

Appendix 3 - Addendum table

Wholesaler	Type of Wholesaler	Identifying the leak	Time to repair the leak	Type of allowance awarded for leak on customers pipework		How long do I have to apply for an allowance?	How long is the allowance granted for?	How many allowances can be requested?	Calculating the allowance
Summary of Good Practice	Water only Water and Sewerage	Investigate first, report leak to wholesaler if on communication (comm) pipe	30 days to repair (exemptions apply)	Sewerage allowance	Water allowance provided - exceeds Good Practice	Within 6 months of repair	12 months (exemptions apply)	1 in 24 months	ADC x Leak period (exemptions apply)
Affinity Water	Water only	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Not applicable as Water only Wholesaler	No	N/A	N/A	N/A as no leak allowance will be provided, although if the case is complex and there has been a delay in the Wholesaler notifying the customer this will be investigated on a case by case basis.	If an allowance is given it will be as the Good practice Guide - ADC x Leak period (exemptions apply)
Anglian Water	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	Up to 8 weeks	Sewerage only on supply pipe if evidence is received that lost water has not returned to sewer	No	12 weeks from repair	A leakage allowance will be calculated by using Retailer central market reads. If a leak is identified without receipt of a Retailer read, then the allowance will be given from the date of repair to the last cyclic read in the market. If a Retailer has failed to provide a cyclic read, then this will be estimated at Anglian Water's discretion. If a leak is identified by a Retailer read, then the allowance will be applied from the date of repair to the previous cyclic read in the market. Again, if a Retailer has failed to provide a cyclic read in the market this will be estimated at Anglian Water's discretion.	Not limited, each application will be reviewed under its own merit, however, continuous leakage will be managed via a Wholesalers statutory powers	As Good practice Guide - ADC x Leak period (exemptions apply)
Bournemouth Water	Water only	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	28 days (exemptions apply)	Not applicable as Water only Wholesaler	Water allowance provided	Water Allowance: 2018-19: 6 weeks 2019-20: 3 months	Up to 180 days	1 per customer occupancy per premise	Where leakage duration is less than or equal to 30 days we will refund the total Leakage Volume calculated. Where Leakage duration is greater than 30 days we will refund the difference between the Total Consumption over the duration and double the Normal consumption over the duration (for a maximum of 180 days). Where Leakage volumes does not exceed double the Normal Consumption for 180 days we will refund the total Leakage volume calculated.
Bristol Water	Water only	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Not applicable as Water only Wholesaler	Water allowance provided	Within 6 months of repair	1 billing period	1 per customer	As Good practice Guide - ADC x Leak period (exemptions apply for higher users)
Dŵr Cymru Welsh Water	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage only for supply pipe leak unless property is mixed use	No	As Good practice Guide - Within 6 months of repair	As Good practice Guide - 12 months (exemptions apply)	As Good practice Guide - 1 in 24 months	As Good practice Guide - ADC x Leak period (exemptions apply)
Northumbrian Water Ltd (NW & ESW area)	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage on supply pipe leaks (where NWL are the Wholesaler)	Water allowance given on supply pipe leaks (where NWL are the Wholesaler)	As Good practice Guide - Within 6 months of repair	As Good practice Guide for Sewerage 12 months (exemptions apply) but also provides this for water charges which exceeds good practice	As good practice for Sewerage 1 in 24 months, water allowance also provided	As Good practice Guide - ADC x Leak period (exemptions apply)
Portsmouth Water	Water only	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	If the leak is not repaired in a timely manner we will start the notice of waste process.	Not applicable as Water only Wholesaler	No	N/A	N/A	N/A as no leak allowance will be provided, although if the case is complex and there has been a delay in the Wholesaler notifying the customer this will be investigated on a case by case basis.	If an allowance is given it will be as the Good practice Guide - ADC x Leak period (exemptions apply)
Severn Trent	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage allowance given	Water allowance provided	As Good practice Guide - Within 6 months of repair	If water lost did not return to sewer = full leak period If water lost returned to sewer = 6 months at 50% Water allowance given for 6 months at 50%	If water lost did not return to sewer = no limit If water lost returned to the sewer = 1 every 36 months Water allowance given 1 every 36 months	As Good practice Guide - ADC x Leak period (exemptions apply)
South East Water	Water only	Customers to contact Retailer, not Wholesaler, in all circumstances except where out of hours.	15 days from leak on supply pipe being identified by customer or Retailer.	Not applicable as Water only Wholesaler	Water allowance provided	No time limit as long as post market opening.	The period between the "High Consumption Read" and the previous meter read	N/A as no leak allowance will be provided, although if the case is complex and there has been a delay in the Wholesaler notifying the customer this will be investigated on a case by case basis.	As Good practice Guide - ADC x Leak period (exemptions apply)
South West Water	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage allowance given on supply pipe leaks	Water allowance given on supply pipe leaks	2018-19: 6 weeks 2019-20: 3 months	Up to 180 days for Sewerage and Water.	1 per customer occupancy per premise for Sewerage allowance and 1 per customer occupancy per premises for Water	Where leakage duration is less than or equal to 30 days we will refund the total Leakage Volume calculated. Where the leakage duration is greater than 30 days we will refund the difference between the Total Consumption over the duration and double the Normal consumption over the duration (for a maximum of 180 days). Where Leakage volumes does not exceed double the Normal Consumption for 180 days we will fund the total Leakage volume calculated.
Southern Water	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage allowance on supply pipe leaks	No	As Good practice Guide - Within 6 months of repair	As Good practice Guide - 12 months (exemptions apply)	As Good practice Guide - 1 in 24 months	As Good practice Guide - ADC x Leak period (exemptions apply)
Thames Water	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	6 weeks	Sewerage only on supply pipe. Allowances will be considered where the leak is between the property boundary up to the point the supply enters a building	No	As Good Practice within 6 months of leak being fixed but if reasonable mitigating circumstances are provided for why an application is later this will be reviewed	As Good practice Guide - 12 months (exemptions apply)	1 in 12 months	As Good practice Guide - ADC x Leak period (exemptions apply)
United Utilities	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage allowance on supply pipe leaks	Water allowance given on supply pipe leaks	Within 12 months of repair	As Good practice Guide - 12 months (exemptions apply), exceeds good practice as water allowance also provided	1 Internal and 1 external leak per customer per property but further volumetric sewerage allowances will be considered providing it can be demonstrated to UU's satisfaction that the water lost through the leak did not enter our network	As Good practice Guide - ADC x Leak period (exemptions apply)
Wessex Water	Water and Sewerage	Investigate first and Wessex may provide assistance on site to confirm the leak	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage allowance given	Water allowance given	As Good practice Guide - Within 6 months of repair	As Good practice Guide - 12 months (exemptions apply), exceeds good practice as water allowance also provided	1 per premise per year	As Good practice Guide - ADC x Leak period (exemptions apply)
Yorkshire Water	Water and Sewerage	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	As Good practice Guide - 30 days to repair (exemptions apply)	Sewerage allowance given on supply pipe leaks	Water allowance given on supply pipe leaks	As Good practice Guide - Within 6 months of repair	6 months for Water and Sewerage so while Good practice for Sewerage isn't achieved the customer has the benefit of allowances for both services.	As good practice for Sewerage 1 in 24 months, water allowance also provided	As Good practice Guide - ADC x Leak period (exemptions apply).
Sutton and East Surrey Water	Water only	As Good practice Guide - Investigate first, report leak to Wholesaler if on comm pipe	14 days from leak on supply pipe being identified by customer or Retailer.	Not applicable as Water only Wholesaler	No	N/A	N/A	N/A as no leak allowance will be provided, although if the case is complex and there has been a delay in the Wholesaler notifying the customer this will be investigated on a case by case basis.	As Good practice Guide - ADC x Leak period (exemptions apply).

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