

# Leak Allowance Policy

1 September 2016

## Overview

if a 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 behalf.

This allowance is subject to the customer having stopped the leak by repairing the leak within the first 30 days of:

- A notice being sent to the customer from their retailer informing them of an increased consumption.
- A bill being sent to the customer from their retailer informing them of higher than normal water use.
- A leak has been identified by other means such as a third party or Southern Water Inspector.

## When will Southern Water grant a leak allowance?

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

## When will Southern Water not grant a leak allowance?

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

## When the repair has been made, what percentage of allowance will Southern Water grant the customer? (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 for **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 will Southern Water assess usage in order to grant a fair allowance to the customer (via the 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.

In exceptional circumstance and due to seasonal variance, Southern Water will extend the assessment period from six months to one year, if necessary, in order to give a fair consumption analysis.

### **What will happen in the event of a subsequent leak?**

If a customer were to have 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 advise Southern Water how they have identified the leakage, how regularly this has been checked and that the leakage 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 our sewers.

Southern Water will only back date the allowance to the two previous water meter readings (30 days 100%, 50% 60 days or preceding read. If Southern Water has been tasked to repair the leak, the leak fix date would be granted from the day that Southern Water were notified not when Southern Water fixed the leak. Although the allowance will not be awarded until after the leak has been fixed.

### **When will Southern Water grant a full leak allowance including water?**

Full allowance for both water and waste water will be granted if a fault is found on 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 aforementioned recalculation process. The above period restrictions do not apply in this circumstance.

### **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).

<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:**

[wholesaleservices@southernwater.co.uk](mailto:wholesaleservices@southernwater.co.uk)

0330 303 0277 (Calls charged at local rate)

**Annex A  
to Logger Request Form  
dated 15 August 2016**

**Annex A - Southern Water Logger Request Form**

**Southern Water Meter Logging Application Form v0.1**

**Section One – Applicant (Retailer)**

Customer Letter of Authority Included?	YES / NO	Business / Organisation Name;	
Contact Name;		Telephone Number;	
Email;			
Address;			

**Section Three – Meter Details**

Site Address;			
Meter Serial Number / SPID;			
Meter Size;		Meter Make / Type;	
Is the Meter Loggable?	YES / NO	Chamber Depth;	
Is the Meter Logged by Southern Water?	YES / NO		Is there Room to Install Your AMR Device?  YES / NO

Meter  
Location /  
Position;

(please included a separate location sketch or 1:1250 plan)

**Section Four – Your Device details (*for meters not logged by Southern Water*)**

Proposed Installation Date / Time;		Installation Technician <b>Name;</b> <b>Contact number;</b>	
Purpose of Logging;			
Description of Installation Work ( <i>including description of the Equipment to be used</i> );			