

charges only, provided that the leaking water has not run into the public sewers.

You'll be eligible for only one allowance for leakage against water and sewerage charges at this particular property. If another leak occurs at this property, you may be eligible for a further allowance against sewerage charges, if the water running to waste does not enter the sewerage system.

If another leak occurs at the same point on your supply pipe, where the guarantee from the original repair under our free supply pipe repair scheme is still valid, we'll grant a further allowance against both water and sewerage charges.

Should you move house and suffer leakage from your supply pipe there, you'll also be eligible for an allowance, irrespective of any allowances at your previous property, provided that you meet all of the criteria laid out above.

If you are a customer with a mixed use property, you may be eligible for an allowance, provided that you meet the same criteria which apply for domestic customers.

Similarly, if you are a non-domestic customer, you may be eligible for an allowance, provided that you meet the same criteria which apply for domestic customers. You will not be eligible, however, if you have opted for our free leakage detection service.

## How will you adjust my meter charges?

Where we agree to give an allowance, we'll re-assess your water and sewerage charges on the basis of your normal water consumption, taking into account seasonal variations.

Where there is no record of previous consumption, we'll normally make the adjustment based upon typical usage for the type of property in which you live. We'll need to ask you for this information.

This re-assessment may be adjusted subsequently, after the leak has been repaired, if your actual consumption differs from our estimate.

When we make an adjustment to the charges for water supply, we'll also adjust the sewerage charges you pay based on the water recorded by the meter.

Please refer to the section headed "Is an allowance made on my meter bill for the leakage?" for details of how we decide whether you're eligible for an allowance.

## What if I don't receive water supply and sewerage charges from you?

Where we've made an adjustment for leakage for water supply and a different company provides sewerage services, we'll tell them of the basis on which the adjustment has been made.

In some areas we provide sewerage services and another company provides water services. If the other company makes an allowance for leakage for water supply, we'll make an appropriate adjustment for sewerage charges.

## What should I do if I see a leak in the street?

If you see a leak in the street or near your home, please telephone our 24-hour freephone Leakline on 0800 57 35 53.

## Where can I find more information about meters?

We've other free information leaflets which you may find to be of help. These include:

- Could a meter help you? (If you're interested in having a meter fitted).
- Information and advice on metered water supplies.
- Information and advice on high metered water usage and the testing of domestic water meters.

Please contact us to request your free copies.

## Where can I find out more about conserving water?

Whatever the weather, water is a precious resource. We should all do everything we can to conserve it. On average each of us uses around 136 litres of water each day. Here are some easy ways to keep that amount as low as possible.

- **Hosepipes** - fit a trigger gun to control the flow, because otherwise you can use as much water in one hour as a family uses in a whole day.
- **Rainwater** - collect it in a water butt and then use it to water your garden or to wash the car.
- **Dripping taps** - fit new washers as soon as possible.
- **Showers and baths** - have a shower rather than a bath, as this will use much less water (unless you have a power shower).
- **Domestic appliances** - wait until you've a full load before you use your washing machine or dishwasher, and if you're looking for a new one, choose a water-efficient model as you'll save both water and energy.

Our water conservation pack gives you helpful information for your home and garden, including tips on frost protection. Please contact us for your free copy, and we also send you a "flush-saver" to help you save water in your toilet cistern. Alternatively, visit our website for water saving tips and information.

Our Business Services team can also help with conservation advice and equipment for customers with mixed used properties and for non-domestic customers. Please contact us on 08456 789 789 for more information.

## What can I do if I'm not happy?

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have, and we try to answer queries and resolve complaints quickly and in full.

Please contact us as soon as possible if you're not satisfied with our service. We'll then investigate your complaint and try to resolve it to your satisfaction. Where your complaint is justified, we'll apologise and do everything we can to put things right as soon as possible.

If we've failed to meet any of our standards, we'll pay compensation in accordance with our Customer Charter. If our actions or inaction cause you particular hardship or inconvenience, we'll consider making a goodwill payment. We'll consider each case individually.

We send a copy of our Customer Charter to every customer each year. If you'd like another free copy, please contact us.

If you're not satisfied with the way we've handled your complaint or with the outcome, you may request a review of your complaint. This review will be independent of the original investigations and may overturn the original decision if appropriate.

If you're still unhappy with the outcome of your complaint, you may request an independent review, by telephoning or writing to:

**Consumer Council for Water**  
**Northgate House**  
**St. Augustine's Way**  
**Darlington**  
**DL1 1XA**

**Lo-call number:** 0845 7 08 93 68

**E-mail:** yorkshire@ccwater.org.uk

**Text telephone:** 0121 345 1044 (minicom)

The Consumer Council for Water (CCWater) is an independent national body set up to protect your interests and to champion customer issues. CCWater ensures that customers' collective voice is heard in the national water debate and has undertaken research to understand customers' views and use this to influence decision makers within the industry.

CCWater will investigate customer complaints relating to our business activities. The regional office and committee may then act on your behalf to try to resolve your complaint with us.

Under the Water Industry Act 1991, the industry regulator, Ofwat, or an independent arbitrator may settle certain disputes. Where this is appropriate, we'll explain the action you can take - or you may prefer to seek advice from CCWater or another independent advice agency.

## Services for customers with additional needs

We provide information in large-print, Braille and audio formats. If you'd like information about our free Helping Hands services, please contact us on 0800 138 7878.

## How can I contact you?

Our contact centre is open 8am-8pm Monday to Friday, 9am-5pm Saturday

We're open 24 hours a day for emergency calls

<b>Call us</b>	
All enquiries	0845 1 24 24 24
Request other information or leaflets	0845 1 24 24 24
Bogus caller checks on identity cards	0800 1 38 78 78
Leakage	0800 57 35 53

<b>Additional services</b>	
Asian language	0845 1 24 24 21
Text telephone/minicom	0845 1 24 24 23
24 hour automated services	0845 1 24 72 47

<b>Fax</b>	01274 372 800
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<b>Visit our website</b>	yorkshirewater.com
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<b>Or write to us</b>	Yorkshire Water PO Box 52 Bradford BD3 7YD
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### Codes of practice:

Additional needs  
 Charges, bills and payments  
 Complaints & compliments procedure  
 Customer Charter  
 Debt recovery  
 Leakage from customers' supplies  
 Responsibility for pipework  
 Sewerage and waste water  
 Water meters  
 Water supply services

### yorkshirewater.com

Yorkshire Water Services Limited  
 Western House Halifax Road Bradford BD6 2SZ  
 Registered in England and Wales No.2366682

code of practice

## If there is a leak

Leakage from customers' supplies

## Leakage from customers' supplies

This code of practice is approved by the industry regulator, Ofwat. Please refer to the back cover for a list of other codes of practice for domestic customers. These are free and available on request.

We are committed to conserving water. We do this primarily by reducing leakage and by promoting efficient water usage.

This leaflet explains who is responsible for repairing leaks on customers' supplies and in the case of metered supplies, when an allowance may be given for water lost through leakage.

This information applies specifically to domestic customers.

We have, however, also provided advice and information for customers with mixed-use properties, for example shops, offices and public houses with accommodation and for non-domestic customers (for example, businesses, church halls and scout huts).

## Leakage from metered supplies

If you have a water meter, your bill is based on water usage recorded by the meter plus a standing charge. If you get a bill with an unusually high meter reading, it may mean that there is a leak on your supply pipe.

### Where will my meter be located?

We decide on the location of your meter in accordance with regulations made by the government.

There are normally three possible locations:

- Inside the property.
- Outside, adjacent to the property wall.
- Outside, next to the stoptap, close to the property/highway boundary.

We now prefer to install meters outside, close to the property/highway boundary. Where we install a meter at our expense, you may ask for the meter to be repositioned provided that it is practical to install a meter in your preferred location and provided that you bear the extra costs incurred.

If you're registered for our Helping Hands services for customers with additional needs and require a different location because you have sight difficulties, a disability or some other appropriate condition, we may make a contribution to the extra costs incurred. If you'd like information about our free Helping Hands services, please contact us on 0800 138 7878.

If we install a meter outside, we'll reinstate the ground where we have carried out the excavation to a professional standard and we'll try to match to the surrounding area on a best endeavours basis. Colour and texture may, however, vary. All work carries a guarantee.

Any dispute will be decided by an independent legal process (arbitration).

### How will my meter be read and maintained?

Wherever the meter is located, it remains our property and responsibility. We're responsible for the routine maintenance, repair and replacement of the meter.

We'll read your meter at least once a year, provided that we can gain access to do this. If we send you an estimated bill, you may provide your own reading by telephone or via our website. We also advise you to check your meter reading periodically, if you can, as this may help you to detect quickly any leaks that occur. The meter dials show whole cubic metres and fractions (normally represented by black and red digits respectively) but we only use whole cubic metres on your bill. If you'd like more information, please contact us for a copy of our Water Meters leaflet.

When we install a meter, we check your supply pipe between the meter and your internal stoptap (or first tap) for any evidence of leakage. If there is and we can repair it without carrying out additional excavation at that time, we'll do the necessary repair work at our expense. If we cannot repair it without carrying out additional excavation, we'll notify you and advise you whether you're eligible for a free repair. Where you're not eligible, we'll ask you to repair the leak at your expense. If you don't, we'll charge you for the water that is running to waste.

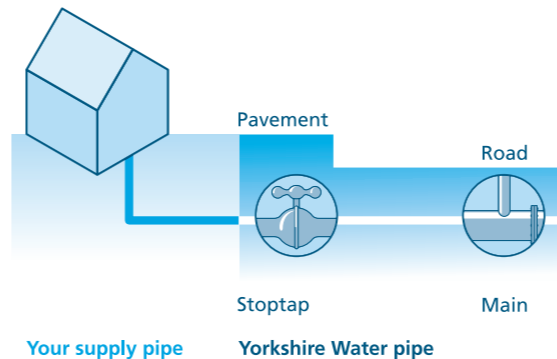
If we carry out a repair, we'll reinstate the ground where we have carried out the excavation to a professional standard and we'll try to match to the surrounding area on a best endeavours basis. Colour and texture may, however, vary. All work carries a guarantee.

Please refer to section "What should I do if I suspect there is a leak from the supply pipe to my property?" for details about our free repairs for domestic customers' supply pipes.

### Who is responsible for repairing leaks?

We're legally responsible for repairing leaks on our water pipes (pipes in roads, footpaths and the service strip to the boundary of your property). The pipework from the boundary to the property, (known as the supply pipe), is the legal responsibility of the property owner.

Although leaks on the supply pipe are legally the responsibility of the owner or owners, we carry out free repairs for domestic customers, subject to certain terms and conditions. Please refer to the section headed "What should I do if I suspect there is a leak from the supply pipe to my property?" for details. This is part of our initiative to reduce leakage and conserve water.



Please note that supply pipe arrangements vary. You may share some of your supply pipe with one or more neighbour. If this is the case, you and your neighbours are responsible for the shared pipework. If you're unsure about the supply pipe arrangement at your property, please contact us for advice.

We may ask for repairs to be carried out to leaks on pipework that is not our responsibility. We normally allow 14 days to receive a response and we normally expect the leak to be repaired within 28 days. If that request is disregarded and water is allowed to run to waste or is likely to contaminate the public water supply, we'll carry out the repair work and may charge the person who is responsible for paying the water services bill. In extreme situations, we can turn off the water supply.

Our free repair service does not apply to customers with mixed-use properties or to non-domestic customers, although we do still offer leakage advice, detection and repair services.

### What should I do if I suspect there is a leak from the supply pipe to my property?

An unusually high meter reading or bill may indicate an undetected leak on the supply pipe that is your responsibility.

Reduced water pressure, damp patches on the ground, noisy pipework or lush vegetation during particularly dry periods may also indicate that a leak is present on your supply pipe. If we notice an unusually high meter reading, which is unlikely to relate to a previous under-estimate, we'll indicate this on your bill.

If your property has a metered supply and you suspect that there is a leak, you can check by turning off all taps in the house and making sure that no water is going into cisterns or storage tanks. Then read the meter. Leave the water turned off for between a quarter of an hour and an hour, then read the meter again. If the second reading is higher than the first, you may have a leak.

If you're unable to carry out this check, we'll try to help you. If we visit your property to check your supply pipe and confirm that you have a leak, we may also be able to help you to locate it.

If you believe there is a leak on your domestic supply pipe, you may:

- Contact our 24-hour freephone Leakline on 0800 57 35 53 to discuss a free repair, or
- Carry out investigations yourself or employ a plumber at your own expense. We'll not pay anything towards the money you spend on the repair.

Although leaks on the supply pipe are legally the responsibility of the owner or owners, we'll assist you in detecting a leak and we'll carry out free repairs for domestic customers, subject to certain terms and conditions.

We provide a leakage detection service as part of our free repair service for domestic customers' supply pipes. This will not apply if the leak is underneath your home or an outbuilding.

We require your agreement, before we can begin work on private property. You must request a free repair within 28 days of becoming aware of the leak. We'll only repair your supply pipe up to the point at which it enters or runs underneath your home or an outbuilding. If we confirm that there is a leak on your supply pipe and that a repair is appropriate, we'll carry out the work within 28 days. This allows us to plan repair work in an efficient way, and we'll not charge you for any water lost in the meantime. We'll reinstate the ground where we have carried out any excavation to a professional standard and we'll try to match to the surrounding area on a best endeavours basis. Colour and texture may, however, vary. All work carries a guarantee.

If we've already repaired this particular supply pipe at our expense within the last two years, we may turn down your request for a free repair. This does not apply to repair

work still under guarantee.

If we consider that your supply pipe is in such a poor condition that a repair would be uneconomical, we'll inform you that your supply pipe needs to be replaced, and we'll discuss the options available to you. We'll consider making a contribution to the cost of replacing your supply pipe on a discretionary basis.

In these circumstances, you may still choose to detect and repair the leak yourself or to engage the services of a plumber to do the work. We'll not contribute, however, to any costs you incur in doing this.

If a leak occurs on the pipework inside your home or as a result of faulty plumbing, you will be responsible for any repair work needed.

If your property is not wholly domestic, you'll need to arrange the repair yourself. You can obtain further advice and details of our leakage detection and repair services for non-domestic customers and for customers with mixed-use properties by contacting our Business Services team on 08456 789 789 (Monday to Friday 8.30am to 5.30pm).

Non-domestic customers may opt for our free leakage detection service, but in this case you'll not be eligible for an allowance against meter charges relating to that burst.

### Is an allowance made on my meter bill for the leakage?

We may give an allowance against excess water and sewerage charges due to leakage.

This is subject to certain criteria but it's not conditional upon your using our free domestic supply pipe repair service. You may therefore be eligible for an allowance if you've found and repaired a leak yourself, or if you've arranged for a plumber to do so at your expense. This includes leaks on the supply pipe underneath your home or outbuildings.

You must, however, have either repaired the leak or requested a free repair from us within 28 days of your becoming aware of the leak. Additionally, the leak must not have been caused by your negligence or by your agent's negligence.

You should apply for an allowance within 28 days of the leak being repaired. Please contact us for an application form. Allowances usually relate to leakage from supply pipes. We'll not normally grant any allowances for excess water charges that are due to leakage or wastage arising from faulty plumbing, for example relating to ball-valves or central heating systems.

We'll normally only grant an allowance against water and sewerage charges for the first bill period affected by the leak. We'll extend this to two bill periods if the first period was based upon an estimated meter reading. If the leak has been running for a longer period than this or continues to run into a subsequent bill period prior to repair, we'll normally grant additional allowances against sewerage