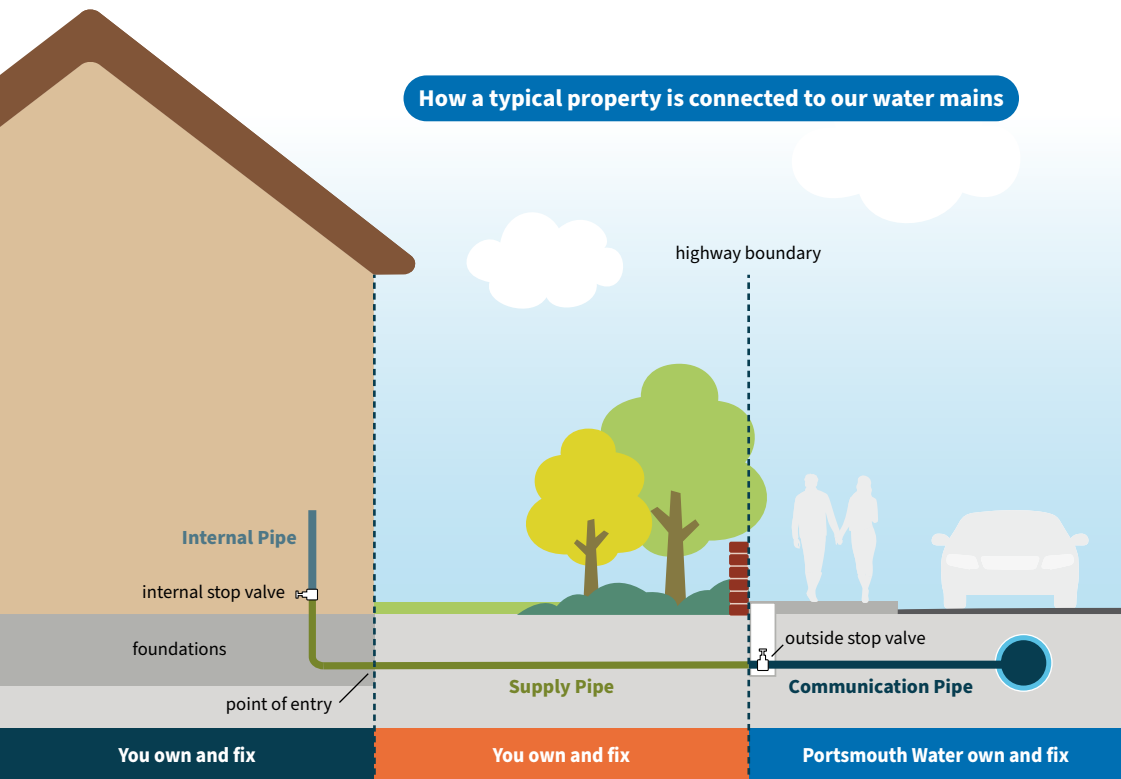


Pipework and leaks

Retailer and Business Customer Information Guide

This leaflet will give you more information on which pipes are owned and managed by Portsmouth Water and which pipes you own and are responsible for maintaining. This will also make you aware of what to do if you find a leak in your supply pipe.



The diagram on the cover shows how a typical property is connected to our water mains to supply clean and safe drinking water to your property.

Depending on your property/premise, you are likely to have your own supply pipe called a service pipe or common supply pipe that services multiple properties.

Portsmouth Water own and maintain the water mains and communication pipes in the street. Meanwhile, property/premise owners are responsible for the supply pipe and any internal pipe work.

In most cases, your water supply pipes provide years of trouble free use, however at some point they may need maintenance, repair and eventually replacement.

If you have a leak on your supply pipe, between your property boundary and the outside stop valve, your retailer may be able to offer advice to help.

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). To check if you share a supply with your neighbour(s), locate the stopcock in the street and turn it off. After turning off, those of you without water are probably sharing the same water supply.

If you do have a shared supply, and a repair or replacement is needed, all properties beyond the point of the water leak on the shared pipe will be jointly responsible for the pipework regardless of whose property the leak is actually on.



Water leak bill charges (leak allowance)

In addition to the supply pipe itself, you are responsible for the cost of wasted water that has leaked from it upon receipt of your bill from your retailer. However, as part of our effort to reduce leaks, we can offer an adjustment so you will not have to pay for the water lost. This adjustment will be applied in the Central Market Operating System (CMOS) and your retailer's wholesale costs will be reduced in line with the adjustment. It is your retailer's responsibility to apply this adjustment to your bill. The adjustment will be applied provided the leak is repaired within 10 working days of the leak being identified.

We calculate the amount of water wasted by deducting the average amount of water you normally use. Where there's no record of past consumption, we may obtain check meter readings to calculate your 'normal' consumption.

For mixed-use premises (where the property has both domestic and commercial water use) we consider leakage allowances on a case by case basis.

Please note this is a one time allowance at our discretion and does not cover leaks on internal pipework or fittings.

Terms and Conditions

We'll provide one leak allowance at a premise in any five-year period. All leak allowances will be made at our discretion.

We'll give you a full rebate up to the date of repair if:

- You have the leak repaired within 10 working days of identifying the leak and provide proof of when the leak was identified and the repair date.
- Your retailer requests an adjustment via the bilaterals system within 6 months of the repair date.
- Where check reads are required to calculate an accurate adjustment, access to the meter is not restricted, particularly where the meter is located internally within a premise.
- In extreme situations, such as extreme weather events, or where there is a major customer side leak causing damage or flooding, we reserve the right to temporarily turn the supply off until the extreme situation ceases, or until the customer side leak is repaired. In such instances, an allowance may be granted on a discretionary basis only.
- Once a smart water meter has been installed and you have access to the smart data either directly through Portsmouth Water, via your retailer or through a centralised hub, leak allowances will not be granted.

