

Customer Information Leakage

Background

On average, Dŵr Cymru supplies around 900 million litres of water to our customers every day although during hot dry weather in the summer and freezing weather in the winter (which can cause pipes to burst) demand can be significantly higher.

Half of the water we produce is used by households, a quarter by industry and the remainder is lost through leakage. About 80% of this leakage happens on Dŵr Cymru's pipes and the remaining 20% on pipes owned by households and businesses.

We are working hard to reduce leakage to an economic level - the point at which the cost of the water saved equals the cost of leakage control, detection and repair. Where we can, we also help customers to reduce leakage on their pipes.

How do we know there is a leak?

Our inspectors listen to the sound of water at the stoptap, usually located in the footpath or at the boundary of your property. If they can hear water running when you are not using any, there is a leak from your supply pipe, or from one of your fittings.

Who is responsible for repairing the leak?

We are responsible for the water main in the street and the pipe that runs from the main to the boundary of the street. This is often marked by a stoptap which is usually at the boundary of your property. The pipework from the stop tap in the street onto the property is normally your responsibility as either the owner or the occupier. If you are the person who pays the water charges, you are responsible for the pipework. Where the pipe supplies more than one property, referred to as a common supply or joint supply, the responsibility to maintain is equally shared by all the customers who receive water from this pipe.

Diagram 1 - Individual Supplies

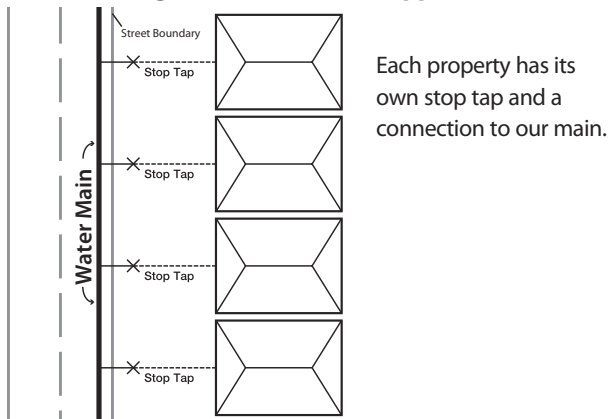
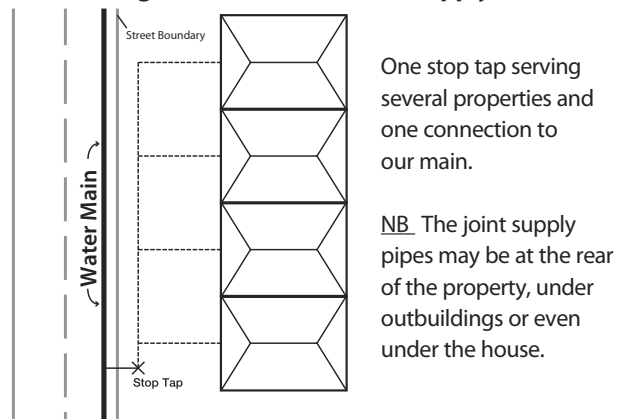


Diagram 2 - Joint/Common Supply



Why should the leak be repaired?

There are good reasons why a leak should be repaired quickly.

- Leaks may cause damage to property even when they cannot be seen
- If your supply is metered you will have to pay for the extra costs on your bill. Even small leaks can lead to large increases in bills
- If water is leaking, water regulations are being broken. This means if you are responsible for the pipe and nothing is done, it could lead to you being prosecuted or fined for wastage of water.

What should you do if you suspect a leak?

If you think there is a leak on your supply pipework do not hesitate to contact us.

Telephone our Leakline on 0800 281 432.

We can help

For Household Customers

As part of Dŵr Cymru Welsh Water's commitment to reducing leakage we will endeavour to repair one leak on your part of the underground service pipe, free of charge, within a three-year period for the same property. We may carry out a maximum of two trial hole excavations including installation of one 'in line' stop tap (if deemed necessary by DCWW) to locate your leak. If, following this work, we are still unable to locate the leak on your service pipe, you will be asked to pay for any further investigation. If we find that the service pipe is in a poor condition and we are not able to repair it we may decide to replace part of your service pipe, up to a maximum of 15 metres (if deemed necessary by DCWW). As it is not in our mutual interest to keep repairing leaks on the supply pipe we will only carry out one free repair or pipe replacement in a three-year period.

Where the leak is on the service pipe under your house, we will generally recommend that you replace the pipe rather than attempt to repair the leak.

Please get in touch with us quickly if you think you have a leak and we will arrange for our representative to visit and fully explain our procedure to you.

For Non-Household Customers

Because of the importance of minimising water leaks from all underground supply pipes, non-household customers are eligible to apply for a £50 grant towards the cost of repairing/replacing the pipe.

In order to qualify for the grant, the leak must be repaired on your underground supply pipe within 14 days of your first contact with us.

As it is not in our interest or yours to keep repairing leaks on the supply pipe, we will only give you one repair grant for the same property in a three year period.

What happens if you do not contact us?

We cannot allow water to be unduly wasted. If you have a leak and fail to advise us of your plans with regard to the repair, we will write to you advising of our intention to repair it and recharge you for the costs of doing the work (In the case of a leak on a common joint supply pipe we will divide the cost equally between all customers who receive water from this pipe).

Emergency powers

If the leak has caused or is likely to cause harm to people or property, or there is a risk of contamination of water supplies to other customers, we will shut off your water supply. It will only be restored when the repairs have been completed.