

CODE OF PRACTICE

LEAKAGE ON

DOMESTIC SUPPLIES



HOW TO CONTACT US



**PO Box 8
West Street
Havant
Hampshire
PO9 1LG**



www.portsmouthwater.co.uk



head.office@portsmouthwater.co.uk



Customer Services
8.00am to 5.00pm, Monday to Friday
023 9249 9666

Freephone Leak Line
24 hours a day
0800 434 6104

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INFORMATION FOR METERED CUSTOMERS

Paying by volume

If you have a water meter installed you pay for the volume of water you use. The meter is installed on the supply pipe to the property. The supply pipe, which is your responsibility to maintain, normally runs between your property boundary and your first draw-off point, which is usually the kitchen sink and includes all the pipework at mains pressure in the property.

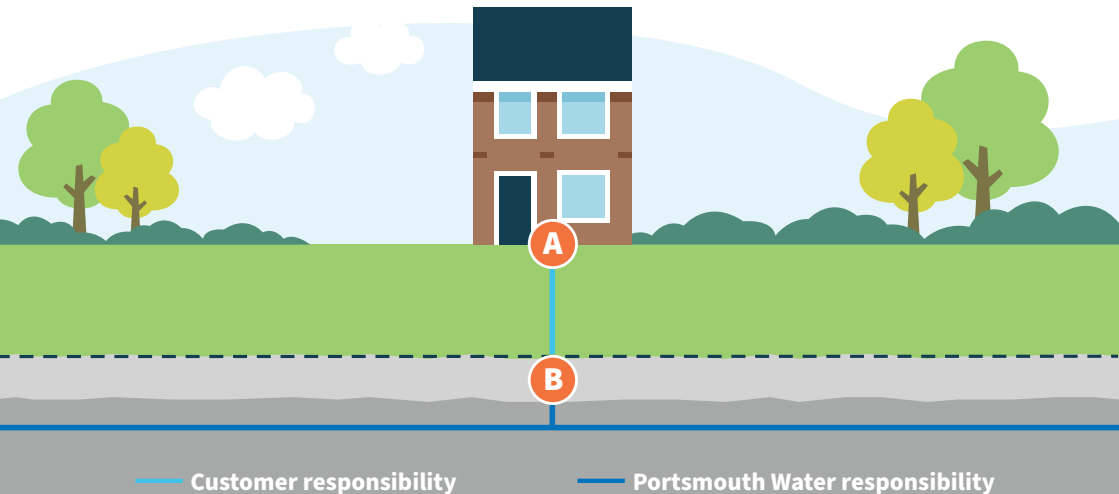
Meter position

The exact position of your meter will normally be determined by us. Government regulations allow for meters to be installed in one of three

locations: externally next to the stopcock close to the property boundary, internally or externally adjacent to the house wall. However, we only fit internal meters where unrestricted access is available. Furthermore, subject to unrestricted access, we will consider locating the meter in a position of your choice. However, any additional cost in positioning the meter over and above our preferred location will be borne by you. The meter, when fitted, remains the property of the Company.

Since April 2005 we have required all new properties to be metered. We have asked that builders install a meter box on the property

- A** Preferred stopcock and meter position for properties built since April 2005
- B** Preferred stopcock and meter position for properties built before April 2005



wall, rather like those used for gas and electricity, to allow easier meter reading and maintenance.

For properties that were built before April 2005, we normally fit our meter at the external stopcock, which is usually situated at the property boundary. Please note that we cannot fit a meter at the stopcock if you share your water supply with your neighbour. If you believe that you have a shared supply, or have any other query with your supply, and would like help or advice please contact us and we will confirm the supply arrangement.

Meter reading service

If you would like us to read your meter for you, or if you suspect you have a leak and would like help or advice, please call our 24 hour Operations Centre on our free leakline number on 0800 434 6104. Free meter reading may be limited to one read per month.

Leakage checks when a meter is installed for the first time

We know from experience that a substantial amount of water escapes from unidentified leaks in our customers' pipework. When a meter is installed, a check will be made to establish if there are any significant leaks in the pipework.

If a leak is detected in your pipe which can be repaired without additional excavation at the time the meter is installed, the leak will be repaired at our expense. If the check reveals a leak between the meter and the taps and other appliances which cannot be repaired as above, you will be notified of the leak and

HOW TO READ YOUR WATER METER

Where possible, we recommend you read the meter at regular intervals and keep a note of the readings. By reading your meter regularly you will quickly notice any high usage which could mean there is a leak.

The meter is usually located in the footpath or your driveway. Once you have found the meter, open the cover using a screwdriver, remove the polystyrene filler which is placed in the meter box to protect the meter from frost.

Most meters are situated within their own meter box. However, some are in pits under a large metal cover that should only be removed with specialist equipment and training. Should it be the case that your meter is in such a pit, and you would like us to take a reading, please phone us on 023 9249 9666.



The meter dial will look something like the illustration above. You should only note the black figures. These record the number of cubic metres you have used. The red figures record parts of a cubic metre and are ignored for billing purposes.

The meter in the illustration has recorded 104 cubic metres and 120 litres. Your bill would be based on 104 cubic metres only. 1 cubic metre = 220 gallons.

asked to repair it. Please note, we are entitled to charge for any subsequent loss of water where the leak is not repaired.

It may well be that a leak of this nature qualifies for our Free Supply Pipe Repair Service, but if not, it will have to be repaired at your expense. Contact us for details or check the brochure on our website.

Undetected leaks

If your meter is fitted at the external stopcock it is possible that an abnormally high consumption may indicate an undetected leak in the supply pipe which is your responsibility.

In these circumstances, an adjustment will be made to the metered charges for the first leak that you experience at your property. This will be on the condition that you as the consumer (or owner) carry out the remedial work within three weeks of our notifying you of the leak, or you telling us that you have a leak. No adjustment will be made in the event of any subsequent leak at this address whilst you remain in occupation, or where a leak has been caused through negligence by you or your agents or where you know or should have known that there was a leak and failed to repair the leak.

Where the remedial work does not qualify for our Free Supply Pipe Repair Service, we are able to provide advice on an alternative course of action.

Most leaks occur because the pipe is badly corroded and it is usually more economical to replace the pipe when a leak occurs rather than to repair it.

Indications of a possible leak

We recommend that you regularly check for signs of leakage. The easiest way to check is by regularly reading your meter and looking out for higher than expected readings. You should look for damp areas in dry weather or lush vegetation during hot temperatures. If running water can be heard within your property at night time, this may also indicate a leak. When we prepare our bills, we always check to see if consumption is higher than previously and if so, we enclose a letter with your bill, alerting you to a possible leak.

Checking for a leak

If you think you may have a leak on your supply, you can carry out a simple check. Either turn off your supply at the internal stopcock, or ensure that no water is being used in your property and take a meter reading. Wait an hour and take another reading. If the reading has increased, you may have a leak.

The adjustment of charges – water supply

We will make an adjustment where you suffer a first leak on your supply pipe, that is any leak between the external stopcock and the first draw off point within your property. This allowance is available even if you did not qualify for a free leak repair. Your charges will be assessed on the basis of past normal consumption. The adjustment will apply to any excess consumption since your meter was previously read. Where there is no record of previous consumption, the size of the

adjustment will be based upon typical usage for a property of a similar type to yours.

This will be subject to a further retrospective adjustment if you are subsequently shown to have significantly different usage when the meter is next read. This adjustment will be made as soon as practically possible.

Where a high metered bill reveals a leak we will normally liaise with you and automatically adjust your bill. However, if you believe that an adjustment is due that has not been made please telephone 023 9249 9666. There is no time limit for your application for this adjustment.

This allowance is only available to premises that are used wholly or partly as a dwelling. Where the premises supplied is mixed-use, that is part residential and part commercial, the adjustment will be made for the residential element only.

Sewerage services provided by different companies

Where we have made an adjustment to your bill in respect of supply pipe leakage we will inform your sewerage provider, who are normally Southern Water. They will also apply an adjustment to your charges.

INFORMATION FOR ALL DOMESTIC CUSTOMERS

Responsibility for repair of leaks

The supply pipe to your property is not owned by us and accordingly any repairs to it are your responsibility. We do, however, have the right to insist that you repair leaks. In the unlikely event of a customer disregarding such a request and allowing water to run to waste (or to contaminate the public water supply), we can complete remedial work and charge the owner of the property or, in extreme situations, turn off the water supply.

Free leak detection service

Where it comes to our notice that a leak exists within your pipework, we will advise you either in writing or by visit. If you suspect you have an external leak, we will visit your property in order to help you to establish whether a leak exists or not.

This service is available to all premises that are used wholly or partly as a dwelling, however, it is not offered as an emergency service. You may wish to appoint a plumber to assist you with the detection of internal leaks, which are your responsibility to repair.

Free water supply pipe repair

Reducing overall levels of leakage is an important Company goal therefore we believe it is important to help our customers as much as we are able to ensure that any water leak is repaired as soon as possible.

Portsmouth Water offers subject to certain conditions a free, non emergency, repair service for straightforward leaks on domestic water supply pipes including those that are

multi-occupancy domestic premises managed by commercial property maintenance companies. Whether or not you qualify can be determined at a free survey.

This offer does not extend to commercial, business or council/housing association premises. This 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.

From our vast experience it would be better in the long term if your water supply pipe was replaced in its entirety as further repairs are usually imminent. We are able to suggest specialist contractors who are all 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 allowing you to a new pipe free of charge.

In the meantime should you require further advice on any of the above information or would like us to arrange a visit from one of the specialist companies please do not hesitate to contact our leakage team on 023 9224 9274. This service is available to all premises that are used wholly or partly as a dwelling.

Where a supply pipe condition is such that a repair is not feasible and the entire pipe needs replacing, we will contribute towards the cost of its replacement.

Please note that our free repair service does not apply to any leaks under your property, where the supply pipe enters the property or

where your supply pipe exceeds 30 metres in length. To arrange a free repair or discuss our policy in this area, please call 023 9249 9888.

Internal leaks

Leaks inside your property are your responsibility to repair. However, we have a list of approved plumbers which is available by telephoning 023 9249 9888.

Saving water

Water is a valuable resource and we try to minimise abstraction. We also have a duty to promote the efficient use of water by our customers and to prevent water wastage through leaks. Please visit our website for water saving advice.

Limitation of code

This code of practice applies to domestic customers only. Whilst this code is for measured customers responsibility for repairs of leaks and free supply pipe repair equally apply to unmeasured customers.

Our codes of practice

This code is one of a suite of codes which also includes:

Customer

This code informs you of the main services we provide, and our commitment to our domestic customers, and tells you where and how to get advice and help.

Debt

Where to get help and advice if you are having difficulty paying our bill.

These codes, all of which are approved by Water Services Regulations Authority (Ofwat) who regulate the water industry, are available free of charge from our Head Office, contact details for which are listed at the end of this code.

Consumer Council for Water

The interests of customers of Portsmouth Water Ltd are represented by an independent body, Consumer Council for Water London and South East. This Committee investigates complaints and provides advice and information to all water and sewerage consumers in the London and South East Region. The Committee meets in public four times during the year, for details please contact:

CCW
23 Stephenson Street
Birmingham
B2 4BH

Telephone: 0300 034 2222

Online: www.ccw.org.uk/contact-us/

Hearing or speech problems? Dial 18001 before CCW's telephone number.

WATER SAVING TIPS...

Take short showers

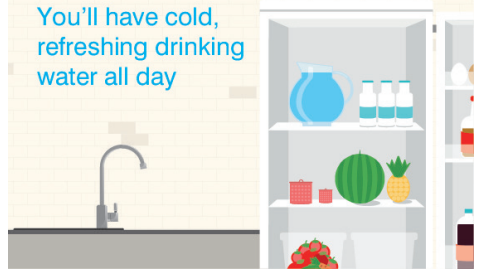
An average bath uses 80 litres of water.

Short showers can save up to 12 litres a minute. Stop the water while shampooing, to save more water and reduce your energy bills.



Fill a jug with water and pop it in the fridge

You'll have cold, refreshing drinking water all day



Fully load up the washing machine

The average cycle uses 60 litres of water.

Wait until you have a full load to reduce the amount of water and energy you use.



Collect running water in a jug

While you wait for it to heat up – this can be used to water your plants or even flush the loo.



Clean recyclables in a bowl rather than running the tap

Why not re-use washing up water to make even more water savings.



Turn off the tap

A running tap can waste up to 6 litres a minute, that is 96 litres a day for a family of 4.

