



# **PEEL WATER NETWORKS LIMITED**

## **CODE OF PRACTICE FOR LEAKAGE**

Peel Water Networks Limited,  
Peel Dome,  
The Trafford Centre,  
Manchester.  
M17 8PL.  
Registered No: 6680258

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## **1. Introduction**

- 1.1 Peel Water Networks Limited are a Licensed provider for water and wastewater services at the inset named Media City UK.
- 1.2 This code of practice informs you of our policy and procedures for leakage. It applies to all domestic customers (the occupiers of premises used wholly or partly as a dwelling). It explains who is responsible for leaks from your pipework and when we will adjust your charges.
- 1.3 This Code of Practice is approved by the Water Services Regulation Authority (Ofwat), who are the economic regulator of the water and sewerage companies in England and Wales. They make sure that the companies provide household and business customers with a good quality service and value for money. They do this by limiting the prices the companies can charge and making sure that customers' bills are kept as low as possible.
- 1.4 This Code of Practice is one of a suite of documents that make up our Domestic Code of Practice, all of which are approved by Ofwat.

## **2. Leakage**

### **The causes of leakage**

- 2.1 Leakage from our pipes and yours can happen for a number of reasons including:
  - Leakage from joints between pipes;
  - Deterioration in the materials of the pipes;
  - Corrosion of pipes by the water within them or the soil around them;
  - Vibration or damage from traffic;
  - Freezing cold weather or subsidence of the soil during long dry periods;
  - Damage by anyone as they work in the ground where the pipe is laid.
- 2.2 Tell-tale signs of leaks on your supply pipe include poor water pressure at the tap, regular wet patch in your garden/driveway and high meter readings. If you spot a leak on your property or in the road, please contact our 24 hour emergency operational line.

### **Our Duty on Leakage**

- 2.3 We have a statutory duty to maintain an economical and efficient water supply system and we are committed to finding and repairing leaks as quickly as possible and enforcing the law on leakage from customers' pipes. For further information on leakage and saving water, see our Water Efficiency section contained in our Customer Code of Practice. To obtain a copy telephone us on 0845 122 6780.

### **Using a meter to check on possible leakage**

- 2.4 Customers can take regular meter readings to check for increased water usage and potential leakage. Causes of high water use can be a tap dripping or an overflow running. To check if you have a potential leak:
  - Turn off all taps and appliances which use water;

- Wait thirty minutes or so and then read the meter including the red digits;
- Do not use any water for an hour or so then read the meter again;
- If the meter reading has changed, or the counter is turning including the red digits, you may have a leak.

### **3. Location of Water Meters**

- 3.1 Where the meter is fitted is in line with regulations made by the government. There are 3 possible locations for a meter:
- Inside the property and usually straight after the stop valve. Most internal meters are therefore located under the kitchen sink ie where the stop value is. For flats/apartments meters may, as an alternative, be fitted in riser cupboards situated outside in the corridor.
  - In a box located on an external wall.
  - Outside the property in the street close to the property boundary in a chamber with the stop tap. This is our preferred location for the meter to be fitted.
- 3.2 For flat/apartment occupiers, the owner or manager of the building will be responsible for all leaks on pipework between the property boundary and the point of entry to the occupier's flat/apartment. Any leak that occurs within the flat/apartment will be the responsibility of the occupier.
- 3.3 For customers with extra needs, we will relocate the water meter, at our cost, to a readily accessible location where they are able to read it.
- 3.4 If we find a leak on the incoming pipework when we fit a meter, we will repair the leak without charge.

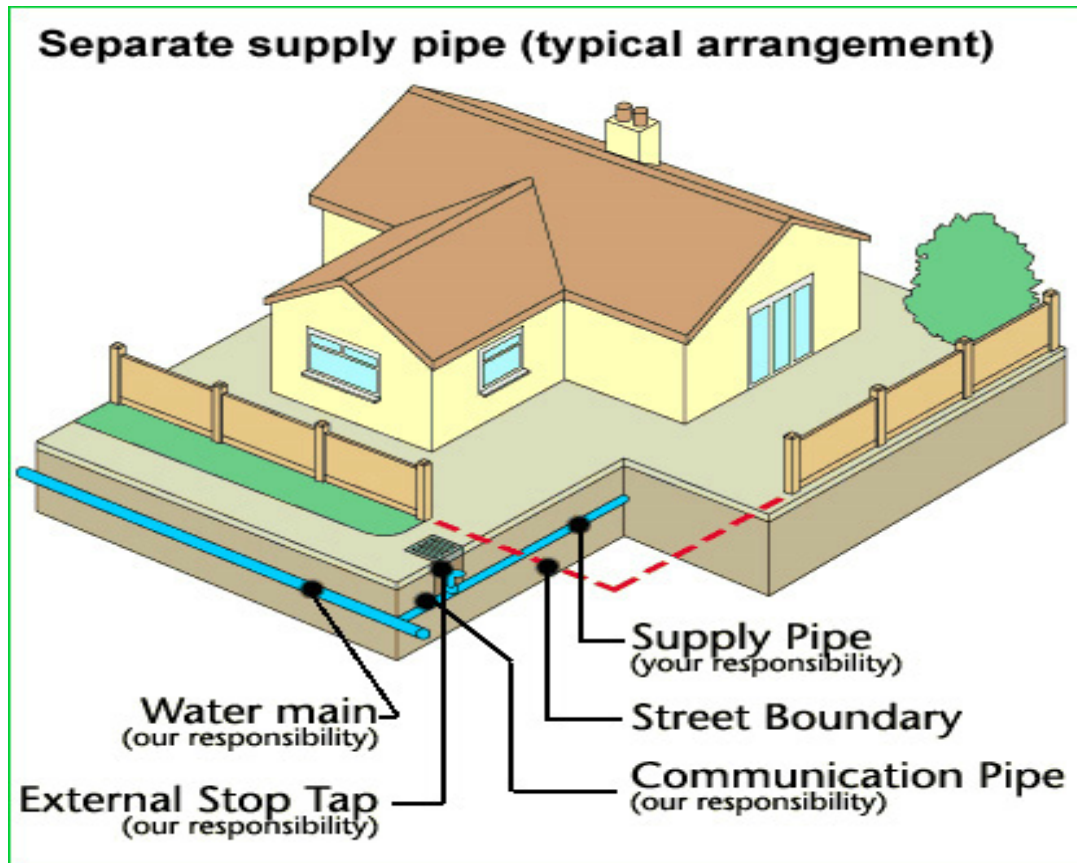
### **4. Parties Responsibilities**

#### **Responsibility for repairing leaks**

- 4.1 We are responsible for repairing leaks on our water pipes which are generally in the street up to the boundary of a property. Our target is to repair leaks on our system within 7 days of knowing about the leak, but will give priority to large or dangerous leaks. If you are unsure about the layout of your pipes and your responsibilities please contact us on the leakage line phone number provided in section 7 of this document.

#### **What are you responsible for?**

- 4.2 Overleaf is a diagram that outlines what you are responsible for:



## Private Leak Repair Scheme

- 4.3 Legally the customer is responsible for all water supply pipes within the boundary of their own property, but we currently offer a private leak repair scheme. This means that in certain cases, as specified in section 4.4, we will repair a leak on your supply pipe without charge.
- 4.4 We will:
- Only repair supply pipes to domestic properties;
  - Only repair underground pipes, not internal plumbing or pipes, underneath buildings or permanent structures;
  - Only carry out one repair in a 12 month period without charge;
  - Provide temporary reinstatement and leave your property safe and tidy.
- 4.5 We normally aim to repair leaks within seven days. If the leak is an emergency or causing damage to your property, please contact a plumber.
- 4.6 We offer a free leakage detection service for domestic customers. We will only carry out one leakage detection investigation, per year, free of charge. If you would like us to carry out subsequent leakage investigations within the 12 month period, we will charge you for this service. Please contact our operational enquiries line if you want to speak to us about our leakage detection service.
- 4.7 All supply pipe repair work, carried out by Peel Water Network Ltd, will be guaranteed for a period of 12 months.
- 4.8 Peel Water Networks Ltd reserves the right to refuse to continue repairing private supply pipes, where it is no longer cost effective to do so.

## **5. Our Statutory Powers to Prevent Waste and Misuse of Water**

- 5.1 If there is a leak on a customer's pipework the customer is obliged to repair it within 14 days of us notifying them. We have a legal duty and statutory powers to carry out work to repair the leak within 7 days and charge the customer, but will allow the customer 14 days to repair the leak. If the leak is not repaired by the customer within 14 days, we will carry out the repair and charge the cost of it to the customer in accordance with Water Industry Act 1991 sections 73-75.
- 5.2 We also have the right to turn off the supply if a leak is not repaired. We will only do this if the case constitutes an emergency i.e. waste, contamination or damage. This is in accordance with Water Industry Act 1991 section 75.

## **6. Allowances and Charging Adjustments**

### **Allowances for water lost**

- 6.1 If you discover a leak on your pipe, we will make a one off allowance for the cost of water lost, once we are satisfied that the leak has been repaired. To qualify for this allowance, the leak must be the first one detected by either the customer or Peel Water Networks Ltd and the customer must not have previously claimed an allowance for that property.
- 6.2 The allowance applies once per customer per property. Therefore, if you have previously had a leakage allowance and move home within our area, you will still qualify for an allowance in your new home.
- 6.3 If you repair a leak that is not covered by our Private Leak Repair Scheme, we will adjust your charges in line with section 6.1. The repair must be carried out within 2 weeks of the leak being discovered.
- 6.4 We will not adjust your charges for:
- Any leak on any non-domestic part of the pipe;
  - Leaks caused by your negligence;
  - Leaks on internal plumbing;
  - Leaks you knew about and did not either report it to us, or repair it yourself.
- 6.5 The customer is always responsible for making sure that the pipework within their premises remain in good condition and does not leak.
- 6.6 To make a claim, in the first instance, either write to us or contact us on the phone number for billing enquiries for domestic/business customers as provided in section 7 of this document. The claim must be submitted within 6 months of the leak being repaired.

### **Adjusting your water charges**

- 6.7 If we agree to adjust your charges, under a condition of our licence, we must base the adjustment on how much water you have used in the past. The leakage allowance will be calculated using previous consumption where this is available. If no record exists of how much water you have used in the past, we are required to base the adjustment on the typical use for a similar property. We will check this adjustment against your actual water use after

the leak has been repaired. Usually for household customers a period of two weeks is sufficient to establish typical water use. Charges will be adjusted for the period of the leak, provided we are satisfied that the leak was repaired in accordance with our requirements. Customers must continue to pay their account as normal, whilst their claim is being considered. Any allowance will be deducted from subsequent bills.

### **Adjusting your sewerage charges**

- 6.8 We will adjust your sewerage charges in the same manner where your sewerage charges are based on water volumes going through the meter, provided we are satisfied that the leak was repaired in accordance with our requirements. If there are further leaks from your property and it can be shown that the water is not returning back into the sewer, we may reduce your sewerage charges more than once.

## **7. Complaints and Customer Satisfaction**

### **Complaints**

- 7.1 If you have a complaint about the way we have dealt with you, or the way we have operated under this code, you should contact us. We have a complaints procedure which we will implement when you contact us and a copy of this can be obtained by contacting us using the details below.

### **Contact details**

- 7.2 Operational (Emergency) Enquiries for domestic/business customers:  
We will offer a 24 hour, 7 days a week emergency telephone line, where you can call and report faults and emergencies with your water and wastewater supply.

Telephone: 01706 659 701

- 7.3 Billing Enquiries for domestic/business customer:

**Telephone: 0845 122 6780**

**Fax: 0161 629 8332**

Lines are open: Monday to Friday: 9am to 5pm

**Email: [billing@peel.co.uk](mailto:billing@peel.co.uk)**

Or write to us at: **Peel Water Networks Ltd, Peel Dome, The Trafford Centre, Manchester, M17 8PL**

Note: all calls are charged at local rates.

## **Independent review**

### **Consumer Council for Water**

- 7.4 The Consumer Council for Water is an independent body which represents the interests of water consumers. They can investigate complaints which remain unresolved after the completion of our Complaints Procedure. Customers can contact the Consumer Council for Water at the following address:

Consumer Council for Water,  
1<sup>st</sup> Floor,  
Victoria Square House,  
Victoria Square,  
Birmingham.  
B2 4AJ.

Tel: 0121 345 1017  
08457 023 953  
Fax: 0121 345 1010  
Email: [central@ccwater.org.uk](mailto:central@ccwater.org.uk)  
Office hours: Mon to Fri 8.30 to 4.30