

HOW TO GUIDES... NO WATER OR LOW PRESSURE?

CHECK 1: ARE WE CARRYING OUT PLANNED WORK IN YOUR AREA?

If you turn on your taps and find you have no cold water, or very low pressure, it may simply be because there's work going on in your area.

ACTION:

Have you received a letter or card from us stating the times and dates of planned work?

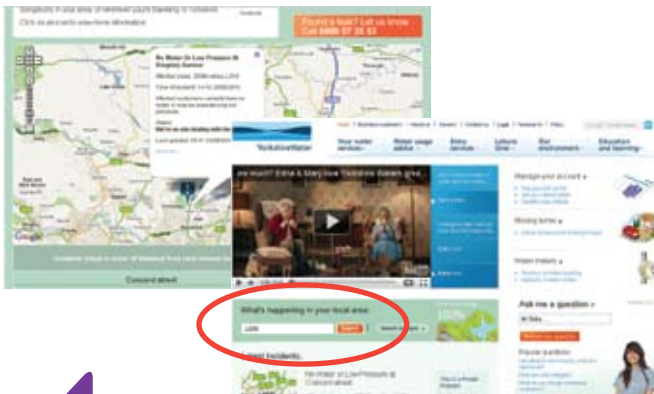
**WE MAY BE CARRYING OUT
WORK IN YOUR AREA**

CHECK 2: IS THERE A WATER SUPPLY INCIDENT IN YOUR AREA?

If you haven't received a letter or card, you may be having problems with your water because an incident has occurred, for example a water main has burst.

ACTION:

Check our website for all the latest information including maps showing where the incident is, a list of areas affected, updates on what we're doing and specific advice for what to do.



**CHECK OUR WEBSITE FOR
A FULL LIST OF INCIDENTS**

CHECK 3: IS YOUR STOP TAP SWITCHED ON AND CLEAR OF SEDIMENT?



If there's no work going on, have you checked your stop tap? If you're not sure where it is, it's likely to be at the point where the water enters your property; under your kitchen sink, in your bathroom, or possibly in your cellar.

Sometimes, when work is carried out, air or sediment can become trapped behind your internal stop tap. There is a simple procedure which can help to clear this, which you can carry out yourself if your stop tap is accessible.

ACTION:

Turn on your main feed cold water tap (usually the kitchen sink). Next, turn your internal stop tap off and on, several times, finishing by leaving it in the full on position. You may find the water coughs and splutters a bit, but usually this brings back the water or increases the pressure.

**YOUR STOP TAP IS PROBABLY UNDER YOUR
SINK, IN THE BATHROOM OR IN THE CELLAR**

CHECK 4: NO HOT WATER?

Were you looking forward to a long soak in a nice hot bath, but have discovered you have no hot water?

ACTION:

Check the power supply for your boiler. The pressure gauge should be at one bar.

Check to see if the pump is running inside the boiler. It's easy to do, just feel the side of the boiler and you'll be able to tell if it's running or not.

Check that the pilot light is on. You may need to relight it, in which case simply check your boiler manual for step-by-step instructions.



**CHECK YOUR BOILER IS
WORKING CORRECTLY**

CHECK 5: STILL NO WATER OR LOW PRESSURE?

If none of these suggestions have worked, you probably need to contact a local plumber for expert help and advice. These can be found on our Contact us page.

If there is an incident in your area that's affecting your water supply, remember to keep checking our website for the latest updates and advice.

SIMPLY TYPE IN YOUR POSTCODE ON OUR HOMEPAGE