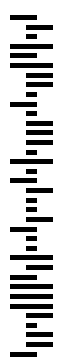


2

Business Reply Plus
Licence Number
RTLG-GARU-TUGZ

Southern Water
PO Box 4056
Worthing
BN13 3WP



Useful resources

Finding a plumber

For a supply pipe leak you will need to find a plumber or groundworker who deals with underground pipe work, for internal leaks you will need a plumber. Using an approved plumbing business helps prevent the risk of contamination to drinking water from poor plumbing practices and sub-standard products and workmanship.

For a list of approved plumbers call WaterSafe on **0333 207 9030** or visit watersafe.org.uk.

WaterSafe lists trusted plumbers in your area who are trained to meet the strict regulations for drinking water supply from seven approved schemes including the Water Industry Approved Plumbers' Scheme.



Online tradesmen recommendation services such as Checkatrade (checkatrade.com) are also a good place to find reliable local plumbers and groundworkers.

Technical advice

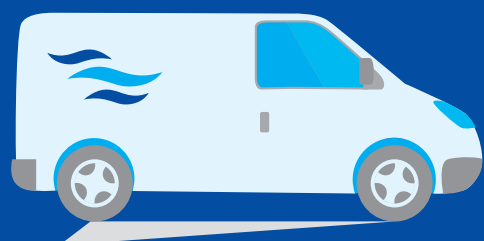
We can offer some advice if you're having difficulties with technical aspects of the work, give us a call on **0330 303 0368**.

Financial assistance

We have a range of tariffs which can help if you're having difficulties paying your bills. For our customers who have been accepted on to these tariffs or our priority services register we may be able to repair the leak for you, if you're the property owner. Please call us on **0330 303 0277**.

For further information contact:

Customer Service Centre
Southern House
PO Box 41
Worthing
BN13 3NZ
0330 303 0368



There's a leak at your property

Advice for our customers



Date leak found:	<input type="text"/>
CSMS/Ellipse:	<input type="text"/>
Who attended:	<input type="text"/>
What we found:	<input type="text"/>



You're responsible for the supply pipe to your property

We own and maintain the water mains which carry water to homes and businesses. Your home is linked to the water main by a supply pipe. The supply pipe is privately owned and is your responsibility to maintain.

This means that you or your landlord are responsible for fixing any leaks in or around your home.

In properties where there is a shared supply pipe, the responsibility for repairs is shared by the property owners.

If you have insurance you may be entitled to some assistance. Please check if your household insurance covers your supply pipe. There are also policies that specialise in cover for private pipes.

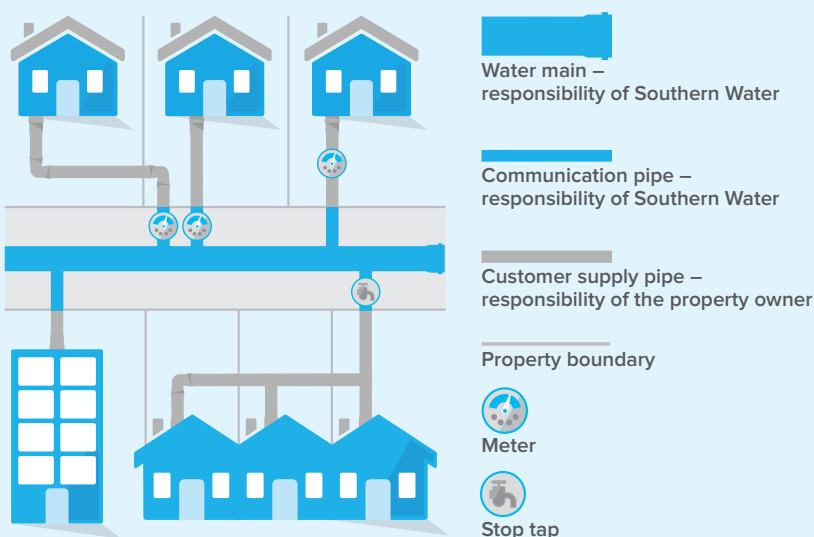
Who owns what?

In most cases, your responsibility starts at the boundary of the highway in which the main is laid. The meter remains the responsibility of Southern Water, even if it has been installed on private land.

There are some cases where your supply pipe may pass over someone else's land but the maintenance is your responsibility and you will need to gain permission from the land owner to do repairs. These are most likely to be in rural areas or where a private road is unadopted.

For further information contact:
southernwater.co.uk/leaks-at-your-home

0330 303 0368
Customer Service Centre
Southern House
PO Box 41
Worthing
BN13 3NZ



Increased bills and property damage – why it's important to repair leaks

- Unrepaired leaks cost money – which can mean an increase to your bill
- Long-term leaks can cause damage to your property
- Even small leaks can affect your water pressure and can damage your heating appliances
- Leaks can affect the quality of your water
- Treated water is a precious resource

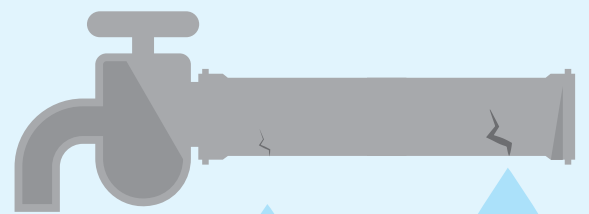
Internal leaks

Private leaks can also take the form of dripping taps and leaking toilets. Even a small leak can add up over time and can make a difference to your bill. A plumber can help identify and repair internal leaks.

What is Southern Water doing about leaks?

For the benefit of all our customers, we've invested £40 million over the past few years to find and fix leaks on our network. We now have one of the lowest levels of leakage per property of all UK water companies. But while we're proud of our leakage record, we also rely on your cooperation and support to help maintain the private pipe and fittings over which we have little control.

How it all adds up



A single tap dripping once a second can waste **7,665** litres a year

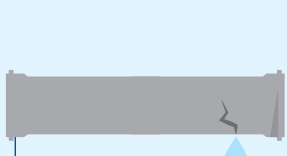
A small supply pipe leak can waste **200,000** litres a year

A large leak will be noticed sooner but could waste **15,000** litres a day

It's important that you repair your leak within 30 days. We'll attempt to remind you via text message and by phone after this time.

If, after 30 days, you're not taking reasonable steps to repair the leak, we may need to issue a statutory waste of water notice (section 75 of the Water Industry Act 1991).

What to do next



1. You have found a leak or noticed an unusually high bill and our inspector has confirmed the leak is on your private supply



2. Check if your insurance provider will carry out a leak repair. If you're a tenant, you need to contact your landlord or letting agent



3. If your insurance policy doesn't cover you for leaks, you'll need to get a plumber. See over for details of how to find approved plumbers



4. Keep us updated of your progress – remember you have 30 days to repair your leak. Tell us when it's fixed – you may be eligible for a one-off allowance for the wasted water

Can't locate the leak?

We've identified a leak on your private supply. We may be able to offer further advice on where the leak is located but it can sometimes be tricky to accurately locate depending on the ground type, supply pipe material and length. If we're unable to find the exact location there are leak detection specialists who can help.

Repair the pipe or lay a new one?

Laying a new pipe will be more expensive than a repair in the short term but could ultimately be more cost effective if there are a number of leaks, the leak can't be pinpointed or your supply pipe is old and in poor condition. If you're going to relay it's important that you follow some simple rules and book a trench inspection with us to be sure you've met the regulations and organise connection to the main. For more details, please either visit or direct your contractor to: southernwater.co.uk/trench-regulations.

Once your leak is fixed



1. Tell us via the attached card or by visiting southernwater.co.uk/repai-red-a-leak



2. Contact us with meter readings to apply for a one-off leak allowance. If you're metered, then leakage will likely affect your bill. If the leak is external and you repair it within a reasonable time, then you can apply for a bill adjustment to cover the cost of the wasted water. Please visit southernwater.co.uk or call **0330 303 0277** once your leak is repaired to discuss this



3. Keep an eye on your meter readings and future bills to make sure there are no further leaks

How to check for leaks

- A tap test is a check carried out to see if water is still passing through your meter when your internal stop tap is off.
- Your meter is normally located in a small, covered chamber in your footpath or garden. The serial number will match the one on your bill.
- To carry out a tap test, turn off your internal stop tap* and turn on your kitchen cold tap to be sure there is no flow. If the red

numbers on your meter are still moving or its dial turns, this means there is a leak between the internal stop tap and the meter.

- If the dial or numbers are not moving but you still suspect a leak, turn your internal stop tap on but ensure no water is being used.
- If the numbers on your meter are moving when you are not using the supply, there may be an internal leak.

* Property owners are responsible for ensuring the internal stop tap is maintained and accessible. Watch our film that shows you where to find your stop tap: southernwater.co.uk/do-it-yourself.

Fixed your leak?

Please let us know about any repairs you have made to your supply pipe by visiting southernwater.co.uk/repai-red-a-leak or by returning this card.

We'll update our records to reflect that the leak has been repaired.

I have fixed the leak on my supply pipe and/or internal fittings; the repair took place on

Name

Address

Email

CSMS/Ellipse number (You can find this on the front of this leaflet)

Customer reference no (You can find this on your bill)

By providing a meter reading we'll be able to accurately calculate any leak allowance you're due.

Meter read (after repair) date

Please fold along the dotted line and seal the card

How to read your water meter

Please only read your meter if you feel comfortable doing so.

Most meters are in the footpath, under a plastic or metal cover. Use a flat screwdriver to remove this.

Remove any frost protection (polystyrene plug).

Check the serial number matches the one on your bill.

We only need the black numbers from your meter – please ignore any numbers in red. These are the cubic metres (1000 litres) which have been recorded.

Replace the frost protection and lid.

You can submit meter readings online or watch a short video on how to read your meter at southernwater.co.uk/your-water.

