

# Code of practice on leakage for household customers



# Contents

- 1 Introduction
- 1 Responsibility for pipework
- 3 Paying for the water you use
- 4 Meters
- 6 How to check for a leak
- 8 How we can help if your supply pipe is leaking
- 14 Leaks from other pipework
- 15 Leak allowance
- 16 FAQs – Frequently asked questions
- 21 Process flowchart for leaks
- 22 Useful information
- 23 If you're not satisfied
- 24 Option 1 – Free and subsidised leak repair form

All our employees carry identification cards which display their name, photograph and our company logo. Always check a caller's identity card before letting them into your home, and if you've agreed a password, make sure they give it to you. If a caller says they work for us but you're not sure, tell them to wait outside and call our Customer Service team on 01202 590059. Don't use any other number which the caller might give you. Our staff won't mind waiting while you call us.

Bournemouth Water supplies your drinking water, so if you have a question regarding drainage or sewerage you will need to contact your sewerage provider.

- Wessex Water 0345 600 3600
- Southern Water 0330 303 0277

# Introduction

This code of practice covers underground leaks from household customers' external supply pipes, and actions customers must take to ensure leaks on their supply pipes and internal plumbing are repaired promptly.

This code of practice also covers any mixed-use properties (where the property has both domestic and commercial water use). However, some policies such as the free repair scheme will only apply where the water is predominantly used by the household. For mixed-use properties, we'll consider any leakage allowance on a case by case basis.

We've included the answers to frequently asked questions on pages 16-20, which you may find helpful.

## Responsibility for pipework

Your drinking water reaches you through a connection from our water main. Our water main is usually (but not always) in the street and the small diameter pipe that's connected to the water main, laid under the highway and running to your property, is called the service pipe. The section of service pipe from the water main to the street boundary is called the communication pipe and normally belongs to us. If it doesn't belong to us we'll advise you of this and provide an explanation as to why this is. We usually have a stop tap or meter chamber on our communication pipe as close as possible to the street boundary.

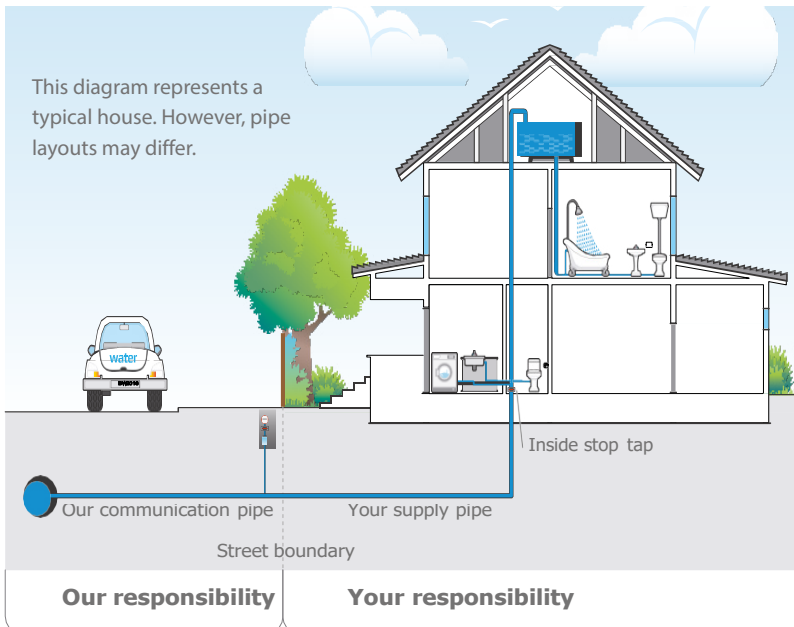
The section of the service pipe that runs underground from our communication pipe into your home is called the supply pipe and this belongs to you (there are some exceptions where there's no water main in the road outside your home or where you share the supply with a neighbour and there's only one connection to our water main). The supply pipe normally runs underground from the street boundary adjacent to our stop tap or meter to the stop tap

inside your property. In a conventional household the inside stop tap is often near the kitchen sink.

The diagram below shows the most common arrangement of a supply to a property. The supply pipe to your property may run through land and property that doesn't belong to you. Even in these cases, the supply pipe still belongs to you. We don't have records of the routes of private supply pipes.

If the layout of pipes in your property is different from that shown in the diagram or you're unsure of the layout of your pipes and would like more information, please contact us on 01202 590059.

The property owner is legally responsible for repairing all leaks that occur on the property from where our ownership and responsibility ends, including leaks from the supply pipe. In some cases, we may be able to help with repairing leaks on your supply pipe – see page 8. You should check whether you hold any insurance policies that cover this problem and will provide for any remedial works.



# Paying for the water you use

Under the Water Industry Act 1991, the occupier of a flat, house or business is responsible for paying the water charges, unless the owner or someone acting on behalf of the owner has agreed to pay the bill directly to us.

If your tenancy agreement states that water charges are included in your rent, you must ensure that the bill is in the owner's name and sent to their address.

If the owner doesn't agree to pay the bill even though your tenancy agreement states that they should, you'll need to pay the bill. If it's not paid, we can take legal action against you, as the occupier, to recover the charges, plus any additional costs that have been incurred.

If you have a water meter, you pay for the amount of water you use based on the meter readings. If you have a leak on your pipework, you're responsible for the water lost, but in some circumstances, we may make an allowance for the water we estimate to have been lost, provided:

- You have the leak fixed within 28 days from the date the leak is confirmed, and
- You've not been given a leak allowance for the same property within the previous five years

Please see pages 15-16 for further details of the leak allowance.

If you pay for water based on the rateable value of your property, we do not provide an allowance for leakage as your bill is unrelated to usage.

# Meters

## Position of the meter

The location of meters is at our discretion and they're placed where all consumption can be recorded. Water meters are installed in one of these locations:

- Outside the customer's property in the stop tap/meter chamber – our preferred location. This may be in the footpath outside the customer's property
- Outside the customer's home in soft ground. This is as close as possible to the boundary of the customer's property, provided the pipe runs under soft ground, for example, a flowerbed or lawn
- In a wall-mounted box fitted to an external wall of the property
- Inside a building in a communal service room or cupboard. Typically this would be blocks of flats with internal meters
- Inside the customer's home. This is where the customer's water supply pipe enters their property, normally next to the internal stop tap, provided the pipe is easily accessible. Internal meters may be provided with an out-read facility. This is normally on the outside wall where the pipe enters the property and provides added security for the customer

When we fit your meter, if you wish it to be located somewhere other than our preferred location, you may be asked to pay any excess costs. We will, at our discretion, relocate the meter at no cost to customers who have special requirements and who prefer an alternative, more convenient location.

## Monitoring your consumption

We read household meters every six months although in some cases, such as where we have difficulties gaining access to the meter, only once a year. A leak could go undetected for many months, so we recommend you read your meter regularly to monitor your usage, but only if you can do this safely. If your meter is in a stop tap/meter chamber in the public footpath, please remember to replace the lid correctly as it could cause a hazard to other people.

Please note: we can take extra meter readings if you're on our Priority services register. See our [\*Priority Services Code of Practice\*](#).

## Disputing your meter reading

Where you dispute the use recorded by the meter and we've verified the meter reading, checked the supply and found no evidence of a leak, we can in some cases attach an electronic device to the meter to record the flow-rate of the water through it at 15 minute intervals – see our current '[Water charges](#)' booklet for the cost. We'll analyse the findings and send you a report. If the results show that the usage is due to something you couldn't have been aware of, we may, at our discretion, make an adjustment to your bill.

## Is your meter reading correctly?

If you believe that the meter is recording incorrectly we'll remove it and arrange for it to be independently tested. If your meter is inaccurate beyond the manufacturer's tolerances, we'll install a new one free of charge. If we remove the meter, test it and find it to be working in line with the manufacturer's standards, we'll charge a testing fee of £70 maximum.

Except where it's proved to have started registering incorrectly on a later date, a meter which is found to be registering inaccurately (beyond the manufacturer's standards) will be deemed to have been faulty since the penultimate time it was read by us. In such cases we'll adjust the bill accordingly.

# How to check for a leak

## Step 1

Locate your meter and take a reading. Read all the dials, including tenths of a litre (white numbers on red). Please take care to do this safely and don't try to take a reading if your meter is located in the road, contact us on 01202 590059.

Turn off all the taps and water-using appliances in your house. After half an hour check the meter reading again. If the dials have moved, you probably have a leak. Follow the steps below to check if the leak is on your supply pipe or internal plumbing.

## Step 2

Next, turn off the internal stop tap – this is often located under the kitchen sink or in an attached garage. Turn the cold water tap on in the kitchen – a little water should come out and then stop. If the water still continues to flow after a few minutes: either you haven't fully shut off the internal stop tap and it needs further tightening; or it's faulty and needs replacement. We recommend that you employ a WaterSafe approved plumber to replace the internal stop tap (see page 23 for information about WaterSafe).

Please note: you won't be able to complete the leakage test until the internal stop tap has been correctly shut.

Once you've turned off your internal stop tap take another meter reading.

## Step 3

After half an hour, check your meter reading again. If they're the same and the dials aren't turning, there's no leak on your supply pipe, but you may have a leak on your internal plumbing. Replace the meter cover and turn the stop tap back on (make sure taps are turned off first). If you have a leak on your internal plumbing you should check with your insurance company to see if you



are covered for this and you will need to get a plumber to help you fix it. We recommend that you employ a WaterSafe approved plumber (see page 23 for more information about WaterSafe).

What if the meter's still turning?

## Step 4

If the meter is still turning you probably have a leak on the external supply pipe. You will need to get this repaired. Check whether you hold insurance cover that will provide for any remedial work. If you'd like us to visit you'll need to contact us on 01202 590059. We'll arrange a visit and provide you with a free leakage detection service of up to an hour for each separate leak incident to try to find the leak. Any additional time taken will be charged at the prevailing rate as detailed in our '[Water charges](#)' booklet. Our leakage technician will be able to explain this.

Please note: we won't be able to provide a leakage detection service if the pipework is inside or under any building or structure. In this situation, we recommend that you contact a WaterSafe approved plumber.

Please remember to turn the stop tap back on when you've finished checking and to replace the meter cover.

## Wasting water

A quick repair prevents water being wasted and reduces the risk of a leak contaminating the public water supply. While we work with our customers to achieve this, we have legal powers to issue a waste water notice requiring you to repair a leak if necessary. So, if you're the owner and fail to repair the leak, we have legal powers to repair it ourselves and charge you for doing so. In serious situations, sections 73-75 of the Water Industry Act 1991 allow us to turn off the water supply until the leak has been repaired, or to enter your property, repair the leak and recover the costs. However, we make every effort to avoid taking such action.

## Leakage checks

When we install a water meter, our staff or our contractors will check for leaks. If they find a leak within the excavation, we'll repair it immediately free of charge. If there's a leak and it's not showing within the excavation, we'll notify you and arrange for a free leakage investigation to find the leak.

If the leak isn't repaired within 28 days of it being confirmed (see page 15 for our conditions), you'll be billed from the date the meter was installed and no rebate against the wasted water will be given.

## High meter readings

When we become aware that your meter reading appears to be abnormally high, we'll let you know in writing. If you have a meter fitted inside the boundary or inside the property (see page 1 'Responsibility for pipework'), it won't record any leaks on the section of the supply pipe before the meter.

However, you can sometimes spot leaks. Look out for areas of lush vegetation during dry periods, or for damp patches on the earth as these may indicate the location of potential leaks.

You're responsible for having these leaks repaired as it's your pipe.

# How we can help if your supply pipe is leaking

If there's a leak on the underground supply pipe leading to your property, you're responsible for repairing it. Please check whether you hold any insurance policies that provide cover for this problem. We offer up to one hour's free leak detection and the following help:

## Option 1 – Free and subsidised leak repairs

We'll carry out a survey to try and find the location of the leak. If there aren't any visible signs of the leak (such as damp patches of earth), we may not be able to do this. If we can find the location of the leak, we'll try and repair it at our own cost, provided:

- We don't need to make an excavation which is larger than 1.5 metres x 0.75 metres in area or need to repair more than 1.5 metres of pipe. We won't make multiple excavations.
- You haven't had a free repair on your supply pipe at this property within the previous five years; and
- If you don't already have a meter, you agree to have one fitted. This will be at our cost and you'll be charged on a metered basis for at least 12 months. After 12 months, if you wish to change back to the rateable value tariff, you must make your request before the end of the 13th month from the date of installation of the meter, otherwise the property will remain permanently on the metered tariff. This is under the leakage repair policy.
- For the avoidance of doubt, if you requested to have a meter fitted prior to discovery of the leak, the standard terms of our metering policy which was in place at the time of your request will stand. This includes the standard 24 month timescale allowed for you to change back to the rateable value tariff.

We make this offer at our discretion. If we can't find the leak during the survey we won't make an excavation; instead we'll advise you to have the supply pipe replaced (see 'Option 2 – A new pipe' on page 12). Generally we'd encourage customers to replace a leaking pipe rather than repair it – an old iron pipe that leaks tends to be at the end of its life. A new pipe will avoid further leaks and other issues such as rust entering your internal plumbing system.

## If the pipe leaks again after the first repair

If the repair leaks within a year, we'll investigate the area of the leak to find it. If the materials or workmanship are found to be faulty, we'll repair the pipe again, free of charge. However, you'll be charged for the leak investigation and the repair if the leak has occurred for any other reason.

If you have a further leak outside the initial 12-month period, we'll fix the pipe at a discounted rate of £99 (including VAT) if your supply is metered and providing we can locate the leak. If your supply isn't metered, you must agree to have a meter installed and be charged on a metered basis for at least 12 months. Following a second discounted leak repair, we'll require a meter to be fitted permanently to the property and water charges will be applied accordingly.

Please read the conditions below. If you decide to accept Option 1, detach the form at the back of this booklet, and complete and sign it before passing it to a member of staff or sending it to us at the address on the back cover.

If your supply pipe is old and likely to be in poor condition or a further leak would cause damage to a driveway or patio, we recommend you have the pipe replaced.

## Conditions of our supply pipe repair policy

Where possible, we'll carry out a repair to your underground water supply pipe somewhere between the limit of our ownership (in most cases the boundary stop tap) and the point where the pipe enters your property.

The following conditions apply:

- You must receive a water bill from us.
- The service is subject to survey and solely at our discretion.
- It applies to houses or buildings with living accommodation, and may include flats. It doesn't apply to commercial premises or other businesses, including mobile home parks.

- The repair service applies only to underground supply pipes and no other pipes or equipment.
- If we're busy with other higher priority repairs, there may be a delay in attending to the leak at your home. If you can't wait for us, you should make other arrangements at your own expense.
- The underground supply pipe is part of your property. We don't assume any responsibility for it or ownership of it.
- If the survey doesn't reveal the location of the leak, we won't make an excavation.
- If, from the survey, we believe we've found the location of the leak, we'll make a single excavation only. If the exact location of the leak still can't be identified, we'll reinstate the excavation and advise you to have the supply pipe replaced.
- The repair service doesn't cover any pipes inside, or under any building or structure.
- If the pipe passes through land that you don't own, we'll offer this service only if you agree access with the landowner/occupier, without any charge to us.
- We'll permanently reinstate the excavation, but won't replant shrubs or plants. We'll replace the ground that has been dug out.

If this is unsuitable, we'll replace it with dry material. Turf, slabs, and blocks will be replaced but their disturbance may remain evident. Concrete and tarmac surfaces will be patched but the finish may not match the existing surrounding area.

If blocks or slabs are broken to gain access to the leak, you'll need to find matching replacements and install them. In the unlikely event of any ground settlement occurring after the repair, it's your responsibility to remedy it.

Repairs are carried out during normal working hours: Monday-Thursday 8am-3.45pm and Friday 8am-3.30pm, unless there are exceptional circumstances, for example, risk to a person or property.

We won't accept any liability for your supply pipe or for damage caused by leaking water unless such damage can be reasonably attributed to faulty or inadequate material that we've supplied or works that we've carried out.

We may withdraw this service or change the offer without previous notification. Our repair, subsidised replacement or subsidised second repair service are not legal requirements and are entirely discretionary.

## Option 2 – A new pipe

If you replace your supply pipe you may be entitled to a subsidy payment of £200 + VAT, see page 14 for further details. We don't carry out supply pipe replacement work. Instead, we're able to offer you a supply pipe replacement service option through one of our key service partners, *Dorset County Water*. Dorset County Water are part of the wider Rescue Rod organisation and deal specifically with work on water supply systems. Please note this is a chargeable service as it involves replacement of your supply pipe. You're under no obligation to use this service or take up the offer following receipt of a quotation from Dorset County Water. You may wish to choose another contractor or alternative method to rectify the issues with your supply pipe. We recommend you obtain two further quotes in addition to the one from Dorset County Water.

We have no financial interest in the Dorset County Water referral scheme. We are very focused on reducing leakage from all sources – and we are confident that working with Dorset County Water will result in a high-quality service for you, our customer, at a fair price. At the same time we'll be reducing leakage through an efficient replacement process.

## Key points of this referral

- Dorset County Water offer a complete service for customers – from the specialist groundwork crew to install the new supply pipe from the property boundary, through to the new stop tap and internal connections fitted by their fully-qualified plumbers.
- They're approved under the WaterSafe approved contractors scheme – for further details visit [www.watersafe.org.uk](http://www.watersafe.org.uk)
- We've assessed their business and benchmarked their costs to ensure they provide an excellent service to customers at a fair price. From our assessment we believe they do and we review their service on a regular basis to ensure this remains the case.
- We'll refer your details to Dorset County Water on the same day as our technician's visit if you'd like to use this option.
- They'll contact you within 24 hours of receiving a referral from us.
- They'll arrange an appointment with you and attend within 24 hours of the initial customer contact if it's convenient for you. A visit is necessary to carry out a survey to assess the requirements of the work.
- They'll provide you with a no-obligation quote within 24 hours of their survey.
- The full detail and scope of their work is outlined in a step by step process – it's easy to understand and is customer-friendly.
- The work will be booked in to be done within 7 days of your acceptance of their quote.
- Their supervisor will attend before and after the work is completed to ensure your complete satisfaction.
- If you have a problem after the work has been completed, they'll attend within 90 minutes of your contact (if it's convenient for you) to inspect and advise you how they'll rectify any issues, free of charge.

- They'll provide an invoice to you within 7 days of completing the job.
- Dorset County Water's customer payment terms are normally 14 calendar days from invoice.
- They'll provide you with a five-year parts and labour guarantee as standard.
- Please note if you accept Dorset County Water's quote, the agreement is between you and them, not Bournemouth Water. We're offering a referral service to a specialist who we believe will provide a good service.

If you replace your supply pipe, whether through Dorset County Water or another suitably qualified and approved contractor, we'll give you a subsidy payment of £200 + VAT, subject to the following conditions:

- We've not already carried out an assisted or free repair for you at the property within the last five years;
- You have the replacement done within 28 days of us confirming a leak;
- A copy invoice from Dorset County Water or other suitably qualified and approved contractor is provided to us as proof of the work carried out;
- The entire supply pipe is replaced, not just sections of it;
- The supply pipe isn't replaced under an insurance policy.

When you have a supply pipe replaced, we don't require you to have a water meter fitted if you don't have one at the moment. But if you would like a meter, please let us know and it can be fitted free of charge. See our leaflet [Your Option to Meter](#) for further information.

## Leaks from other pipework

If you think you have a leak beyond the inside stop tap, for example, on your central heating pipes beneath the floor, garden tap or auto-flushing cisterns,



you'll need to repair it yourself and we recommend you contact a WaterSafe approved plumber via [www.watersafe.org.uk](http://www.watersafe.org.uk). You'll have to pay for this repair service.

We'll consider giving you an allowance for the water lost as a result of such leakage provided you have the leak repaired within 28 days from the leak being discovered or from when the Company advises of an unusually high meter reading.

## Leak allowance

If you pay for your water through a water meter, we may make an allowance for the water we estimate to have been lost. We calculate the amount of water wasted by deducting the average amount of water you normally use. Where there's no record of past consumption, we base the adjustment on the daily average for your property type.

If a repair is carried out within 28 days of a leak being confirmed, we'll give you an allowance for the water that's leaked within a limited period up to the date of the repair. Our High Consumption team will discuss any allowances with you and advise on the amount that we'll allow.

If we find that your actual usage is significantly different as a result of the leak, we'll adjust your charges further.

For mixed-use premises (where the property has both domestic and commercial water use) we consider leakage allowances on a case by case basis.

### Terms of the leak allowance for a metered supply

We'll give you only one leak allowance at a given property in any five-year period. All leak allowances will be made at our discretion.

We'll give you a full rebate up to the date of repair if:

- You contact us within 10 days of receiving our letter saying there may be a leak at your property, and
- You have the leak repaired within 28 days of the site visit when we actually confirm it.

Under other circumstances, for example, when you tell us that you suspect you have a leak, you must repair the leak within 28 days of the leak being confirmed.

A new bill will follow the adjustment to notify you of the allowance. Please note, no allowance will be considered if:

- You (or your contractor) take longer than 28 days to repair the leak
- The leak was due to your negligence or that of the owners responsible for the supply pipe or any respective agents
- You should've known there was a leak and didn't repair it

## Claiming an allowance

If you've had the leak repaired within 28 days of confirmation using a private contractor, you must apply for the allowance by calling us on 01202 590059 or writing to us no later than 15 working days after the repair.

# FAQs – Frequently asked questions

## Q1. How can I tell whether the underground supply pipe is leaking?

- If your supply is metered, the meter dials will record the flow even when you know there's no water being used in your home.
- If your supply is metered, you'll receive a higher than normal meter reading and a bigger bill.
- You may hear a faint hissing noise on the pipe when you aren't using any water.

- You may see damp patches in the drive or garden.
- You may notice poor water pressure or, in severe cases, no water at all in your home.

If you have a meter at or near the boundary of the street, you can check for an underground leak just by turning off the stop tap inside your house (often under the kitchen sink) and checking to see whether the meter is still moving.

If it's still recording, call us on our freephone leakline 0800 587 8979 and we can explain what to do next. If the meter stops moving, it's unlikely that your underground pipe is leaking. If the leak is inside the property, you should call your own plumber.

## Q2. Where's the leak?

Leaks on underground pipes are often difficult to find as leaking water doesn't always rise to the surface. Sometimes the water can 'track' to a different position further away from the point of the leak. This can make the process of pinpointing the leak more difficult. We can help you with up to one hour's free leak detection service, but it isn't always possible to find a leak within an hour even with the modern equipment we have.

## Q3. Do you repair leaks free of charge?

Yes, we do in certain circumstances, but only if:

- You already have a meter or you agree to have one fitted for at least 12 months;
- We are able to pinpoint the leak within the one-hour free detection period; and
- The pipe is accessible and in reasonable condition.

However, a repair isn't advisable in all circumstances. If you have an iron pipe, we recommend a complete pipe renewal. It's important to remember that you can only have one free repair in any five-year period.

#### Q4. How much will a renewal cost?

This will depend on a number of factors. We offer a subsidy of £200 + VAT towards the cost of relaying a supply pipe, subject to the conditions detailed under 'Option 2 – A new pipe' on page 12.

#### Q5. Will my insurance cover it?

You should contact your insurance company. Some policies cover this but most only cover accidental damage, not wear and tear. If you live in a rented property, the landlord is usually responsible for this work.

#### Q6. Why has this leak happened?

Most leaks occur because the supply pipe is badly corroded, a fitting has failed or the pipe has aged. It's often cheaper in the longer term to replace a supply pipe than find and repair a leak or series of leaks. A recent meter installation can also bring to light an existing leak that you didn't know about.

#### Q7. Could the leak damage my property?

This depends on where the leak is and the size of the hole in the pipe. We strongly advise you to act promptly as the leak may damage the foundations of your property or those of a neighbour.

#### Q8. Do I have to get the leak repaired?

Yes, you have a legal obligation to repair any leak on your pipework, but we do allow you time to get quotes if required. If you have a meter and don't repair the leak within 28 days of it being confirmed, you'll forfeit any allowance you could've received for the wasted water. We have legal duties to promote the efficient use of water and to act where we find it's being wasted. Therefore we have to ask you to act reasonably quickly if you have a leak. We may serve you with a legal notice, requiring you to stop the leak at your expense where there's unreasonable delay in fixing the leak.

## Q9. Will I have to pay for leaking water?

Not if it's your first leak at the property concerned, or if more than five years have passed since you last received a leak allowance for the property, and you get it repaired within 28 days after it's been confirmed.

## Q10. Will the sewerage company give me an allowance?

If we've given you an allowance following a leak, we'll pass the details of the lost water and of any adjustment made to Wessex Water or Southern Water, depending on which of these companies provides your sewerage service, and they'll make similar adjustments to your sewerage bill.

## Q11. How do you calculate the allowance for the cost of lost water?

After the leak has been repaired, we take two meter readings about a week apart and see how much water you use each day. We then calculate what your meter reading would've been, based on this daily average, and refund the cost of the wasted water.

## Q12. Do you have special equipment to detect a leak?

We have equipment to assist in finding a leak, but there's still a significant possibility that we won't be able to pinpoint its location accurately enough to justify excavating the ground. If it's a small leak and there's no water showing at the surface, we'll advise you to replace the supply pipe up to where it enters the building. We could spend longer trying to find the leak but you'd have to pay for this and it may well cost more than replacing the pipe if the leak can't be found quickly.

## Q13. Who can I get to repair the leak or replace the pipe?

We have a free supply pipe repair policy subject to the Terms and Conditions stated in Option 1 on page 9. We can also refer you to a supply pipe replacement specialist, see Option 2 on page 12. We always suggest you ask for at least two quotes from WaterSafe approved contractors and plumbers – see the WaterSafe section on page 22 for more information.

#### Q14. Will it make a mess – will the garden be dug up?

If we repair a leak, this will involve digging a hole. If the pipe is replaced, where possible a pipe-pulling 'mole' (which effectively drills underground and avoids the need to dig an extended trench in your garden) may be used by the contractor you employ. They will survey and advise you on how much digging will have to be done.

#### Q15. Will the garden look the same afterwards?

Whenever we're involved in investigating or repairing leaks, we try our best to leave your garden as we found it, but the finish on drives and pathways may not exactly match the original surface.

#### Q16. Do I have to tell you that the pipe has been fixed?

Yes, if you want us to consider a leak allowance for any water loss, please let us know within 15 days from the date of the repair or replacement.

#### Q17. What if the leak is internal, say from a faulty overflow or tap?

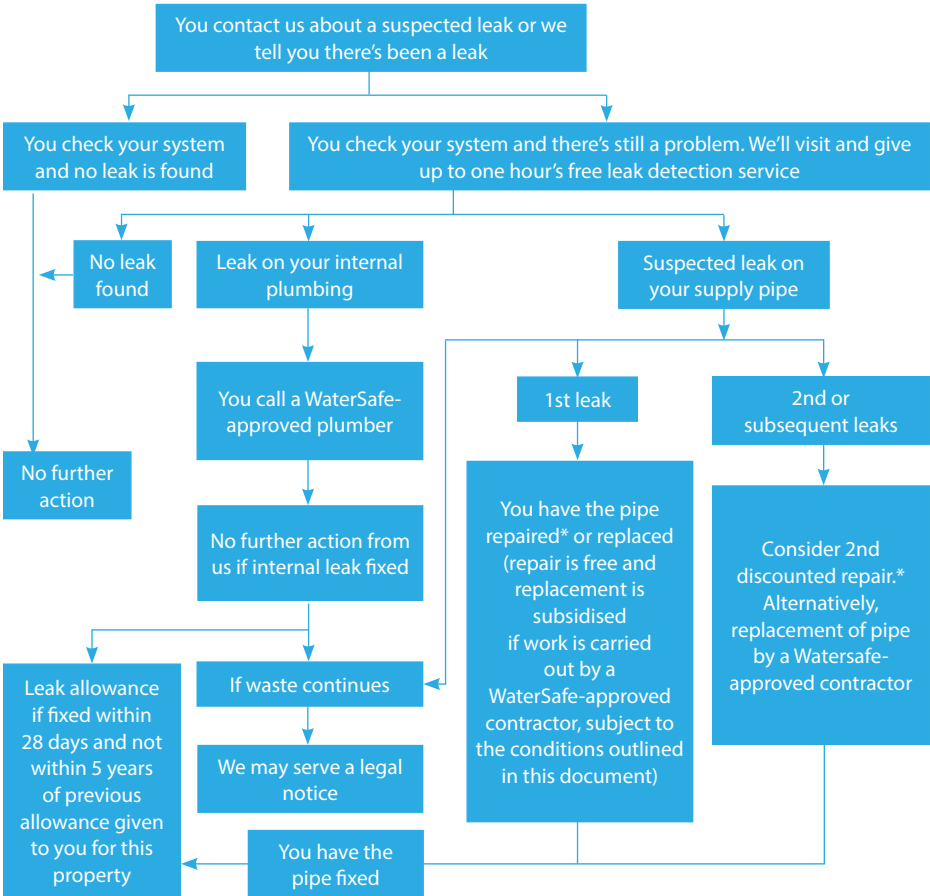
We advise you to contact a WaterSafe approved plumber via their website at [www.watersafe.org.uk](http://www.watersafe.org.uk) in such cases.

#### Q18. Will you give me an allowance for lost water from an internal leak?

Yes, but you can only have one allowance at the same property in any five-year period. All leak allowances are made at our discretion.

# Process flowchart for leaks

What can happen when you suspect a leak on your underground pipework:



\*If the supply is unmetered and we assist with the repair of the supply pipe, we'll require a meter to be fitted for at least 12 months. If you need further discounted leak repairs, a meter will need to be fitted permanently to the property.

# Useful information

## WaterSafe

WaterSafe is an umbrella organisation bringing together thousands of qualified contractors employed by plumbing businesses from the seven existing Approved Contractors' Schemes across the UK.

WaterSafe aims to raise plumbing standards by helping customers find the nearest qualified plumbing and heating professionals, through their dedicated online search facility at [www.watersafe.org.uk](http://www.watersafe.org.uk).

## Sewerage services

If we've given you an allowance as a result of a leak, we'll pass the details of the lost water and of any adjustment made, to Wessex Water or Southern Water depending on which of these companies provides your sewerage service and they'll make similar adjustments to your sewerage bill.

## Leakline

You can report all water leaks on our 24-hour freephone leakline 0800 587 8979.

## Other codes of practice and information leaflets

Ofwat has approved this code of practice. You can request the following codes and information leaflets by calling us on 01202 590059 or you can download them from our website: [www.bournemouthwater.co.uk](http://www.bournemouthwater.co.uk).

- [Customer charter \(Guaranteed Standards Scheme\)](#)
- [Your option to meter](#)
- [Code of practice for recovering domestic water debt](#)
- [How we handle customer complaints](#)
- [Priority Services](#)



# If you're not satisfied

Our customers are very important to us. If you have a complaint about how we've dealt with you or how we've operated under this code, please call us on 01202 590059 and we'll do our best to resolve it. Our process for dealing with complaints is detailed in our booklet '[How we handle customer complaints – code of practice](#)' which you can download from our website or call us for a free copy.

If you're not satisfied with the outcome, you can refer your complaint to the Consumer Council for Water (CCW) – an independent body which protects customer interests and investigates customer complaints.

Tel 0300 034 2222

[www.ccwater.org.uk](http://www.ccwater.org.uk)

If you remain dissatisfied with the outcome of both our response and CCW's response to your complaint, you can apply for your case to be adjudicated by WATRS, a redress scheme independent of the water industry. Full details of the scheme are in our booklet '[How we handle customer complaints – code of practice](#)'.



**Bournemouth**  
Water

# Option 1 – Free and subsidised leak repair form

Please complete and sign if you wish us to investigate and, where possible, provide an assisted repair to the leak on your supply pipe.

(Please return this section only to the address on the back cover.)

I have received and agree with the conditions under which Bournemouth Water or their agents offer to investigate and, where possible, repair an underground leak on my property.

Name .....

Account no. ....

Address .....

.....

..... Postcode .....

I am the owner of the land and authorise Bournemouth Water to carry out the work of investigating and, if possible, repairing the leak on this property.

Signature .....

Date .....



Area of supply .....	1,041km <sup>2</sup>	Population .....	0.5 million
Length of mains .....	2,844km	Number of properties served .....	208,450

Bournemouth Water  
PO Box 4762  
Worthing  
BN11 9NT  
[Customer Service 01202 590059](tel:01202590059)  
Fax 01202 597022  
[customerservice@bournemouthwater.co.uk](mailto:customerservice@bournemouthwater.co.uk)  
Automated card payment service 0800 389 5110  
Freephone Leakline 0800 587 8979  
You can contact us via Relay UK  
[www.bournemouthwater.co.uk](http://www.bournemouthwater.co.uk)

We work hard to support customers in vulnerable circumstances and are proud to have received certification against the British Standard for Inclusive Service Provision.

