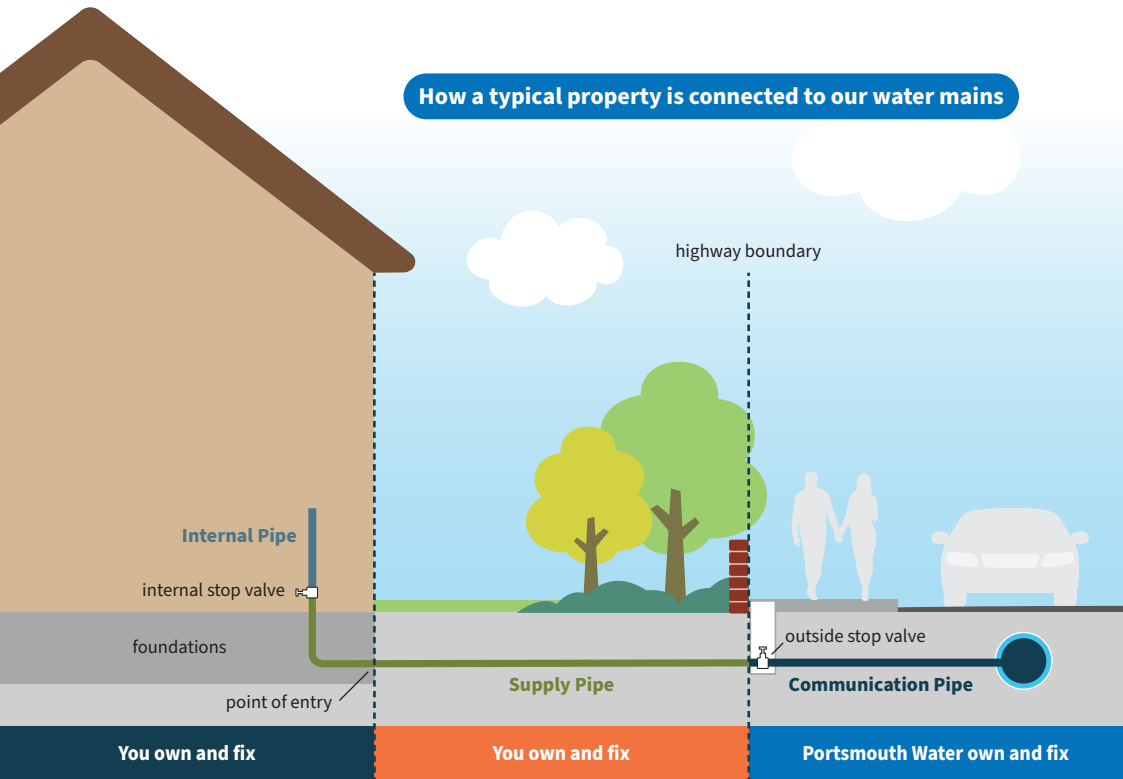


Pipework and leaks

Customer Information Guide

This leaflet will give you more information on which pipes are owned and managed by Portsmouth Water and which pipes you own and are responsible for maintaining. This will also make you aware of what to do if you find a leak in your supply pipe.



The diagram on the cover shows how a typical property is connected to our water mains to supply clean and safe drinking water to your property.

Depending on your home, you are likely to have your own supply pipe called a service pipe or common supply pipe that services multiple properties.

Portsmouth Water own and maintain the water mains and communication pipes in the street. Meanwhile, our customers are responsible for the supply pipe and any internal pipe work.

In most cases, your water supply pipes provide years of trouble free use, however at some point they may need maintenance, repair and eventually replacement.

If you have a leak on your supply pipe, between your property boundary and the outside stop valve, we can offer advice to help you with repair or replacement.

Access support when you suspect a leak

Please contact us as soon as you suspect a leak on your supply pipe to access the support available. Your home insurance may provide cover for this too, so it is worth checking your documents.

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 the repair lies with the property owner.

In some instances where it is a common supply, this responsibility may fall on you and your neighbour(s). To check if you share a supply with your neighbour(s), locate the stopcock in the street and turn it off. After turning off, those of you without water are probably sharing the same water supply.

If you do have a shared supply, and a repair or replacement is needed, all properties beyond the point of the water leak on the shared pipe will be jointly responsible for the pipework regardless of whose property the leak is actually on.



Report a leak

Contact our Network Team on 023 9244 9082 or email hi@portsmouthwater.co.uk

Support Option 1

£100 contribution

A Portsmouth Water Technician will visit to carry out a 1-hour survey to see if we can pinpoint where the leak is coming from. If it is found, we can talk you through the best way to fix it. To help with the cost, we'll contribute up to £100 towards the cost of repairing the pipe.

In our experience, replacing the leaking pipe is often the best option because old pipes can keep leaking and cause other problems or damage to your property.

Conditions of this option

Repairs may not always be possible if the pipe is in poor condition, inaccessible or we are unable to find it.

If the pipe leaks again within a 5 year period, we'll offer another free 1-hour survey to pinpoint the leak, however there will be no further financial contribution towards a repair or the replacement of the pipe.

If you have a further leak more than 5 years later, you'll be entitled to the leak survey and the financial contribution on offer at that time.

Support Option 2

£200 contribution

We'll contribute up to £200 towards the cost of replacing the entire water supply pipe.

Whilst we don't carry out supply pipe replacement work ourselves. We can offer you a referral to get a free quote through our recommended WaterSafe approved local contractor, JTMP Moling & Water Supply Services Ltd.

You're under no obligation to use this service and you may wish to choose another way to get the leak fixed. We recommend a WaterSafe approved plumber to carry out any works, as well as getting two further quotes in addition to the one from JTMP.

We have no financial interest in JTMP. We've assessed their business and benchmarked their costs to ensure they provide an excellent service to customers at a fair price. We review their service on a regular basis to ensure this remains the case.

If you select this option

On the day of our technician's visit, we can refer you to JTMP. They will contact you within 24 hours of our referral and works can be booked within 7 days of the quote acceptance.

Claiming your allowance

Once you have had the leak repaired or pipe replaced, you must contact us no later than 15 days after the work, attaching your invoice and report from a WaterSafe approved contractor.



networkadmin@portsmouthwater.co.uk or



portsmouthwater.co.uk/contact-us and select 'Leak Repair'

Find answers to frequently asked questions here:
portsmouthwater.co.uk/help-for-leaks-pressure-and-pipes/

Customer Side Leak Repair or Replacement Policy Conditions

To be eligible for receiving a contribution a customer must:

- Be responsible for the maintenance of the Supply Pipe
- Be named on the account and responsible for paying the bill
- Be a household customer
- Have the work undertaken by a WaterSafe approved contractor
- Have repaired the leak or replaced the entire Supply Pipe as per the requirements of the Water Fittings Regulations
- Repair or replace the supply pipe in line with the below timescales from the leak being identified:

Repair within 30 days = 100% contribution

Repair within 60 days = 50% contribution

Repair over 60 days = 0% contribution

This policy does not cover:

- the property is one of multiple occupancy maintained by a management company or landlord or is a rented property
- Where the work has not been completed or the leak addressed within the specified timescales above
- For the supply pipe renewal contribution, the entire supply pipe has not been replaced (option 2 only)
- We've not previously provided a contribution within the last five years
- The leak is beyond the internal stop tap (i.e. on your central heating pipework/garden tap)
- leaks due to negligence

This service is not a legal requirement and is discretionary and may be altered or removed at any time without notice.

Water leak bill charges (leak allowance)

In addition to the supply pipe itself, you are responsible for the cost of wasted water that has leaked from it. However, as part of our effort to reduce leaks, we can offer an allowance on your water bill so you will not have to pay for the water lost. This leak allowance is providing you make speedy repairs within 30 days of us confirming a leak.

We calculate the amount of water wasted by deducting the average amount of water you normally use. Where there's no record of past consumption, we base the adjustment on the daily average for your property type.

For mixed-use premises (where the property has both domestic and commercial water use) we consider leakage allowances on a case by case basis.

Please note this is a one time allowance at our discretion and does not cover leaks on internal pipework or fittings. To qualify, please contact us before completing the work.

Terms and Conditions

We'll provide one leak allowance at a property in any five-year period. All leak allowances will be made at our discretion.

We'll give you a full rebate up to the date of repair if:

- You contact us within 10 days of receiving a letter from us saying there may be a leak at your property,
- You have the leak repaired within 30 days of the site visit when a leak has been confirmed by Portsmouth Water.
- Follow the allowance being applied by us, you will receive a new bill with the adjustment.