WE'RE HERE TO HELP.

You can find all sorts of information to help reduce the amount of water you use or how to spot and get leaks repaired on our website anglianwater.co.uk or you can call us on 03457 919155.

Spotted a higher than expected bill? Here's what to do.
A higher than expected bill can often be the first indication that you’re using more water than you really thought you were.

There may be an obvious reason for the increase, for example, recent alterations have been made to your home or a new addition to the family. But it’s also possible that you could have a leak or problems with your plumbing.

This leaflet is a practical step by step guide to how to check for possible leaks, working out how much water you actually use and how to reduce your usage.

In most cases we’re responsible for the pipes from the water mains up to your property boundary and the external stop tap or meter if it’s inside your property boundary (blue pipe). You’re responsible for the rest of the pipe that runs from the stop tap to your door and any repairs that need to be made (orange pipe).

There are a few occasions where your responsibility can extend beyond your own property boundary. For example where the private supply pipe is within the boundary of another property, you (or your landlord) are responsible for that section of pipe.

For a shared supply pipe, responsibility and costs for maintenance or repair are shared between the properties.

If there is a leak on the internal pipework or the pipe that supplies water to your home, you (or your landlord if you rent) are responsible for fixing it.

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**DROP 20 TIPS**

Use water from your bath, shower and kitchen to water plants.

**DROP 1000 LITRES OF WATER**

At home, we use an average of 145 litres of water a day per person. See page 10 for our water usage checklist and track down how much water you actually use.
CHECKING FOR LEAKS

GETTING STARTED

Before you start any checks, you first need to make sure you’re not using any water. For example, the washing machine shouldn’t be in use and you shouldn’t fill the kettle or flush the toilet at least 10 minutes before carrying out the tests. The storage tank would still be filling if you carry them out immediately.

CHECK YOUR INTERNAL STOP TAP IS WORKING

In most cases you can find your internal stop tap under your kitchen sink or in the bathroom.

It’s important that you can turn the stop tap on and off to allow you to complete all of the checks on your water supply.

To make sure the internal stop tap stops the cold water supply into the home, turn it to the off position and then turn on the cold tap at the kitchen sink. If the internal stop tap is working, the water flow will stop after a few seconds when you turn on the kitchen tap. If it doesn’t then you will need to arrange to have it repaired. (See page 11 for details of Anglian Water’s Approved Plumbers in your area).

FIND AND TAKE CHECK READINGS FROM YOUR WATER METER

Where to find your water meter

Most water meters are fitted in the footpath or close to the boundary of your property. This allows us to maintain it and take readings without disturbing you. But in some cases it may have been fitted inside your home.

The meter sits inside a chamber and is connected to the water supply pipe at the bottom of this chamber.

Sometimes, when you read the meter, if the weather has been wet, you may notice a small amount of water has collected in the chamber. Empty and dry the chamber with a sponge and check again after a period of dry weather. If there is water in the chamber there could be a leak.

Dumb meters

On the face of the meter, you will see seven digits.

serial number

meter reader

10th litre dial

Example:

0 0 1 5 8 3 3

The first five white digits indicate cubic metres (1 cubic metre = 1,000 litres or 220 gallons). The last two red digits are units of 10 litres and will turn quickly when water is being used. Only the cubic metre figures (the white ones) will be used to bill you.

In the example above, the meter reading is 158 cubic metres.

You will also see a 10th litre dial on the meter face. When water is being used, it will spin around rapidly. This will be helpful when you’re doing the tests in steps 3, 4 and 5.

Smart meters

On the LCD screen, you’ll see a series of six large digits showing full cubic metres used and a smaller series of numbers in a red box showing litres used.

Example

0 0 0 0 1 8 9

189 cubic metres

4 4 5 5 9

445.59 litres

It is important to make sure you put the meter cover back correctly to stop anyone tripping or falling over it.
Before carrying out a test for leaks, we suggest you complete a flow test on your meter.

- Check the serial number shown on your bill is the same as the one printed on the meter you are looking at.
- To make sure this is your meter, turn off the water supply at the meter.
- Go to your cold water tap and turn it on. The water should slowly stop. If it does, this means that the water meter is recording water used in your home.
- Leave the meter turned off and ask each of your immediate neighbours to turn on their cold taps to see if their water stops too.

If it does, please call us as soon as possible and explain what has happened on 03457 145 145.

If it doesn’t stop their water, this is good news as it confirms that you are on a single supply and the water meter is yours.

Turn the stop tap at the meter back on.

The amount of water you use overnight should be very low, possibly none at all.

To check this, take a meter reading as described in step 2. Ideally the reading should be taken late in the evening, before you go to bed.

- Make sure that none of your appliances are operating overnight. Take a reading again first thing in the morning before any water is used.
- Compare the two readings – if the readings differ by more than 10 litres, then it’s possible that you could have a leak or faulty appliance.

To test for a leak, follow the information given in step 5.

Small leaks can be difficult to spot. The only way to check is to watch the meter for two minutes.

If any movement or reading is recorded within that time, it will then be necessary to watch the meter for a further 10 minutes and take readings to measure it. This may appear tedious but is necessary.

As a guide, movement can best be seen on the 10th litre dial (see page 5 for a diagram explaining the water meter face).

Check for 2 minutes

Check for a further 10 minutes if there is movement.

Step 5a:
If the two readings are different, this would indicate a leak on your supply and you would need to arrange for this to be repaired.

It is important that this is carried out within 30 days. Once repaired take two meter readings, two weeks apart (white and red numbers) and call us on 03457 91 91 55 to discuss the possibility of a leakage allowance (see page 8).

Step 5b:
If the two readings are identical you do not have a leak on your supply pipe. You should now carry out an internal leak test.
STEP 6
HOW TO CARRY OUT AN INTERNAL LEAK TEST

1. Turn your internal stop tap back on and wait a few minutes.

2. Take a reading from your meter making a note of both black and red numbers.

3. Wait 30 mins then take a second reading.

4. Is there any change or movement between the two readings?
   If the two readings are identical you do not have a leak on your internal pipes.
   If the two readings are different this may indicate a leak on your internal pipework or a fault on your appliances (e.g. water softener, toilet cistern etc).

Use readings from your water meter to measure the amount of water you use during one day and then compare it against the estimate of water you think you will have used by completing the water usage checklist (on page 10).

LEAKAGE ALLOWANCES

Once any repairs have been carried out and there are no more leaks on the supply pipe, it may be possible to make a claim for the extra water and/or sewerage costs during the leak. (Anglian Water offer a one time only leakage allowance for a leak on your supply).

Call us on 03457 91 91 55 with two meter readings (black and red digits) taken at least two weeks apart once the leak has been fixed.

WORKING OUT HOW MUCH WATER YOU ACTUALLY USE

Water use is affected by three things:
1. The number of people in your household
2. How often you use your appliances
3. The general condition of your pipework and appliances

Look at the list below. You might be surprised by how much water you’re using in one day.

Power showers
Normal showers use around 40 litres during an average five minute shower. Power showers can use 100 litres in that time.

Toilet flushing
Toilets on average account for 30 per cent of all the water used in our homes – a modern unit uses around 6 litres but older toilets may flush as much as 9 litres or more.

Baths
The average bath uses about 80 litres of water.

Overflows
These can waste a lot of water, but it is not always obvious. In some cases the overflow pipe is plumbed into the bath overflow.

Dripping taps
A dripping tap can waste at least 1,000 litres of water in a year (one drip every second).

Swimming pools and ponds
Topping up swimming pools and ponds with a hosepipe can use up to 1,000 litres an hour.

Extra visitors
Obviously, the more people you have in your home, the higher your water use. If you are having building work done, receiving a lot of visitors or your children are back from university or college – your water use will increase.

Summer consumption
Most people use more water in the summer, not only to water their gardens, but through having extra showers.

Washing machines and dishwashers
Think about how often you use your washing machine and/or dishwasher. The average washing machine uses 80 litres per cycle, so why not wait until you have a full load or use the economy/half load button. The same goes for dishwashers.

Watering the garden
Using a garden hose or sprinkler for just one hour can use up to a cubic metre (1,000 litres) of water.
To help you understand how much water you use, the checklist below will help you to estimate how much water you use in a day.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Average number of litres per use</th>
<th>Multiplied by the use per day</th>
<th>Total used per day in litres</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baths (per bath)</td>
<td>80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Showers (per five minute shower)</td>
<td>40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Showers (per five minute power shower)</td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilet flushing</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teeth cleaning/hand and face washing</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooking and food preparation</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washing up in sink (per wash)</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washing machine (per load)</td>
<td>80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dishwasher (per load)</td>
<td>25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hose usage in garden or washing cars</td>
<td>150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(10-minute use)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sprinkler (10-minute use)</td>
<td>150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dripping tap (per day)</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Add up the figures to find out the daily use of water in your home.
2. Number of people in the house.

Divide box 1 by box 2: your average daily consumption per head is

**The average daily consumption per person in Anglian Water’s region is:**

145 litres

**DROP 20 – IT ALL ADDS UP**

We’re asking everyone to try to drop the amount of water they use by 20 litres a day - that’s the equivalent of two buckets.

To help get you started we’re supplying a variety of free water-saving ‘Bits and Bobs’ to all our customers, and in some areas, these may be installed by our plumbers. Go to anglianwater.co.uk/bitsandbobs to find out if you qualify.

**DROP 20 TIPS**

- Turn off the tap when you brush your teeth.
- Put a jug of water in the fridge for a cool drink, instead of running the tap.

**ANGLIAN WATER’S APPROVED PLUMBER SCHEME**

We’ve got our own approved plumber/contractor scheme with over 2,000 members operating across the Anglian Water region.

You can get a list of contact numbers for plumbing and heating companies that employ ‘approved’ plumbers in your area by going to our website anglianwater.co.uk/approved-plumbers or call us on 03457 145 145.

If you are concerned about your water usage you should contact a plumber to investigate as any repairs would be the responsibility of you or your landlord.