

A stylized purple pipe system is set against a light blue background. The pipes are thick and have several joints. A circular gauge with a white needle and five dots is attached to the system. A vertical pipe on the right has a small hole from which five blue water droplets are falling. A dark blue banner is overlaid on the lower part of the pipes.

**Fix those leaks:
keeping your water
costs down**

Visit our website at
➤ southernwater.co.uk

 Southern
Water

Finding and repairing leaks on your property

2. Check if your insurance provider will carry out a leak repair.

If you are a tenant, you need to contact your landlord

1. Do you think you have a leak on your supply? Carry out a tap test as explained below

Can't find a leak?

● We offer one hour's free leak detection. If you are having trouble locating or identifying who is responsible for a leak, call us on **0330 303 0368**. We may be able to locate it and advise you of who to call if it does not fall under our responsibility.

Finding a plumber

● A list of approved plumbers can be found through our website - southernwater.co.uk/approved-plumber-scheme, by calling WaterSafe on **0333 207 9030** or visiting watersafe.org.uk.

WaterSafe lists trusted plumbers in your area who are trained to meet the strict regulations for drinking water supply from seven approved schemes including the Water Industry Approved Plumbers' Scheme.

Online tradesmen recommendation services such as Checkatrade (www.checkatrade.com) are also a good place to find reliable local plumbers and groundworkers.

● Using an approved plumbing business helps prevent the risk of contamination to drinking water from poor plumbing practices and sub-standard products and workmanship.

Why is it important to repair leaks?

- Unrepaired leaks cost money - which can mean an increase in your bills.
- Long term leakage may damage your property.
- If you are aware of a leak but do not take reasonable steps to repair it, we may need to take a more formal approach and issue a statutory waste of water notice (section 75 of the Water Industry Act, 1991).

What is a tap test?

- A tap test is a check carried out to see if water is still passing through your meter when your internal stop tap is off.
- Your meter is normally located in a small, covered chamber in your footpath or garden. The serial number will match the one on your bill.
- To carry out a tap test, turn off your internal stop tap and turn on your kitchen cold tap to be sure it is fully isolated. If the red numbers on your meter are still moving or its dial turns, this means there is a leak between the internal stop tap and the meter.
- If the dial or numbers are not moving but you still suspect a leak, turn your internal stop tap on but ensure no water is being used.



4. Once your leak has been repaired, let us know and, where eligible, we can arrange for an allowance to be applied to your bill



3. If your insurance policy doesn't cover you for leaks, you'll need to get a plumber. See below for details of how to find approved plumbers

- If the numbers on your meter are moving when you are not using the supply, there may be an internal leak.

Other signs of leakage:

- Hissing/noises in pipe work
- Damp patches
- Lush vegetation where not expected
- Unexplained high usage on your bill.

The pipe supplying your property is your responsibility

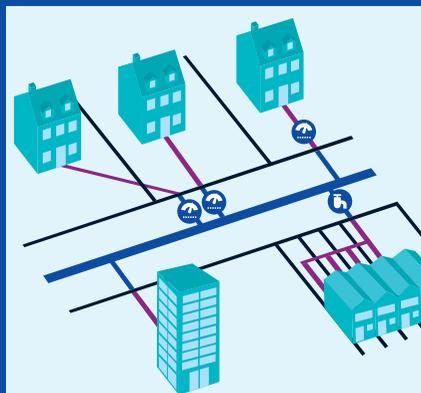
We own and maintain the water mains which carry water to homes and businesses. Your home is linked to the water main by a supply pipe which is your responsibility.

This means that you or your landlord are responsible for fixing any leaks in or around your home.

We can offer advice if you have questions about your repair. If you are on one of our special tariffs, on our special needs register or on certain government benefits we may be able to repair the leak for you. Please call us on 0845 272 0845.

Who is responsible?

- In most cases, your responsibility starts at the boundary of the highway in which the main is laid.
- There are some cases where your supply pipe may pass over someone else's land but the maintenance is your responsibility and you will need to gain permission from the land owner to do repairs. These are most likely to be in rural areas or where a private road is unadopted.
- The meter remains the responsibility of Southern Water, even if it has been installed on private land.
- In properties where there is a shared supply pipe, the responsibility for repairs is shared by the property owners.



- Water main - responsibility of Southern Water
- Communication pipe - responsibility of Southern Water
- Customer supply pipe - responsibility of the property owner
- Property boundary



Meter



Stoptap

How will this affect your bill?

- If the leak was on your pipe work, but the water did not go through the meter, or you do not have a meter, your bill will not have been affected.
- If Southern Water does not supply your water, your water company will advise us of any allowances and we will automatically mirror them.
- Some leaks may show up as high usage on your bill. If your leak has caused an increase in your charges, you may be entitled to a leak allowance.
- Once the leak is repaired, you can apply for an allowance. Please contact us with details of your leak repair and how long the leak had been going on for. We can then work out your usual consumption (we will use a comparable period from previous meter readings or may take two meter readings at least two weeks apart).

- We will contact you within two weeks with a decision. If you are eligible, we will calculate how much water was lost to leakage and reduce your bill. This may apply to both water and/or wastewater.
- There are circumstances where you may not qualify for an adjustment. These are:
 - You have already had a leak allowance on your account
 - The leak was caused by your negligence
 - The leak was not repaired in a reasonable time. To receive the full leak allowance the leak must be repaired within 30 days, with the allowance reducing on a sliding scale up to a maximum of 90 days. The allowance will be back dated to when the leak started
 - You have been made subject to an enforcement notice (Section 75 of the Water Industry Act, 1991).
- If the leak was in internal pipe work you may be eligible for a wastewater allowance.

CSMS / Ellipse number:

When we visited:

Who attended:

What we found:

You now need to contact: Your insurers A plumber Your landlord

For further information contact:

Customer Service Centre
Southern House
PO Box 41
Worthing
BN13 3NZ
Tel: 0330 303 0368

Need a plumber?

Find your nearest accredited business:

- watersafe.org.uk
- checkatrade.com