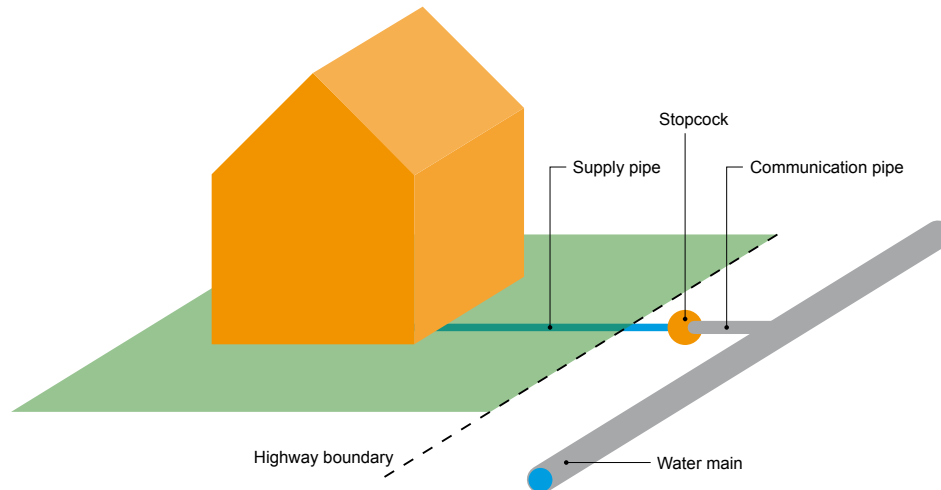




## Repairing leaks to your Supply pipe



## What is a Supply pipe and who is responsible for it?



All new homes are supplied with water by a separate pipe known as the 'service pipe'. Older properties may share a water service pipe known as a 'common supply'. The service pipe is also known by two other names each which identify responsibility for the ownership of the pipe. The pipe from the water main up to the highway boundary is known as the 'communication pipe' and the pipe from the highway boundary to the property is known as the 'Supply pipe'. This is the most common arrangement for water to be supplied to your property. However, we can confirm this is at the survey stage.

Portsmouth Water owns and maintains the water mains and Communication Pipes in the street.

In most cases, water supply pipes provide years of trouble free use, however they may need some maintenance and eventually they may need to be replaced.

All property owners are responsible for maintaining the underground water Supply pipe from the boundary of the street into the home. If at any time there is a leak on this part of the pipe, the responsibility for making a repair is the property owner.

In some instances where it is a common supply this responsibility may fall on you and your neighbour. You and your neighbour can check if you share a supply by locating the stopcock in the street and turning it off. After turning off those of you without water are probably sharing the same water supply. If this is the case and

a repair is needed, all properties beyond the point of a water leak on the shared pipe will be jointly responsible regardless of whose property the leak is actually on. However, if the pipe needs replacing, everyone that shares the supply is jointly responsible for the work and cost.

If your home is fed via a water meter, you are responsible for the cost of water that has leaked from your supply pipe. Providing you make speedy repairs we will make an allowance for leaked water. We will offer you a one time only allowance on your water bill so that you will not have to pay for the water lost. To qualify, you must contact us before carrying out the work. This allowance would not be available for leaks on internal pipe work and fittings.

As part of our effort to reduce water leakage and assist our customers in this area, we may be able to help you.

## Portsmouth Water free Supply pipe repairs

Portsmouth Water offers subject to certain conditions a free, non emergency, repair service for straightforward leaks on domestic supply pipes including those that are multi-occupancy domestic premises managed by commercial property maintenance companies. This offer does not extend to commercial, business or council/housing association premises.

The free supply pipe repair service is provided free up to a maximum of two hours for our Inspector's time and six hours for a two man leakage repair team. If the repair exceeds this time you will be advised that charges may be raised, and an order will be required before we complete the repair.

Repairs to your supply pipe will involve excavating at your property. Our repair team will be as clean and tidy as possible during the work but you must appreciate that the area where the leak is will be wet and muddy from the water. We will make every effort to restore the surface as we find it but in instances where we excavate through what we consider special surfaces we may have to reinstate with tarmac. We will agree the reinstatement to be carried out with you before we start the work, however you may be asked to complete the reinstatement yourself.

Trees and shrubs may need to be cut back or removed by us. In the event we do this we will not replace or be responsible for re-planting.

From our vast experience it would be better in the long term if your supply pipe was replaced in its entirety as further repairs are usually imminent.

We are able to suggest specialist contractors who are registered with the Water Industry Approved Plumbers Scheme and experienced in dealing with customers supply pipe leakage and may even be able to claim the repair on your house insurance. Their details will be left with you by our inspector.

After the work is complete, whatever way you decide to proceed we will inform you in writing or preferably by email on the

condition of the pipe and advise you of any steps we feel you should take in the future.

### **We will not carry out a free repair if the leak is found to be;**

- Inside your home
- Under or close to a wall, shed garage or any permanent structure
- A pipe that has already been tampered with by a third party

### **We will also not repair free of charge if;**

- We cannot readily identify where the leak is. For example on a very long service in excess of 30 metres
- The leak is on someone else's property, unless you provide written permission from the owner prior to any repair being undertaken allowing us access
- The pipe work is in extremely poor condition. For example if the supply pipe has a history of leaks

We do not provide an emergency service in relation to private pipes and will deal with the leak in working hours as part of our normal workload.

A representative from Portsmouth Water will complete a survey form and advise you the best way to proceed in getting the leak repaired. If you are eligible you will be required to complete the authorisation form allowing us to work on your premises and confirming that you understand and agree to the conditions in this brochure.

The next step is for Portsmouth Water to contact you to see what steps you are taking in repairing your pipe and assist further if necessary.



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CUSTOMER REFERENCE NUMBER (IRIS):

I authorise Portsmouth Water Ltd or a Contractor under the Water Industry Approved Plumbers Scheme to excavate within the boundaries of my property for the purposes of preventing the waste of water from my private supply pipe. By submitting this form I confirm that I understand and agree with the terms and conditions as explained in the brochure left with me.

### APPLICATION DETAILS

PROPERTY LOCATION ADDRESS:

TELEPHONE NUMBER - HOME:

TELEPHONE NUMBER - WORK:

TELEPHONE NUMBER - MOBILE:

E-MAIL ADDRESS:

NAME (BLOCK CAPITALS):

SIGNATURE:

DATE:

### LANDLORD DETAILS

PROPERTY LOCATION ADDRESS:

TELEPHONE NUMBER - HOME:

TELEPHONE NUMBER - WORK:

TELEPHONE NUMBER - MOBILE:

E-MAIL ADDRESS:

NAME (BLOCK CAPITALS):

SIGNATURE:

DATE:

### PROPERTY DETAILS - tick box

PRIVATE

COUNCIL

TENANT

MANAGEMENT COMPANY

HOUSING ASSOCIATION

OTHER

This section is to be returned to the office leaving the brochure with the Customer.

## Office use only

### Portsmouth Water Inspectors Repair Survey Form

This form is to be completed by the Inspector for surveying the possibility of a 'First Leak Free Repair' within the terms and conditions indicated in the brochure. Please return completed authorisation and survey form to the distribution administration office.

CUSTOMER REFERENCE NUMBER (IRIS):

(PLEASE ENTER THIS NUMBER ON AUTHORISATION FORM AND BROCHURE)

#### INSPECTORS DETAILS

INSPECTORS NAME:

PLEASE PROVIDE A SKETCH OF THE PROPERTY ADDING AS MUCH INFORMATION WHICH WILL ASSIST IN THE REPAIR OF THE WATER SUPPLY PIPE:

#### PRELIMINARY DETAILS - tick box

WATER SHOWING  TRACED  SINGLE SUPPLY  COMMON SUPPLY  APPROXIMATE LENGTH: (M) POSSIBLE MATERIAL:

SIGNATURE:

DATE:

### Portsmouth Water Repair Team State of Pipe Report

This section is to be completed by Mains and Services Team.

#### SUPPLY PIPE DETAILS - tick box

MATERIAL: COPPER  G.I.  LEAD  BLUE POLY  BLACK POLY  DEPTH: mm

CAUSE OF LEAK: FRACTURE  CORROSION  FITTING FAILURE

SIZE: 3/8"  1/2"  20mm  3/4"  25mm

PIPE CONDITION: REQUIRES RELAY  VERY POOR  FAIR  GOOD  DAMAGED

Upon completion please return this form to your Supervisor.