

Works reference number:



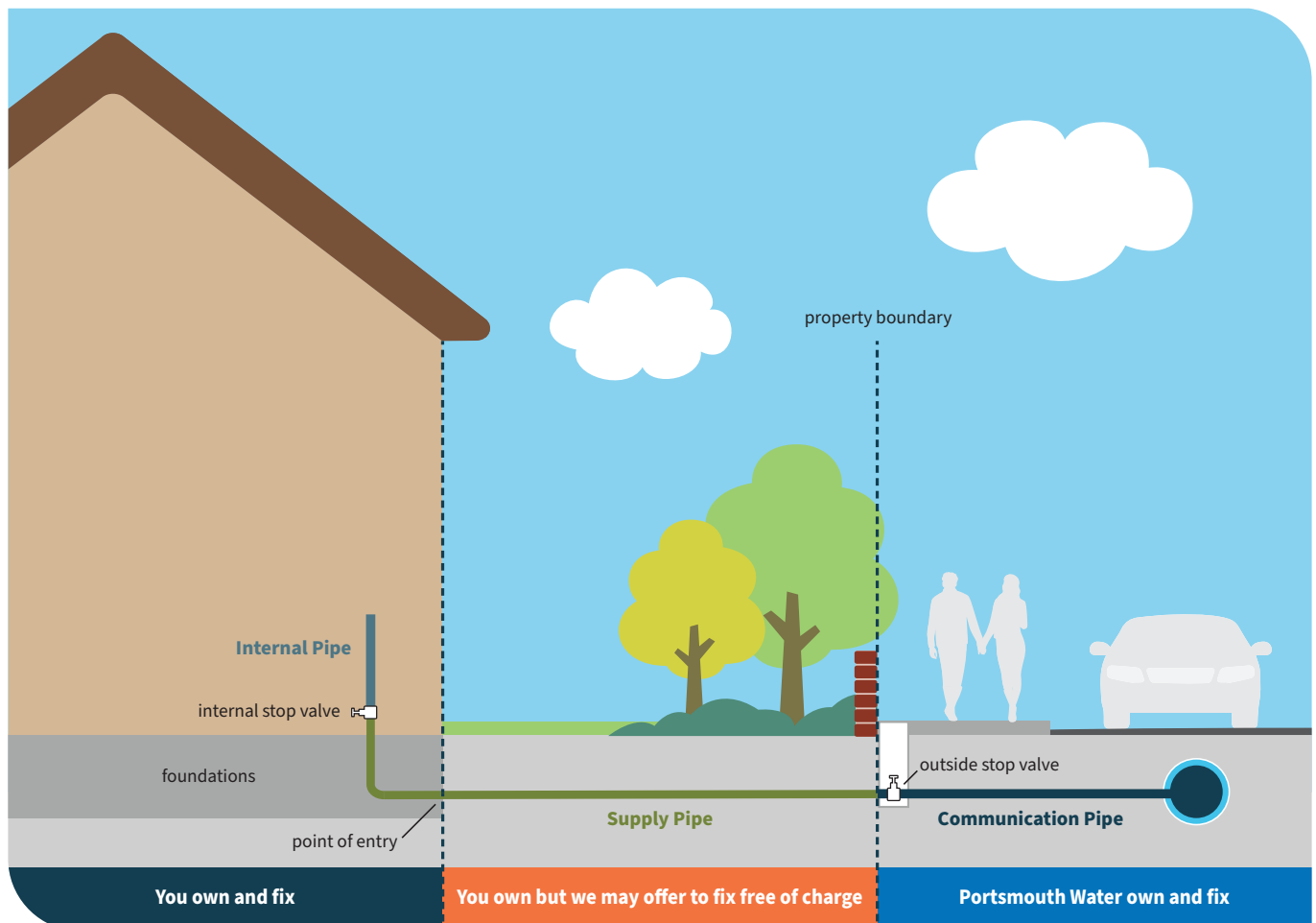
SUPPLY PIPE LEAK INFORMATION

All new homes are supplied with water by a separate pipe known as the “service pipe”. Older properties may share a water service pipe known as a “common supply”. The service pipe is also known by two other names each which identify responsibility for the ownership of the pipe.

The diagram below shows how a typical property is connected to our water mains. We are responsible for the communication pipe and our customers are responsible for the supply pipe and internal pipe work. If you have a leak on your supply pipe, between your property boundary and the point of entry, we may offer subject to some conditions to fix this free of charge.

Portsmouth Water owns and maintains the water mains and communication pipes in the street. In most cases, water supply pipes provide years of trouble free use, however they may

need some maintenance and eventually they may need to be replaced. All property owners are responsible for maintaining the underground water Supply pipe from the boundary of the street into the home. If at any time there is a leak on this part of the pipe, the responsibility for making the repair lies with the property owner. In some instances where it is a common supply, this responsibility may fall on you and your neighbour(s). You and your neighbour(s) can check if you share a supply by locating the stopcock in the street and turning it off.



After turning off, those of you without water are probably sharing the same water supply. If this is the case and a repair is needed, all properties beyond the point of the water leak on the shared pipe will be jointly responsible regardless of whose property the leak is actually on. However, if the pipe needs replacing, everyone that shares the supply is jointly responsible for the work and cost.

If your home is fed via a water meter, you are responsible for the cost of water that has leaked from your Supply pipe. Providing you make speedy repairs we will make an allowance for leaked water.

We will offer you a one time only allowance on your water bill so that you will not have to pay for the water lost. To qualify, you must contact us before completing the work. This allowance would not be available for leaks on internal pipework or fittings.

As part of our effort to reduce water leakage and assist our customers in this area, we may be able to help you. Portsmouth Water offers, subject to certain conditions a free; non-emergency repair service for straightforward leaks on domestic supply pipes. This offer does not extend to commercial, business or council/housing association premises or multi occupancy domestic premises managed by commercial property maintenance companies.

The free supply pipe repair service is provided free up to a maximum of two hours for our Technician's time and six hours for a two man leakage repair team. If the repair exceeds this time you will be advised that charges may be raised, and an order will be required before we complete the repair. Repairs to your supply pipe will involve excavating at your property. Our repair team will be as clean and tidy as possible during the work but you must appreciate that the area where the leak is will be wet and muddy from the water. We will make every effort to

restore the surface as we find it but in instances where we excavate through what we consider to be special surfaces, we may have to reinstate with tarmac. We will agree the reinstatement to be completed with you before we start the work, however you may be asked to complete the reinstatement yourself.

Trees and shrubs may need to be cut back or removed by us. In the event we do this we will not replace or be responsible for re-planting. From our vast experience it would be better in the long term if your supply pipe was replaced in its entirety as further repairs are usually imminent. If you arrange and complete the replacement we will contribute towards that cost.

We are able to suggest specialist contractors who are registered with the Water Industry Approved Plumbers Scheme and experienced in dealing with customer supply pipe leakage and may even be able to claim the repair on your house insurance. Their details will be left with you by our Technician. After the work is complete, whatever way you decide to proceed we will inform you on the condition of the pipe and advise you of any steps we feel you should take in the future.

Please feel free to contact us should you require further assistance.

Yours faithfully

**Network Department
Portsmouth Water**

023 9244 9082

networkadmin@portsmouthwater.co.uk

We will not carry out a free repair if;

- The leak is found to be inside your home
- The leak is found to be under or close to a wall, shed garage or any permanent structure
- The pipe has been found to have already been tampered with or damaged by a third party
- We cannot readily identify the positions of the leak e.g. a service in excess of 30 metres.
- The leak is on someone else's property, unless you provide written permission from the owner prior to any repair being undertaken allowing us access.
- The pipework is in extremely poor condition e.g. the supply has a history of leaks.

Got a question? Ask us via X.
[@portsmouthwater](https://twitter.com/portsmouthwater)



CUSTOMER AUTHORISATION FORM

1 Your Application

Works reference number:

Please ✓ as appropriate

- I authorise Portsmouth Water Ltd or a contractor under the Water Industry Approved Plumbers Scheme to excavate within the boundaries of my property for the purposes of preventing the waste of water from my private supply pipe. By submitting this form I confirm that I understand and agree with the terms and conditions as explained in the brochure left with me.
- I will make my own arrangements to repair the leak on my supply pipe and inform Portsmouth Water when completed.

2 Application Details

Property location address:

Postcode:

Home telephone:

Work telephone:

Mobile telephone:

E-mail address:

Name: (BLOCK CAPITALS)

Signature:

Date:

3 Landlord Details

Landlord address:

Postcode:

Home telephone:

Work telephone:

Mobile telephone:

E-mail address:

Name: (BLOCK CAPITALS)

Signature:

Date:

4 Property Details

Private

Council (complete Section 3 above)

Tenant (complete Section 3 above)

Management Company (complete Section 3 above)

Housing Association (complete Section 3 above)

Other

Detach this section and return to the office leaving the Supply Pipe Repair details with the customer.

OFFICE USE ONLY

Portsmouth Water Technician's Repair Survey Form

This form is to be completed by the Technician for surveying the possibility of a 'First Leak Free Repair' within the terms and conditions indicated in the brochure. Please return completed authorisation and survey form to the Network administration office.

Works reference number:

(Please enter this number on the front page and Authorisation Form)

Technician's Details

Technician's name:

Please provide a sketch of the property adding as much information which will assist in the repair of the water supply pipe:

Preliminary Details (tick box)

Water showing
 Traced
 Single supply
 Common supply

Approximate length: (M) Possible material:

Signature: Date:

Portsmouth Water Repair Team State of Pipe Report

This section is to be completed by Mains and Services Team.

Supply Pipe Details (tick box)

Material: Copper
 G.I.
 Lead
 Blue poly
 Black poly
 Depth: mm

Cause of leak: Fracture
 Corrosion
 Fitting failure

Size: 3/8"
 1/2"
 20mm
 3/4"
 25mm

Pipe condition: Requires relay
 Very poor
 Other

Upon completion please return this form to your Supervisor.