

# Application for lead pipe replacement

(domestic water usage only)

## Filling out this form

To fill out this PDF application form, please open and complete it using [Adobe Acrobat Reader](#) and email your completed application to [wbu.servicecentre@yorkshirewater.co.uk](mailto:wbu.servicecentre@yorkshirewater.co.uk)

Or, post it to: Developer Services, Yorkshire Water Services Ltd, PO Box 52, Bradford BD3 7YD

## Please confirm you can provide the following with your application:

A plan showing the location of your property (including, if known, the location of your water supply pipe)

A photo of the lead pipework within your property (please do not send us any photos which include personal data, such as images of people, including yourself, or vehicle registration plates)

Please be aware, we may contact you to seek feedback on your experience with this service.



YorkshireWater

## Initial information and terms and conditions

### Your application form for a lead pipe replacement

This is an application to replace lead pipework under Yorkshire Water's lead renewal scheme. Please read the criteria below to check that you're eligible to apply for this scheme.

#### Eligibility criteria

- You must be the owner of the property requiring lead pipe replacement
- You must be able to provide photos of the lead pipework at your property
- Your property must use water for domestic use (drinking, washing, cooking, etc.)
- If your supply pipe is shared by multiple properties, you must get the consent of any property owner(s) who will be affected by the the lead pipe replacement

#### How long will it take to get a response?

We aim to send you confirmation we've received your application within **5 days**. Once we have your completed application, we'll arrange for a surveyor to visit your site. We aim to complete this survey and send you a plan for the proposed works within **28 days** of receiving your completed application.

#### What fees do you need to pay for this application?

**There is no fee for this application** and the work that we carry out under the lead renewal scheme is also free of charge, but please keep in mind that you'll need to make your own arrangements with a qualified contractor for the pipework within your property boundary to be replaced at your own cost.

#### What will Yorkshire Water do about the lead pipework?

We'll replace the lead pipework from the public water main to the boundary of your property, make the connection at the boundary and install a new external stop tap for free.

We'll send you more information about next steps once we've surveyed your property, including what you need to do on your side of the boundary and how to contact our delivery team to book in the work.

Once you've called our delivery team to book in the work, we aim to get you connected within 21 days. Please bear in mind this could take longer if we find we need to close the road to carry out the work.

#### What do you need to know before you apply?

- **You are responsible for replacing the lead supply pipe within your property.** This is the pipework that runs from the building to the street boundary (where the end of your garden meets the public footpath or road, for example). We recommend hiring a **qualified contractor** to do this work. Please wait until we've surveyed your property and sent you your information pack before replacing any private pipework.
- Your replacement supply pipe must be laid to the **correct specifications** when we arrive to do our work, otherwise you'll be liable for the cost of any additional work we have to carry out. These specifications will be in the information pack we send you.
- **Lead pipe replacements must be like for like** - i.e. the same pipe size and meter type.
- We'll aim to ensure the **water pressure and flow rate** at the boundary is 1.5 bar and 22 litres/minute, but we cannot guarantee a pressure and flow rate above the minimum industry standard of 0.7 bar and 9 litres/minute.

#### Completing your application form

If you're filling out a paper copy, please complete in **BLOCK CAPITALS** using blue or black ink.



## 1. Your details

**You must be the property owner.**

Full name

Phone number

Email address

Address

Address line 2

Town/City

Postcode

**Address of property requiring lead pipe replacement (if different from above)**

Address

Address line 2

Town/City

Postcode

## 2. Details of any other properties affected

If you are on a shared supply and other properties will be affected by this renewal, please provide details of all the other properties affected below and make sure each property owner also agrees to the declaration in section 4. **If you aren't on a shared supply, you can skip this section.**

**Address of property 2**

Address

Address line 2

Town/City

Postcode

**By ticking this box I agree to the declaration in section 4**

**Print name**

**Date** | |

**Address of property 3**

Address

Address line 2

Town/City

Postcode

**By ticking this box I agree to the declaration in section 4**

**Print name**

**Date** | |



**YorkshireWater**

## Address of property 4

Address

Address line 2

Town/City

Postcode

**By ticking this box I agree to the declaration in section 4**

**Print name**

**Date** | |

## Address of property 5

Address

Address line 2

Town/City

Postcode

**By ticking this box I agree to the declaration in section 4**

**Print name**

**Date** | |

## Address of property 6

Address

Address line 2

Town/City

Postcode

**By ticking this box I agree to the declaration in section 4**

**Print name**

**Date** | |

## Address of property 7

Address

Address line 2

Town/City

Postcode

**By ticking this box I agree to the declaration in section 4**

**Print name**

**Date** | |



YorkshireWater

## 3. Privacy notice – terms and conditions

### 1. Agreement

1.1 These T&Cs cover the agreement between You and Us regarding the use of any Media you provide with this application. They set out what You should send Us, and how We will process, use and store the Media You send Us.

### 2. Media

2.1 Media refers to any files you provide as part of this application. This includes, but is not limited to, site plans, documents, photos and video files.

2.2 You have agreed to provide Us with Media in line with these T&Cs.

2.3 Please do not send Us any Media which includes personal data, for example:

- images of people (including yourself);
- vehicle registration plates; or
- background audio / conversations which do not relate to the Media.

2.4 If the Media does not contain the relevant information required to process Your application, We may ask You to re-submit another file and may delete the Media.

2.5 Please do not take any Photos or Video Footage unless you feel it is safe to do so.

### 3. Data Protection

3.1 We will use the Media to process Your application in line with Your request.

3.2 The Media You send Us will be processed and stored in line with Our Privacy Notice.

3.3 If You send any other information or content that We haven't asked for (in line with these T&Cs), then it may still be stored in line with Our Privacy Notice.

3.4 All data will be stored in line with Our data retention policy, but We may need to store some data for a longer time period (for example if the works take longer than expected).

3.5 A third party / parties ("Third Party / Parties") carry out construction works on Our behalf, so will be given access by Us to the Media.

3.6 Access to the Media is limited to those who need it for the purposes of Your application, which includes Our employees and the Third Party(s).

## 4. Declaration

I request that Yorkshire Water process my lead pipe replacement application based on the information I have provided. I understand that if I am eligible for a lead renewal, Yorkshire Water will agree the route of the new communication pipe and the point of connection to my supply pipe.

**By ticking this box I agree to the above declaration**

**Print name**

**Date**

| |



**Please email this completed form to:**  
[wbu.servicecentre@yorkshirewater.co.uk](mailto:wbu.servicecentre@yorkshirewater.co.uk)

**Or you can post it to:**  
Developer Services  
Yorkshire Water Services Ltd  
PO Box 52  
Bradford BD3 7YD

## If you need to get in touch



**Call the Developer Services team on 0345 1 20 84 82**

Our Developer Services office is open Monday to Friday 8am–5pm.



**Visit our website [yorkshirewater.com/developers](http://yorkshirewater.com/developers)**



**Tweet us [@YWHelp](https://twitter.com/YWHelp)**



**Write to us**

Yorkshire Water Services Ltd, PO Box 52, Bradford, BD3 7YD

## Other useful numbers

**Contact centre**  
**0345 1 24 24 24**  
(billing enquiries)

**Asian language**  
**0345 1 24 24 21**

**Text telephone/minicom**  
**0345 1 24 24 23**

**24 hour automated services**  
**0345 1 24 72 47**  
(meter readings and payments)

**Fax number**  
**01274 372 800**

## How much could you save?



**Use our online calculator**

See how you could save water and energy around the home.



**Buy discounted water saving gadgets**

Water butts, shower heads and more – on our website.

