Yorkshire Water Non-Household Customer Supply Pipe Policy

1. Introduction

A leak on a private water supply pipe refers to:

1. a leak on the water pipe that runs from the property boundary to the property, up to the internal stop tap; and/or
2. a leak on the water pipe under a highway/public footpath fed from a Yorkshire Water main laid in a neighbouring street.

If your supply pipe runs through someone else's property, it is still your responsibility to maintain it.

Fixing a leak on the private water supply pipe is crucial to prevent water waste and avoid potential damage to the property and consumer health. Leaks can also lead to mould growth and structural problems, impacting the property's integrity and air quality.

Here's a more detailed look at why fixing leaks is important:

Preventing Water Waste and High Bills:

Leaking pipes waste a significant amount of water, which will lead to higher water bills, if the consumer has a water meter.

Some studies estimate that 15% of business properties have leaks, resulting in substantial water wastage.

Avoiding Property Damage:

Leaks can cause damage to walls, floors, and even the foundation of properties.

Moisture from leaks can lead to wood rot, mould growth, and weakening of structural components.

In severe cases, leaks can even cause electrical damage.

Continuity of Business:

Leaks can cause pressure issues which may impact a business's ability to operate

Leaks can also increase the risk of asbestos exposure in older properties.

Preserving Water Resources:

Fixing leaks contributes to water conservation, which is especially important given climate change and population growth.

2. Responsibility

Under section 75 of the Water Industry Act 1991 ("the Act"), where Yorkshire Water provides a supply of water to a property, it can serve a notice ("a Section 75 Notice") on the consumer of that supply to take steps to repair a leaking supply pipe.

"Consumer" is defined in the Act as follows:

"In relation to a supply of water provided by a water undertaker to any premises, means a person who is for the time being the person on whom liability to pay charges to the undertaker in respect of that supply of water would fall"

Accordingly, the consumer is responsible for repairing any supply pipe leak (including fittings) in a timely manner, at their own cost.

Put simply, the person who pays the water bill for the property is responsible for the repair and maintenance of the supply pipe.

3. Customer Supply Pipe Policy

When a leaking supply pipe is identified, by Yorkshire Water or by a consumer, it is the responsibility of the consumer to fix the leak. However, Yorkshire Water will offer support and guidance to the consumer on how to do this.

We will offer a range of options that will support the consumer in getting their supply pipe leak fixed.

Where the consumer will not engage with Yorkshire Water or is not taking steps to fix the leak, we may enforce a Section 75 Notice. This will allow the consumer no less than 7 days to resolve the leak through the range of consumer support options available.

If the leak is not resolved by the consumer within the prescribed timeframe, Yorkshire Water may undertake the repair, and all reasonable costs incurred in doing so may be recharged to the consumer.

Note: Where a supply pipe leak on a property constitutes an emergency, Yorkshire Water has the right to disconnect or cut off the water supply.

Note: This policy applies to both internal and external leaks within the property boundary

4. How We Can Support Consumers To Fix Their Leak

In the first instance businesses should contact their Retailer to request assistance in resolving a private leak as this may be a service they offer.

If the Retailer cannot assist you, once a leak is identified our specialist advisors will be able to offer advice and guidance and direct consumers to different external resources that offer services to fix private supply leaks.

If you need additional assistance such as alternative communication methods, a nominated person that you want us to deal with for you, or additional support in understanding this policy, or accessing relevant repair services, please let the team know and we will do our best to assist you.

5. Customer Supply Pipe Policy Exceptions and Exclusions

5.1 Exceptions

Whilst business consumers do not automatically qualify for additional assistance as standard, consideration for additional support may be made to commercially vulnerable NHH consumers of societal value, e.g. small charities, majority domestic farms etc. This may include but not limited to leak detection, repair or additional assistance to repair their leak.

Once a leak is identified, if a request is made for support, our dedicated team will discuss the consumers individual circumstances with them and identify what additional support may be available.

This service only applies to the supply pipe, which is the underground pipework, including fittings, from the boundary of the street, up to the first point of entry into the property, i.e., pipework laid in private land (see the Whose pipe is it? leaflet, on the Yorkshire Water website).

Where the business consumer is a tenant, the property owner or occupier on behalf of the property owner must sign a Form 3, authorising Yorkshire Water to carry out the supply pipe investigation. The occupier must advise the landlord of the investigation prior to the work taking place.

Yorkshire Water shall prioritise the repair based on the impact and severity of the leak, as it is not intended as an emergency service.

This service is offered by Yorkshire Water on a case-by-case basis and is subject to exclusions in section 5.2.

Yorkshire Water reserve the right to withdraw the service at any time.

5.2 Exclusions

Further to the additional support offered in section 5.1 the following exclusions would still apply:

Non-Household Properties with Internal Leaks

Where Yorkshire Water identifies, the leak is within the property, or at point of entry to the property, or within the cavity wall, this work should be undertaken by or on behalf of the consumer

Note: Where an internal leak within a property constitutes an emergency, Yorkshire Water reserves the right to disconnect or cut off the water supply. The supply shall not be reconnected until the relevant steps in the Section 75 Notice have been undertaken.

'New Build' Non-Household Properties

Properties less than 2 years old.

Third Party Damage of Supply Pipe

Where Yorkshire Water identifies the leak has been caused by accidental damage by a consumer or third party, Yorkshire Water may undertake the repair, and all reasonable costs incurred in doing so may be recharged to the consumer

6. Reinstatements

Where Yorkshire Water is to undertake a repair for a consumer, we will carry out any excavations as needed. We will refill and reinstate, leaving the site in a safe and tidy condition.

Yorkshire Water do not guarantee the reinstatement will look the same as the original surface. Specialist reinstatement work is not covered under this offer and remains the homeowner's responsibility.

7. Allowances

For consumers who are billed through a meter, if they have fixed their leak within a reasonable time frame, they may qualify for an allowance to cover the additional water usage arising from the leak. Further information can be found in our Non-Household Leakage Allowance Policy

Once the leak is fixed the consumer will need to apply to their retailer for a leakage allowance.

Definitions of Terms Used:

Yorkshire Water	Yorkshire Water is used in this document to refer to Yorkshire Water Services Limited and all other subsidiary companies within Kelda Holdings.
Consumer	"In relation to a supply of water provided by a water undertaker to any premises, means a person who is for the time being the person on whom liability to pay charges to the undertaker in respect of that supply of water would fall".
NHH Allowance Policy	Please click on this link to read the policy relating to allowances **yw-allowance-policy-v80-external.pdf**
RWG Guidance	Please click on this link to read the RWG guidance document **RWG Leak Allowances Customer Guidance**
Whose pipe is it?	Please click on this link to read the Whose pipe is it? guidance document (**Yorkshire Water - Whose pipe is it?**)