

What happens if you've got a leak?

Your guide to water supply leakages.



YorkshireWater

**If you've got a leaking pipe,
not only can it be inconvenient
it may be costing you money.
So you'll need to know what
to do as well as who's
responsible for fixing it.**

And if you've got a water meter, you may be entitled to an allowance for water lost through leakage.

On the back cover of this leaflet you'll find all the ways you can get in touch with us, along with a full list of other free customer guides about all the services we offer.

This document relates to domestic customers only. If you're a business please contact your retailer.

Who is actually responsible for fixing leaks?

If there's a leak on our pipes, then it's down to us to fix it. These include pipes in the road, footpaths and the service pipe leading up to the boundary of your home.

Do you think there's a leak in your street or near your home?

- Call free on our 24-hour Leakline **0800 57 35 53** or go to **[yorkshirewater.com/leak](https://www.yorkshirewater.com/leak)**

However, the pipe that goes from the boundary to your home – the supply pipe – is down to you. Don't worry though, we're here to help you and we'll check everything out for free.



You may share your supply pipe with your neighbours. If so, you're both responsible.



Carrying out repairs

If there is a leak on a pipe you're responsible for you may be eligible for our free investigation. If you are not eligible we will ask you to correct the problem within a couple of weeks. After all, the last thing we all want is to waste water.

If you don't get back to us, we'll have to carry out the repairs anyway. This is in accordance with Section 75 of the Water Industry Act 1991. If things become serious, we may even have to turn off the water supply.

So please get back to us as soon as possible!

Note: Our services are not for customers who use their house for mixed use or business purposes. However, we can still help with leakage advice.

I think I've got a leak

There are certain telltale signs that you've got a leak:

- Reduced water pressure
- Damp patches on the ground
- Noisy pipework
- Lush greenery during dry periods
- If your meter reading is really high, then you may have a supply pipe leak or it could be a plumbing problem – that is your responsibility. We'll contact you if we spot this.

Check for leaks yourself

Think you've got a leak? It's easy to check.

If you have a water meter, simply turn off all taps in your home and make sure no water is going into cisterns or storage tanks. Then read the meter. Leave the water turned off between 15 - 60 mins, then read the meter again. If the second reading is higher than the first, you may have a leak. You can get your own plumber to fix things, but we won't be able to pay anything towards the money you spend on the repair.

If you'd like us to find the leak for you, visit yorkshirewater.com or get in touch via any of the ways listed on the back cover.

We would recommend going through WaterSafe for a good plumber. It's a free online directory of qualified plumbers in England, Scotland, Wales and Northern Ireland. Visit watersafe.org.uk



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More info about our leakage repair service

We know leaks can be a bit of a worry, so we're here to help by offering a free investigation. It's also possible we can repair it for you. Not everyone's entitled to this offer, see below.

Who qualifies for this service?

- All household properties that receive a domestic bill from Yorkshire Water for water services

Who doesn't qualify for this service?

- If your home is used for business purposes
- If your home is less than 2 years old

What is included in this offer?

- Any repairs should be carried out within 14 days
- If you are eligible and your leaking supply pipe is made from an older material such as Lead, Copper or Iron we may offer to relay part, or all of your supply pipe for free (terms and conditions apply)

What isn't included in this offer?

- If the leak is on a supply pipe that's under a structure, inside the property or at points of entry
- A shared supply with one or more other properties that are not eligible
- If the pipe is over 50mm in diameter
- We can't guarantee anything that has been dug up or disrupted will be put back exactly how it was before
- Reckless or deliberate damage to pipework
- Emergency repairs.

Conserving water as well as reducing and stopping leaks is something we take really seriously.

I'm on a meter, will there be an allowance on my bill?

If you're on a meter, then you could be entitled to an allowance.

The leak must have been repaired or you have asked us to look into the problem within 28 days. What's more, the leak must not have been caused by your negligence.

This allowance will be either for excess water charges from a leak or for wastage from faulty plumbing.

You may only claim it once. If another leak occurs where we first repaired it and the work is still under guarantee, you may receive a further allowance.

How much will I get back?

If we think you should get an allowance, we'll take a look at your water and sewerage charges on the basis of how much water you normally use.

If we can't find that out, we'll base it on what a typical customer like yourself would use.

If your actual consumption is different from our estimate after the leak has been repaired, we may review the allowance.

We'll also adjust the sewerage charges you pay based on the water recorded by your meter.

Free ways to contact us:



Chat with us live on our website



Free callback service via our website

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



Visit our website yorkshirewater.com



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



Contact us on Facebook



Spotted a leak? Report it at yorkshirewater.com/leaks



Call our free leakline number on 0800 57 35 53

Other ways to contact us:

Telephone

0345 1 24 24 24

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm. For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

24 Hour automated services

0345 1 247 247

(meter readings and payments)

Write to us

PO Box 52, Bradford, BD3 7YD

Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

Visit yorkshirewater.com/policies for details