

YOUR WATER SUPPLY PIPE

love
every
drop.
anglianwater



Leaks and how to fix them

THE PIPEWORK SUPPLYING YOUR HOME WITH WATER

IS YOUR RESPONSIBILITY

We want to help you keep your water supply pipe in tip top working order. And this includes offering advice on how you can get a leak repaired.

It's all part of our promise to reduce leakage across our region, and to save water in this driest part of the UK.

Mains and supply pipes – who's responsible for what?

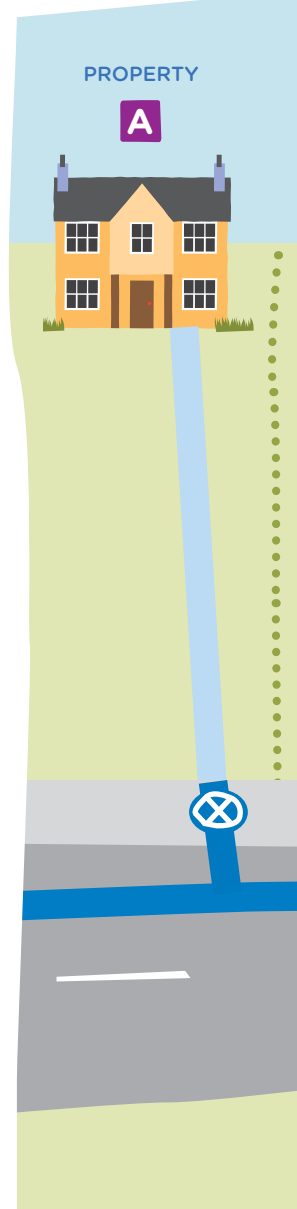
This leaflet explains who is responsible for the water pipes up to and inside your property boundary. The diagram on the right shows the area (in light blue) for which you (or your landlord) have responsibility.

In most cases we're responsible for the pipe work from the water mains up to your property boundary, or to the stop tap or meter if inside your property boundary (dark blue area).

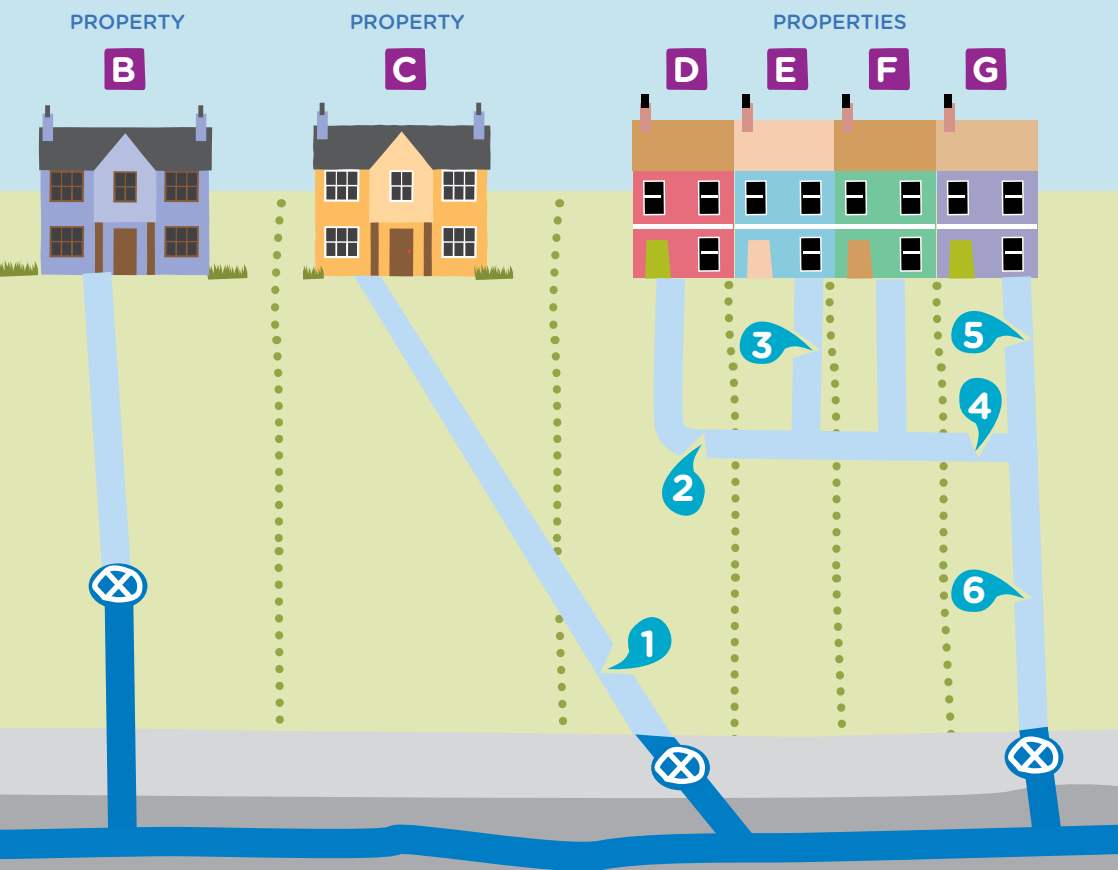
There are a few locations where your responsibility can extend beyond your own property boundary. See property C, where the private supply pipe is within the boundary of another property, but you (or your landlord) are responsible for that section of pipe work.

In the case of a shared supply pipe – see properties D, E, F and G – responsibility and costs for maintenance or repair are shared between the properties.

Sometimes the stop tap or meter is located on the external wall of your property; in which case you're responsible for the pipe work which runs between your property boundary and the inlet of the meter box.



 Stop Tap/Meter  Customer Responsibility  Anglian Water Responsibility  Water Leak	Leak point	Responsibility
	1	C
	2	D
	3	E
	4	D E F
	5	G
	6	D E F G



Are you a tenant?

If your property is owned by a local authority or housing association, you should contact them straight away because they may be able to help or arrange for the leak to be repaired. Please be aware that ultimately, as the bill payer, you are responsible.





SPOTTED A LEAK?

HERE'S HOW TO GET IT FIXED FAST

When leaks do happen, it's important to find and **fix them within 30 days**. Here's what to do:

1

Check your insurance

First thing to do is check your home insurance policy, it might cover you for leaks on your supply pipe. If it does, give them a call.

2

Do you have separate insurance cover?

Have you taken out a separate insurance policy to cover leaks on your water supply pipe? Arranged through HomeServe for example? If you have, give them a call.

3

Repairing leaks

If your insurance policy doesn't cover you for fixing leaks, you'll need to contact a plumber.

Take a look at the WaterSafe website **[watersafe.org.uk](https://www.watersafe.org.uk)**

WaterSafe is a national accreditation body, funded by the water industry to help customers find competent and qualified plumbers and underground installers working in England, Scotland, Wales and Northern Ireland.



4

Let us know when your leak is repaired

Once your leak has been repaired, please let us know.

Call us on **03457 145 145**

or email **customer_leakage@anglianwater.co.uk**

If you are a metered customer we'll also ask you to provide us with two meter readings, two weeks apart. This will help us to calculate any refund that may be due.

5

Carry out a leak test

After the leak has been repaired, regularly carry out a leak test to make sure that you have no other leaks and if you do, **please get them repaired within 30 days too**.



Claiming a leakage allowance

If you're a metered customer and you get the leak repaired **within 30 days of finding it**, we'll give you a one off claim to cover the cost of the water lost through the leak.

- All claims must be made within 12 months of the repair being made.
- Only one claim per customer will be given.
- We won't give an allowance if the leak was your fault or by the negligence of someone authorised to act for you.

For more details use our online form at anglianwater.co.uk/leakage or call a member of our team on **03457 91 91 55**.

You may be eligible for a free repair

If you receive one or more of the following benefits, you may be able to get assistance for the pipe repair:

- Council Tax Benefit
- Housing Benefit
- Income Support
- Income-based Job Seekers' Allowance
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- State Pension Credit
- Universal Credit

For more details, call us on **03457 919 155**.



EASY STEPS TO CHECK FOR LEAKS

Checking for external leaks

IF YOU'RE A METERED CUSTOMER

Turn off the water supply at the internal stop tap

Look for signs of an internal leak like dripping taps, constantly filling toilets, running overflows. (If you're unsure, call a plumber.)

Check that no water comes out of the kitchen cold water tap when it is turned on. (If water still runs, the internal stop tap could be faulty and you should call a plumber.)

Open your meter chamber and take off the polystyrene protection

On the meter face you will see two dials. If either of the dials is spinning while the water is turned off then you may have a leak

Call a plumber

FOR UNMETERED PROPERTIES

If you have a hissing noise or knocking on your pipe work, here's what to do

Turn off the water supply at the internal stop tap

Look for signs of an internal leak like dripping taps, constantly filling toilets, running overflows. (If you're unsure, call a plumber.)

Check that no water comes out of the kitchen cold water tap when it is turned on. (If water still runs, the internal stop tap could be faulty and you should call a plumber.)

If noise persists this could indicate external leakage on the supply pipe

Call a plumber

Checking for internal leaks

- 1 Make sure your internal stop tap is turned on.
- 2 Take a reading from your water meter and make a note of the digits.
- 3 Wait 30 minutes, then take a second reading.
- 4 Check to see if there is a difference between the two readings.

- If the readings are identical you don't have a leak on your internal plumbing.
- If they are different, then this will indicate a leak or a fault on one of your home appliances which will need to be repaired or replaced.

Common places around your property where leaks may occur:

- Stop taps
- Overflows
- Storage tanks
- Taps
- Toilets
- Under the sink
- Under the bath
- Showers
- Radiators
- Heating systems
- Appliances

SHARED SUPPLY PIPE

In some cases, a leak can happen on a supply pipe which feeds more than one property and the responsibility for getting it repaired is shared between the owners of the properties fed by the supply pipe, (see page 2 'Who's responsible for what?').

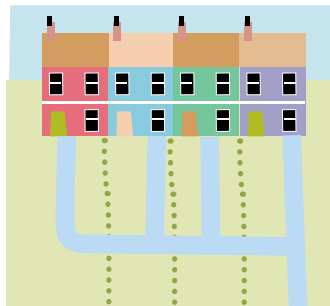
We would encourage owners to come to an agreement for the repair to be made but this can sometimes be a bit of a challenge.

How we can help

So, if you'd prefer to have your own supply pipe, now would be a good opportunity to ask us about installing one. We do make a charge but will keep costs to a minimum.

Requesting your own connection will involve having a new supply pipe laid by a plumber or contractor and we will then connect the pipe to our water main and fit an external stop tap.

We'd suggest you speak to our Developer Services Team on **0345 606 6087** to talk through your plans. They will explain the process and any costs involved.



Protecting your pipework for the future

Anglian Water Direct* has been working with HomeServe for nearly 20 years and is able to offer Anglian Water customers products to cover water supply emergencies.

Cover arranged by HomeServe gives you:

- 24 hour UK claims number.
- HomeServe approved engineers on call 365 days a year.

Find out more at **awdirect.co.uk/homeserve** or call **0800 0731236**.
Terms and Conditions apply.

* There are other companies who can also offer this type of insurance policy.

SAVE MONEY WITH A METER

If you aren't already a metered customer, switching to a meter could save you on average up to £150 a year, and will help save water too.

We supply and fit meters for free. Find out more at **anglianwater.co.uk/metering**

Having a meter also makes it much easier to spot leaks early.





THE SMALL PRINT

1. The private supply pipe is always the responsibility of the property owner/occupier.
2. We aren't responsible for the work carried out by any plumber or contractor.
3. If you share a supply pipe with your neighbours, you share responsibility for repair and maintenance costs for the pipe which supplies you all.
4. If you're a metered customer and the leak is repaired **within 30 days** of being discovered, we will consider an ex gratia claim to cover the cost of water lost through the leak. You can only claim for a leakage allowance on one occasion.
5. We aren't responsible for any damage caused by the escaping water.

THE LEGAL BIT

6. We can't accept liability for any loss, injury or damage caused by the water escaping through the leak.
7. It may be necessary to change or withdraw the terms and conditions of our supply pipe leakage policies.
8. If the leak isn't repaired **within 30 days** of the leak being confirmed, we'll start the Defective Water Fittings enforcement process under Sections 75(2) (b) and 170 of the Water Industry Act 1991. If you fail to carry out the necessary repairs within the period stated in this notice, we shall take some or all of the following steps:
 - a. Carry out the work ourselves and recover any cost from you.
 - b. Prosecute you under Water Industry Act 1991 Section 73 for allowing your water fittings to be or remain in a defective condition. The maximum fine is £1,000.

KEEPING YOU SAFE - ELECTRICAL EARTHING

If your property was built before 1966 you'll need to check your electricity is properly earthed. Get in touch with whoever supplies your electricity or an approved electrician.