

# Yorkshire Water Supply Pipe Repair Policy



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## 1. Introduction

The supply pipe is the legal responsibility of the property owner, not Yorkshire Water (YW). The property owner is responsible for repairing any supply pipe leak in a timely manner, at their own cost. However, to support YW commitment to reduce leakage, we're offering a free leaking supply pipe repair service.

This service is for all household properties, including unoccupied properties, that receive a domestic bill from YW for water services i.e., water used for drinking, washing, cooking, central heating and sanitary purposes.

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 YW website).

This service is offered by YW on a case-by-case basis and is subject to the exclusions as defined within this policy. The final decision on what leaks YW chooses to repair is entirely down to our discretion.

The property owner or occupier on behalf of the property owner must sign a Disclaimer Form, authorising YW to carry out the supply pipe repair. The occupier must obtain approval first from the property owner.

The supply pipe repair will normally be attempted within 14 days, as it is not intended as an emergency service. YW will prioritise the repair based on the impact and severity of the leak.

YW reserves the right to withdraw this service or amend our policy without notice.

**Note:** Where a supply pipe leak on a household property, is having a detrimental impact on our water network, YW reserves the right to intervene using our statutory powers as defined in Sections 73-75 of the Water Industry Act 1991. These powers allow YW to isolate the water supply and/or locate and repair the leak within the boundary of the household property. This repair will be undertaken for free unless it does not qualify based on the exclusions defined within this policy, in which case all costs incurred will be recharged to the property owner.

## 2. Supply Pipe Repair Service

YW are offering to investigate, locate the leak, and then attempt to repair the supply pipe, at no cost to the property owner.

Only one repair attempt is offered within a 2-year period (on property, not ownership or occupancy); this offer is subject to eligibility (see Policy Exclusions).

Where YW decides, at any point, not to proceed with the supply pipe repair service, we will enact the Section 75 notice, allowing the property owner 14 days to resolve the leak through alternative means. In the event the leak is not resolved by the property owner YW will locate and repair the leak and all costs incurred will be recharged to the property owner.

Where the supply pipe is found to be in poor condition or is not made from YW preferred material (Polyethylene), we will still attempt a repair. We'll inform the property owner/occupier and may in certain circumstances recommend that they get their supply pipe relayed.

### 2.1. Reinstatements

YW will need to excavate a hole to locate and repair the leak. Where the property is served by a very long supply pipe, we may need to excavate additional holes to locate the leak.

YW shall make best endeavours to ensure the reinstatement is returned to its original finish, the area is left clean and tidy, and any waste material is removed.

YW shall not undertake any specialist reinstatement work i.e., block paving, coloured tarmac or pressed concrete. This remains the property owner's responsibility, and they will have to make their own arrangements to complete the reinstatement.

## 3. Policy Exclusions

The following section details our exclusions to the free supply pipe repair service.

### **Non-Household Properties (i.e., main use is as a business)**

Properties that receive a bill for water services from a Retailer.

### **Housing Association or Local Council owned Household Properties**

Household properties that are rented from a Housing Association or Local Council and the tenant does not receive a water bill from Yorkshire Water.

### **'New Build' Household Properties**

Properties less than 2 years old.

### **Household Properties with Internal Leaks**

Where YW identifies, the leak is within the property, or at point of entry to the property, or within the cavity wall.

### **Supply Pipes under Household Properties**

Where YW identifies, the leak is under a structure, i.e., household property, kitchen extension, garage, shed, summerhouse or decking.

### **Third Party Damage of Supply Pipe**

Where YW identifies, the leak has been caused by accidental, reckless or deliberate damage.

### **Size of Supply Pipe**

If the supply pipe feeding your property is equal to or greater than 50mm in diameter.

### **Supply Pipes to a Detached Outbuilding or Garage**

Where there are no cooking, central heating or sanitary facilities.