



Leak Allowance Policy **Non-household Customers**

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Contents

Leak Allowance Policy	3
Leak Allowance Non-Household customers (NHH).....	3
When will Southern Water grant a Leak Allowance?.....	3
When will Southern Water <u>not</u> grant a Leak Allowance?.....	3
When the repair has been made, what grant will be made (via the retailer)?	4
Period of allowance	4
How is usage assess to grant an allowance (via retailer)?.....	4
What will happen in the event of a subsequent leak?	4
What will happen if Southern Water provide a customer's waste services and not their water?	4
When will Southern Water grant a full Leak Allowance including water? ..	5
How will the assessment be credited back to the retailer?	5
How long do I have to submit the claim?	5

Leak Allowance Policy

Leak Allowance Non-Household customers (NHH)

If a NHH customer has a water meter, their retailer may bill on the consumption recorded on that meter. On some occasions this consumption may appear higher than normal which may indicate a possible leak on their service pipe.

In the event that the customer has a leak on their service pipe then the retailer may be entitled to claim a one-off allowance for waste water and trade effluent on the customer's behalf.

This allowance is subject to the customer having repaired and stopped the leak within the first 30 days of;

- i. A notice being sent to the customer from their retailer informing them of an increase in consumption.
- ii. A bill being sent to the customer from their retailer which should indicate to the customer a possible leak through higher than normal water use.
- iii. A leak has been identified by other means, such as an employed third party or Southern Water inspector.

When will Southern Water grant a Leak Allowance?

Allowances will only be assessed if they fall into one of the following categories;

- i. Allowances will only be granted for leaks on underground pipe work.
- ii. Allowances 'maybe' granted on the ***first occasion*** a leak is reported on a customer's service pipe.
- iii. The customer's retailer has confirmed to Southern Water that the leak has been fixed.
- iv. If the water from the leak is found ***not to have returned to the sewer***.

When will Southern Water not grant a Leak Allowance?

Allowances will not be assessed if they fall into one of the following categories;

- i. No allowances will be granted where water is escaping from pipe work or fittings located above the ground, including leaks caused by faulty plumbing & poor maintenance.
- ii. When a leak has been caused by negligence or wilful damage caused by the customer, their employees or third party.
- iii. When a retailer has advised a customer by means of a bill or notice alerting them of a possible leak, which they have failed to be repaired within an 8 week period.
- iv. The water has returned to the sewer.

When the repair has been made, what grant will be made (via the retailer)?

If the repair has been made within **4 weeks** of the most recent bill, a full **100%** return to sewer allowance for the most recent bill (or to the last actual read) will be granted.

If the repair is made within **8 weeks** of the most recent bill, an allowance of **50%** will be granted.

Period of allowance

The period of allowance is based on the frequency of a customer's meter readings. The allowance will be granted for the most recent meter read issued by the retailer. If this read is estimated, the allowance will be granted back to the last actual reading.

How is usage assess to grant an allowance (via retailer)?

Where Southern Water agree to grant a leak allowance, these adjustments will be made to the retailers waste water or trade effluent charges, based on previous consumption.

Where there is no record of previous consumption, Southern Water will require a meter reading to be provided (customer or retailer) within a minimum of one month after the leak has been repaired and will therefore base an allowance on the consumption recorded.

What will happen in the event of a subsequent leak?

If a customer has a second leak after Southern Water have granted a leak allowance, Southern Water '**may**' honour a further leak allowance, however this will be at Southern Water's discretion.

To qualify, the retailer will need to inform Southern Water (i) how they identified the leak, (ii) how regularly the supply was checked and (iii) how the leak has been repaired, as soon as possible.

In the event of a second allowance, Southern Water will grant 50% of the cost for sewerage service charges resulting from the leak.

Please note; Southern Water will not give any retailer more than two Leak Allowances for the same property.

What will happen if Southern Water provide a customer's waste services and not their water?

If Southern Water provide waste services but water services are provided by another water company, an allowance may be given based on the previous stipulations. The retailer will need to prove that water has not returned to Southern Water's sewers.

When will Southern Water grant a full Leak Allowance including water?

A full allowance for both water and waste water will be granted if a fault is found on the Southern Water side of the meter or connecting joins, and the increase in consumption is recorded on the meter. Southern Water will identify the period of the leak using meter readings and allocate the allowance based on the aforementioned recalculation process.

The previously mentioned period restrictions do not apply in this circumstance. No water allowance will be granted if there is a leak after the Southern Water meter (on the customer supply side).

How will the assessment be credited back to the retailer?

This will be rewarded via the settlement process (Please refer to Open Water Codes for additional information by following the link below).

- i. <https://www.mosl.co.uk/open-water/codes/>

If you have any further questions regarding the Southern Water Leak Allowance policy, please contact the Wholesale Service Team on (**retailers only**):

- ii. **Email;** wholesaleservices@southernwater.co.uk
- iii. **Phone;** [0330 303 0277](tel:03303030277) (Calls charged at local rate)

How long do I have to submit the claim?

The Retailer can submit a claim no later than 6 months after the leak has been fixed.