

YW Wholesale Policy for leaks on a Non-Household Customer Site

03/03/2017

It's part of our
Blueprint for Yorkshire



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Introduction

From the 1st April 2017, all Non-Household Customers will be free to select a Retailer (Licensee or Undertaker of Retail Business) who will be responsible for the customer service and billing elements of their water and waste-water services. Yorkshire Water (YW) Wholesale will only be responsible for the provision of water and waste water wholesale services.

Under this policy:

- YW Wholesale shall maintain all pipework it legally owns (water mains and communication pipes);
- the Non-Household Customer shall maintain all pipework they legally own (supply pipe and internal pipe work);
- YW Wholesale does not provide leakage detection and repair services for leaks on private pipework on Non-Household Customer sites.

Where a leak on a Non-Household Customer site is having a detrimental impact on the water network, YW Wholesale reserves the right to intervene using its statutory powers as defined in Sections 73-75 of the Water Industry Act 1991. These powers allow YW Wholesale to isolate the Non-Household Customer supply and/or locate and repair the leak within the boundary of the Eligible Premise.

This policy is intended to provide clear guidance to the Market Operator, Retailers, Third Parties and Non-Household Customers.

Aim

This aims of this policy are:

- to provide clear guidance on ownership and responsibility for a leak on a on Non-Household Customer site;
- to ensure a consistent approach to leak repairs on a Non-Household Customer site is followed within YW Wholesale operational area;
- to be compliant with the Wholesale-Retail Codes.

If Non-Household Customers, Retailers and Third Parties are found to be in breach of this policy, YW Wholesale may take enforcement action. The purpose of enforcement is to ensure that preventative or remedial action is taken to secure compliance with this policy, the market codes and associated regulation.

Principles

To ensure the policy is enforced fairly, the following section contains YW Wholesale's guidelines.

1. YW Wholesale and Non-Household Customers are legally responsible for different sections of pipework that supplies drinking water to an Eligible Premise, this is summarised below:



- YW Wholesale owns all pipework up to the stop tap located at the boundary of the Eligible Premises, or all pipework up to the boundary of the Eligible Premises where no stop tap is fitted.

Note: YW Wholesale's stop tap is normally fitted as close as possible to the boundary of the Eligible Premise. Where YW Wholesale's stop tap is greater than 0.5 metres away from the boundary of the Eligible Premise, the Non-Household Customer shall own this section of pipe up to the boundary of the Eligible Premise.

- the Non-Household Customer owns all the pipework from the boundary of the Eligible Premises up to where it enters any building, including any stop taps fitted along its length.

- the Non-Household Customer owns the internal plumbing inside a building apart from the meter and meter unions.
2. A more detailed breakdown of which element of pipework YW Wholesale and the Non-Household Customer own can be found in Appendix 1.
 3. The Non-Household Customer shall undertake the repair of leaks within 14 days.
 4. If a Non-Household Customer suspects they have a leak i.e. they receive an abnormally high bill, they should contact their Retailer or a local plumber for advice and assistance.
 5. If the Non-Household Customer suspects they have a leak on a stop tap, water meter or pipe work which is owned by YW Wholesale they should contact their Retailer immediately who in turn shall contact YW Wholesale.
 6. The Non-Household Customer shall be responsible for all water passing through the meter including water lost due to waste or leakage.
 7. When a Non-Household Customer, or Third Party Organisation working on behalf of the Retailer and is undertaking a leak repair within a building, on plumbing connected to a water meter, permission must be obtained from YW Wholesale to remove and refit the meter to aid repair.
 8. YW Wholesale shall **not** permit an external meter to be removed for the purposes of undertaking a leak repair.
 9. If a Non-Household Customer cannot isolate their supply to undertake a leak repair i.e. they cannot locate their stop tap, they should contact their Retailer.

YW Wholesales Responsibility

10. Meter unions are part of the meter installation and any leaks on these will be the responsibility of YW Wholesale to repair unless there is evidence of tampering.
11. If YW Wholesale becomes aware of a potential leak on a Non-Household Customer's supply, it shall issue a legal notice under Section 75 of the Water Industry Act 1991. This will inform the Non-Household Customer of the leak and require them to undertake a repair within 14 days. If the leak is not repaired, YW Wholesale reserves the right to carry out the repair under its statutory powers and recharge the NHH Customer accordingly. Alternatively the supply may be turned off to prevent waste of water, damage or contamination.

Scheme Charges

12. Where a Section 75 repair is carried out by YW Wholesale, charges will be raised on a time and materials basis.
13. Charges will also apply for any aborted visit or unplanned work on a time and materials basis.

Contact details

14. For further info visit Yorkshire Water web-site.

References

- Wholesale-Retail Code Part 3: Operational Terms.
- YW Allowance Policy

Review date

This Policy will be reviewed annually or when necessary as a result of changes in Market Codes or centrally issued guidance. Date of last review March 2017.

Version Control

Version No	Date	Issued by	Summary of change(s)
V1	03/03/2017	Scott Dexter	

Appendix 1 – Guidance on Pipework and Fittings Ownership and Responsibility

Pipework

Asset	Location	Responsibility of Asset
Water main	Public Highway	YW Wholesale
Communication pipe	Public Highway	YW Wholesale
Supply Pipe (less than or equal to 0.5 metres in length)	Public Highway	YW Wholesale
Supply Pipe (greater than 0.5 metres in length)	Public Highway	Non-Household Customer
Joint Supply Pipe	Within boundary of Eligible Premises	Shared between Non-Household Customers supplied by pipe
Supply Pipe	Within boundary of Eligible Premise	Non-Household Customer
Internal plumbing	Inside a building	Non-Household Customer (this includes any stop tap)

Stop Tap

Asset	Location	Responsibility of Asset
Stop tap including chamber and cover	Public Highway	YW Wholesale
Stop tap including chamber and cover	Within boundary of Eligible Premise	Non-Household Customer
Stop tap	Inside a building	Non-Household Customer

Water Meter

Asset	Location	Responsibility of Asset
Water meter including chamber and cover & meter unions	Public Highway	YW Wholesale
Water meter including chamber and cover & meter unions	Within boundary of Eligible Premise	YW Wholesale
Water meter & meter unions	Inside a building	YW Wholesale

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