

Leaflet 3: Leakage code

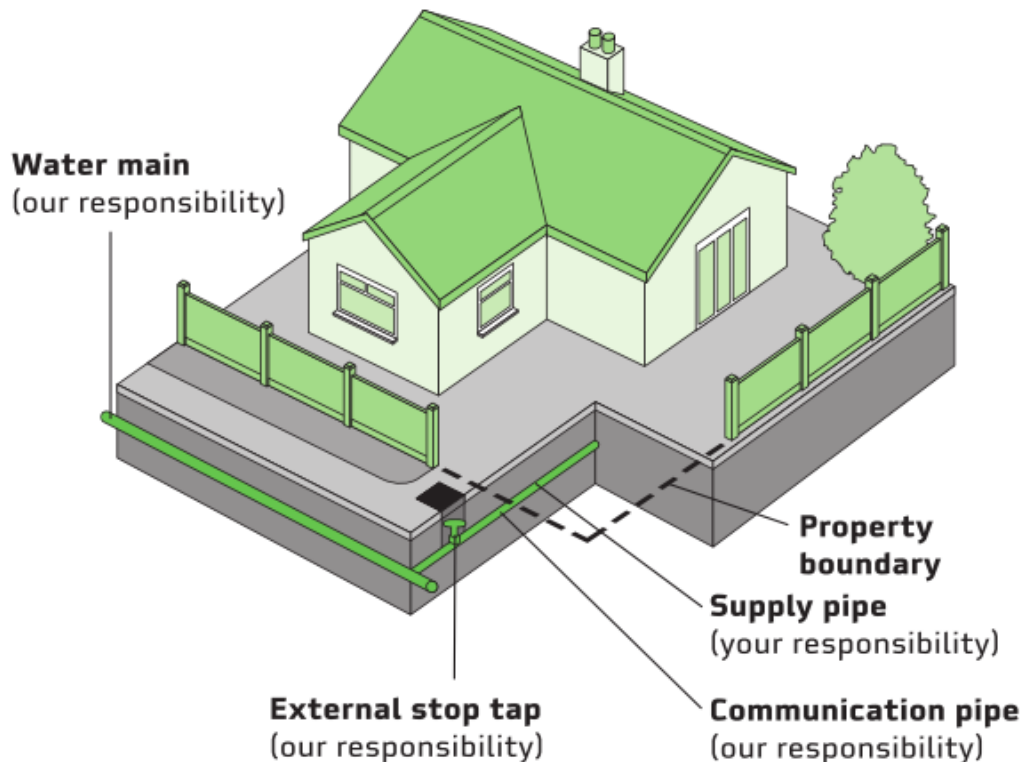
Introduction

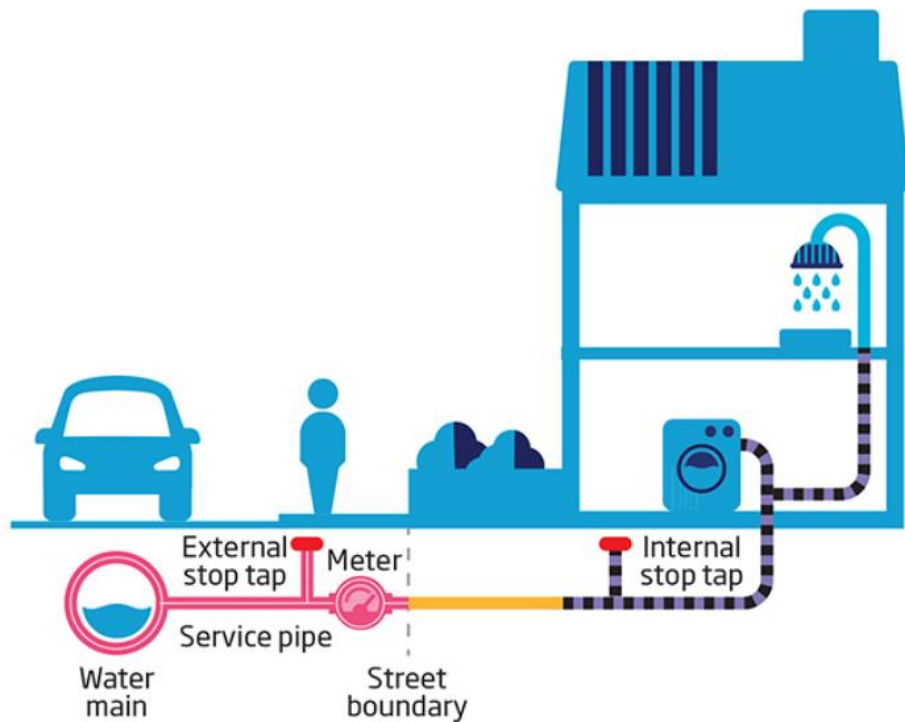
Leakage can develop over a long period without being noticed. Signs to look out for are lower water pressure at your kitchen tap, your meter recording usage when there is no water appliance on, boggy ground or lush grass even during dry weather and, occasionally (on a dry day), running water in the pavement or road. If you believe that there may be a leak you should contact our customer service team without delay

We offer a free leak detection and supply pipe repair service for domestic customers (on both drinking water and recycled water systems); this is restricted to one external leak in any 12 month period (but not beneath the property and subject to the conditions set out this leaflet) unless a subsequent leak results from our original repair. This service will operate during normal working hours and we will aim to have the work finished within 7 working days. Surface excavations will be reinstated to matching conditions.

Our free repair service applies to the supply pipe as shown in the diagram below.

Separate supply





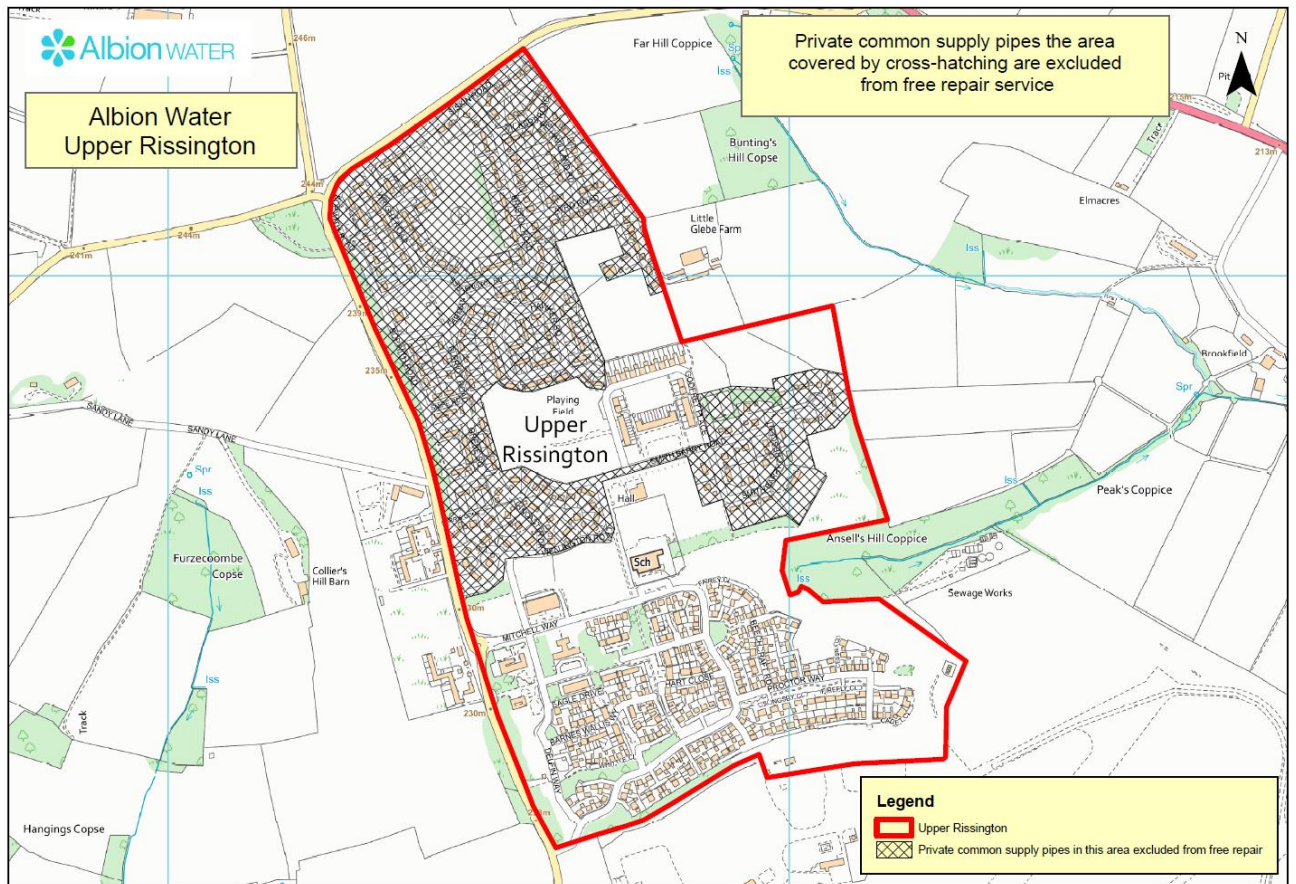
Our pipework	Your private supply pipe	Your pipework and fittings
We maintain it and fix leaks as quickly as we can.	Your responsibility, but we'll help you look after it.	Your responsibility, and you'll need to contact a plumber if you have any problems with them.

What pipework are you responsible for?

It does not cover internal pipework, or pipes under buildings. It does not cover private common supply pipes in the area indicated on the map below (within our Upper Rissington inset area) unless the pipe has been replaced by the owner since 1st April 2014 and inspected by Albion Water (we will carry out a free inspection at the time of installation).

If you would like further information please speak to our customer services team on **03300 242020**. If a leak occurs in the householder's supply pipe and it is not covered by our free repair service, the householder will then be responsible for repairing the pipework. You can find an approved plumber to carry out this work at watersafe.or.uk.

If you fail to take remedial action within a certain period of time we may perform the repairs ourselves and charge you for the work (subject to 14 days' notice) unless you have a reasonable explanation for the delay. The period of time in which we will not intervene is dependent upon the reason, type and the degree of damage to the pipe and/or the personal circumstances of the occupant.



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In exceptional circumstances (for example, if there is imminent danger of damage, misuse or water contamination), under section 75 of the Water Industry Act, Albion Water has the power to disconnect the water supply without notice. Notification of the steps to re-connect the property would be served on the occupier.

Who is covered by our leakage code?

Unless specifically stated, all properties served by us, irrespective of ownership, are covered by our leakage code.

The code applies to both metered and unmetered properties and all of our water services (potable water, recycled water and, for metered properties, sewerage).

Who is responsible for leakage?

Leakage from pipes within the boundary of your property are your responsibility, whether or not you are metered and irrespective of where the meter is installed. We are responsible for leakage on water mains.

What causes leakage?

Pipes can leak for many reasons, for example from: ill-fitting joints, corrosion, vibration, freezing

temperatures, ground movement and excavations. Your internal pipes can also lose water from fittings and overflows.

How quickly will Albion Water repair a leak?

We aim to repair leaks in our mains (located predominantly in the street) within 7 days, sooner if they are large or present a significant danger. If the leak is within your boundary and you are eligible for our free repair scheme we will aim to carry out repairs within 7 days.

What happens if a leak is detected when a meter is being fitted?

If we detect a leak on the incoming pipework we will fix it for no charge if no additional digging is required. If extra work is required we will, if eligible, take action under our free leak repair scheme. If the leak is within your property then you will be advised and charged for the water lost (based on the meter reading).

Can I have my water supply cut off?

Under most circumstances we are not able to cut off domestic properties. However, if you are required to fix a leak at your own expense and fail to take any action, we have a legal right to carry out the work and charge you for our reasonable costs. Section 75 of the Water Industry Act 1991 also gives us the right to cut off a supply if the leak is not repaired.

What is a leakage allowance?

If your supply is metered (either by us or a different water supplier) and you find, report and have the leak fixed you may be eligible for an allowance for the water lost. Such an allowance will only be granted once in a year for a domestic property (which, if appropriate, can be applied separately to potable and recycled pipes) and no allowance will normally be given for losses caused by negligence or internal pipework. The allowance will be a credit on your account to cover the usage over and above your normal usage during the period of the leak. We will use previous readings to establish your normal usage or use the assessed usage in your area for similar properties if previous readings are not available. We do not offer cash alternatives.

How do I make a claim?

You will need to call our customer service team who will investigate your claim and, if accepted, provide you with a calculation of assessed water usage or, in the case of a separate water supplier, pass through the relevant calculations. This procedure will take a number of days and will not commence until the leak is satisfactorily repaired in a reasonable timeframe.

Is there a leakage allowance for sewerage charges?

Yes, if sewerage charges are based on metered supply volumes and these have been found to be eligible.

What should I do if I am dissatisfied?

Please contact a member of our customer service team who will try their best to help and will be able to initiate a complaint procedure. [CCW – The voice for water consumers](#) will provide independent advice if we are unable to resolve your enquiry or complaint to your satisfaction you can contact them on **0300 034 2222** (Mon-Fri 08:30-17:30)

Preventing Burst or Leaking Pipes

To prevent or minimise the damage caused by a burst pipe please:

- Identify where your main stop valves are located and keep them accessible, this will enable you to stop the water supply to your property immediately. The drinking water and recycled supply valves are usually located under the sink or in the garage (wherever the mains enter the property). If you are having trouble locating the main stop valves you can ring our customer service team for further information.
- Maintain disused rooms at a temperature above freezing point in order to minimise the risk of burst pipes or leaking taps.
- Ensure that water pipes and tanks are properly insulated; this will reduce wasted energy. You can buy pipe lagging from most DIY stores.
- Repair dripping taps and faulty washers.
- If the property is going to be uninhabited during a cold spell of weather, leave the central heating system on low level to prevent pipes from freezing (many modern systems will have a freeze activation setting).
- Ensure the use of an accredited, reputable plumber (Watersafe/WIAPS registered).