Wessex Water, will attend the premise to confirm that there is no leak on pipework that is the responsibility of the wholesaler to maintain. Any leak identified on the wholesaler's pipework will be repaired within two working days of the leak being reported by the premise owner/occupier or the retailer. If the leak is visible, Wessex Water will aim to fix it by the end of the next working day of it being reported.



If the premise owner/occupier and/or a representative of them suspects there is a leak somewhere within the boundary of the premise, Wessex Water will provide assistance where possible to confirm this. If after inspection a leak is confirmed, a notice will be served to carry out the necessary repairs to prevent further wastage of water. Failure to carry out the required repairs within the first notice period of 14 calendar days may result in further notices being issued and subsequent chargeable visits by Wessex Water. Full details of this can be found in the Wessex Water wholesale charges scheme.

A delay in carrying out the necessary repairs may make the premise ineligible for a claim for a volumetric adjustment.

Notices will be issued to the person(s) responsible for maintaining the fittings and therefore arranging the appropriate repair. An electronic copy of any notices issued will be provided to retailers within two business days of issue.

Unusual consumption identified by the wholesaler

If Wessex Water identifies a change in a premises' water consumption and suspects that there may be a leak, the retailer will be notified. It will be the responsibility of the retailer to further discuss with the premise owner/occupier and, if necessary, report a suspected leak to Wessex Water.

Advice to retailers and premise owners

It is advisable that retailers and premise owners/occupiers regularly monitor a premises' water consumption to identify any unexplained flow increases as early as possible. It is also advisable that premise owners/occupiers regularly check the operation of control valves at the premises, including the main control valve, and are aware of the fittings that they are responsible for.

The Water Industry Act 1991

Premise owners/occupiers who allow water fittings that they have a responsibility to maintain to remain in need of repair causing wastage of water may commit an offence and be liable to pay a fine under Section 73 of The Water Industry Act 1991.

Wessex Water as an undertaker may after serving notice exercise its powers to:

- disconnect or isolate a supply to a premise if the wastage of water becomes an emergency or the premise is unoccupied (Section 75 (7) The Water Industry Act 1991)

or:

- carry out repairs and recover reasonable expenses incurred from the premise owner/occupier (Section 75 (9) The Water Industry Act 1991)