

Leaks on Customer Supplies

Yorkshire Water's Policy

February 2026



YorkshireWater

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1. Introduction

Since the retailer market opened in April 2017, Non-Household Customers (customers) who are typically businesses, public sector organisation and charities, have been able to choose their water Retailer.

Retailers provide billing services for water and waste water, read meters and handle enquiries and complaints. Wholesalers (also known as water companies) look after the pipework and take care of the water supply and removal of waste water.

2. Aim

The aims of this policy are to:

- provide Retailers and Non-Household Customers with guidance on ownership and responsibility for leaks on a customer's private pipe work.
- inform Retailers and Non-Household Customers of the Section 75 process for dealing with leaks on customer supply pipes.
- ensure a consistent approach is followed within Yorkshire Water's operational area.

3. Principles

- 3.1 Water is a precious resource and it is in everyone's interest to ensure it is used wisely. Wholesalers are working hard to reduce leakage on their networks and customers also have a responsibility to ensure that they use water wisely and repair leaks quickly.

- 3.2 Yorkshire Water (YW) is responsible for all pipework it legally owns (water mains and communication pipes). These are usually but not always laid in the highway. See Appendix A and B.
- 3.3 The Non-Household Customer (customer) is responsible for all pipework they legally own (supply pipe and internal pipe work). See Appendix A and B.
- 3.4 YW does not provide free supply pipe repairs for Non-household Customers nor does it provide leakage detection and repair services on a customer's private pipework.
- Where a Section 75 notice has been Issued YW reserves the right to repair the leak and recover all reasonable costs associated from the Non-household Customer
- 3.5 Where a leak on a customer site is having a detrimental impact on the water network, YW 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 to isolate the customer supply and / or locate and repair the leak within the boundary of the Eligible Premise.

4. Responsibilities

4.1 Wholesaler responsibility

4.1.1 YW Is responsible for most of the pipework outside the street boundary Including water mains, stop taps and the communication pipe leading up to your property. For further Information on pipework responsibility please visit our website www.yorkshirewater.com

4.1.2 We will not permit a YW meter to be removed for the purposes of undertaking a leak repair.

- 4.1.3 Meter unions are part of the meter installation and any leaks on these will be the responsibility of YW to repair unless there is evidence of tampering or wilful damage.
- 4.1.4 If we become aware of a potential leak on a customer's supply, we will issue a legal notice under Section 75 of the Water Industry Act 1991. This will inform the customer of the leak and their responsibility to undertake a repair within 14 days. If the leak is not repaired within this timeline, YW reserves the right to carry out the repair under its statutory powers and recharge the customer accordingly. Alternatively the supply may be turned off to prevent waste of water, damage or contamination.
- 4.1.5 We will notify the retailer when a Section 75 notice is served and will keep the retailer up to date during this process by raising market form F3.W. (Wholesale-Retail Code Part 3: Operational Terms, Part F (Visits))
- 4.1.6 Charges will apply where we carry out a Section 75 repair. These will be raised on a time and materials basis. Any aborted visit or unplanned work will be charged on a time and materials basis.
- 4.1.7 YW will consider a request for an allowance where a customer has been proactive and repaired the leak. (Please see our Allowances Policy)

4.2 Customer responsibility

4.2.1 Customers own:

- 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 internal plumbing inside a building apart from the meter and meter unions.

- where the water supply is fed from a YW main in a neighbouring street, supply pipes under a highway, public footpath or other private property remain the customer responsibility to maintain
- 4.2.2 The customer is responsible for all water passing through the meter including water lost due to waste or leakage.
- 4.2.3 Where the water meter is safely accessible, it is advisable for customers or their landlords to take regular meter readings to avoid high bills and identify leaks. If a 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.
- 4.2.4 If the customer suspects they have a leak on an external stop tap, water meter or pipe work which is owned by YW they should report this to us immediately.
- 4.2.5 Leaks should be repaired within 30 days of a customer becoming aware of the leak or within 14 days if a Section 75 notice has been served. Industry approved plumbers can be found at Wras.co.uk or Watersafe.org.uk
- 4.2.6 If a customer believes there are mitigating circumstances which mean that they cannot repair the leak within the required timescale they must make us aware of this and also notify their retailer.
- 4.2.7 If a customer does not own the premises they need to advise us of the relevant Landlord information so that the Section 75 notice can be issued correctly.
- 4.2.8 When a customer, or third party working on behalf of the customer, is undertaking a leak repair within a building, on

plumbing connected to a water meter, permission must be obtained from YW to remove and refit the meter to aid repair.

4.2.8 If a customer needs clarification on pipe work responsibility or cannot isolate their supply to undertake a leak repair the i.e. they cannot locate their stop tap, they should contact us.

4.2.9 Customers on shared/joint supplies are jointly and severally liable for repair or replacement of the private supply pipe.

4.2.10 Where several repairs have been carried out and the private pipe is in poor condition it is advisable to replace part or all of the supply pipe.

4.3 Retailer responsibility

4.3.1 The retailer should review high usage and contact customers to alert them to possible leaks, to enable them to carry out repairs within 30 days.

4.3.2 The retailer should assist the customer in identifying the cause of a high bill. They may offer additional services to help the customer meet the requirements of the Section 75 notice.

4.3.3 The retailer should notify us of a leaking meter, as soon as reasonably practicable, by submitting a B5 market form. (Operational Terms, Part B Metering.)

5. References

- Wholesale-Retail Code Part 3: Operational Terms – Part B / F
- Yorkshire Water Allowances Policy
- Water Industry Act 1991
- Yorkshire Water Meter Installation, Replacement and Repair Policy
- RWG Leak Allowances Good Practice guide

This policy is aligned to the following Retail Wholesale Group (RWG) Guides see <https://www.yorkshirewater.com/business/alignment-to-rwg-guidance/>

6. Contact details

YW Service Desk between 08:00 to 18:00 Monday to Friday - 0344 902 0228.

7. Review date / version control

Document Control

Document Control Ref:	YW LP-001
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Document Approval

NHH Customer Manager Document Owner (Author)	Head of Wholesale Market Services Document Approval Manager
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Document Revision History

Version	Date	Amendment Details
1	Mar-17	New Policy
2	May-21	Refreshed in line with policy best practice. Added RWG good practice and alignment to References.
3	Dec 25	Refreshed policy to align with YW stop tap policy & updated RWG good practice

8. Appendix A – Guidance on Pipework and Fittings Ownership and Responsibility

Pipework

Asset	Location	Responsibility of Asset
Water main	Public Highway	YW
Communication pipe	Public Highway	YW
Supply Pipe	<= 0.5m's in length	YW
	>= 0.5m's in length	Non-household Customer
Joint Supply Pipe	Within boundary of Eligible Premise	Shared between Non-household Customer's supplied by pipe
Supply Pipe	Within boundary of Eligible Premise & other private land	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
Stop tap including chamber and cover	Within boundary of Eligible Premise	Non-household Customer
Stop tap	Inside a building	Non-household Customer

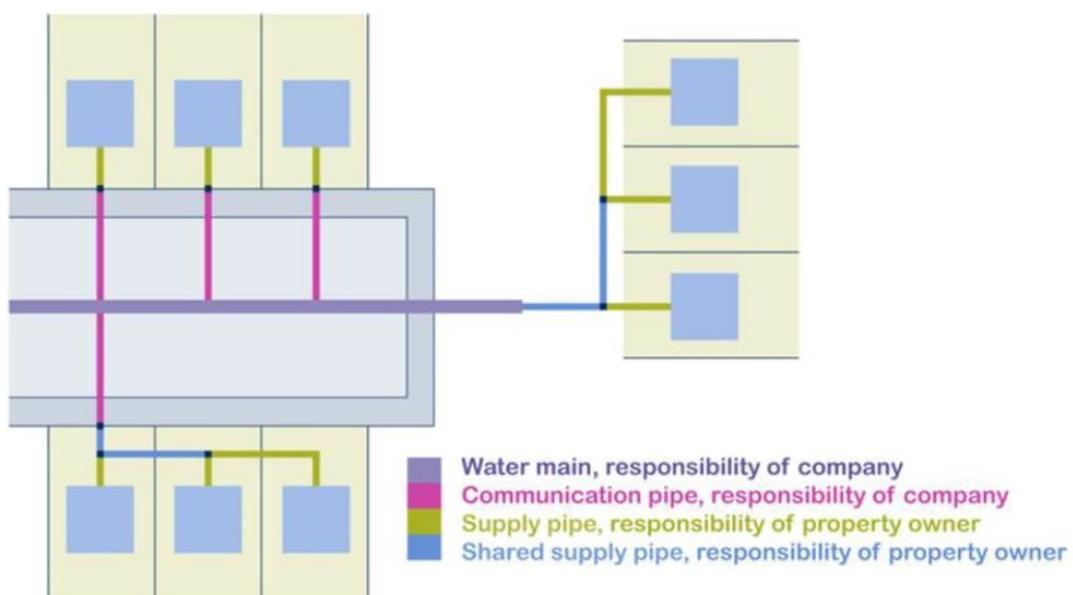
Water Meter

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

8. Appendix B – Guide to different types of water pipes

Water Pipes	Definition
Water mains	Large pipes that distribute water around the network. They are often, but not always, laid under highways.
Communication pipe	Carry water between the water mains and the boundary of private property. If a Wholesalers stop tap has been fitted, this will normally mark the end of pipework that is the responsibility of the Wholesaler and pipework that is the responsibility of the Customer. Not all properties will have their own stop tap in the footpath but where one has been fitted, this is normally the responsibility of the Wholesaler to maintain
Supply pipes	Pipes that carry water from Wholesalers pipework into the property. Supply pipes run from the boundary of the property (where there may be a Wholesaler stop-tap) up until the first water fitting or stop tap inside the property. Stop-taps along the length of the supply pipe, and any water fittings, are the Customer's responsibility to maintain.

Fig1. Pipe work responsibility



Thank you

For more information contact:

Non Household Customer Manager

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