

Private leak repair scheme (including customers' responsibilities for private leakage)

Private leak repair scheme

Legally you are responsible for all the pipes within the boundary of your property. This includes the water supply pipe, which brings water into your home (see diagram opposite for an explanation of your responsibilities).

However, under our 'private leak repair scheme' we will, in certain cases, repair a leak on your water supply pipe free of charge.

This scheme only covers the water supply pipe. It does not cover leaks on internal plumbing. If your supply pipe is found to be leaking underneath a building or permanent structure or if the supply pipe is not readily accessible, the scheme does not apply.

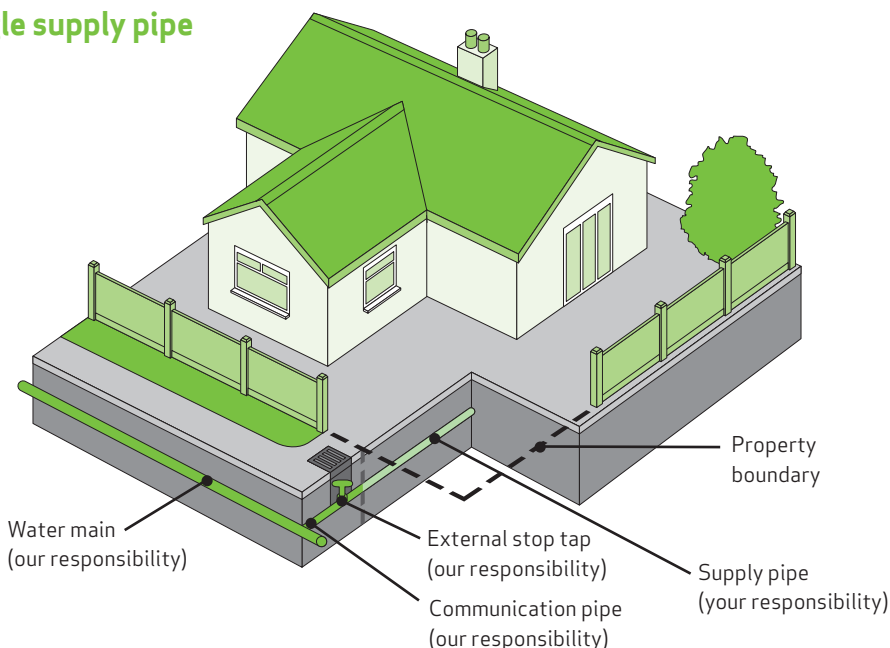
Please read the 'Step by step' guide for more information.

However, United Utilities reserves the right to refuse to continue repairing private supply pipes where it is no longer cost effective to do so. Under our statutory powers we would then instruct the householder to replace the whole of the private supply pipe at their own cost.

We will:

- only repair supply pipes to domestic properties
- only repair underground pipes, not internal plumbing or pipes underneath buildings or permanent structures
- provide temporary reinstatement (you will be responsible for final reinstatement) and leave your property safe and tidy

Single supply pipe



What are you responsible for?

- You are solely responsible for the repair of any leaks on your supply pipe unless you qualify under our private leak repair scheme
- If the leak is on a supply pipe that is running through a neighbour's property that is not supplied from this pipe:
 - Where the supply pipe is accessible your neighbour must provide you with access to enable the repair to be completed at your cost.
 - If the leak is not readily accessible and the location of the pipe contravenes the Water Supply (Water Fittings) Regulations 1999, then it is the neighbour's sole responsibility to remove any obstacles to allow the repair.

Step by step

1 Once you have contacted us to report the leak. One of our contractors will contact you within four working days, to make an appointment to investigate the suspected leak and if possible carry out a repair.

2 The contractor will carry a United Utilities identity card. If you are in any doubt about their identity, call us on **0845 746 2200** or textphone **0808 143 0295** to check.

3 We may need to do some digging outside your property in your driveway, backyard or garden to find and fix the leak. There may be some disturbance while we do the work. However we will always provide you with temporary reinstatement and leave your property safe and tidy.

4 If the leak cannot be repaired under the scheme, you will be required to fix the leak within ten days. If it is not repaired within ten days, we may carry out the work under our statutory powers and will charge you for the work.

Private leak repair scheme on common supply pipes

Our private leak repair scheme also applies to leaks on common supply pipes.

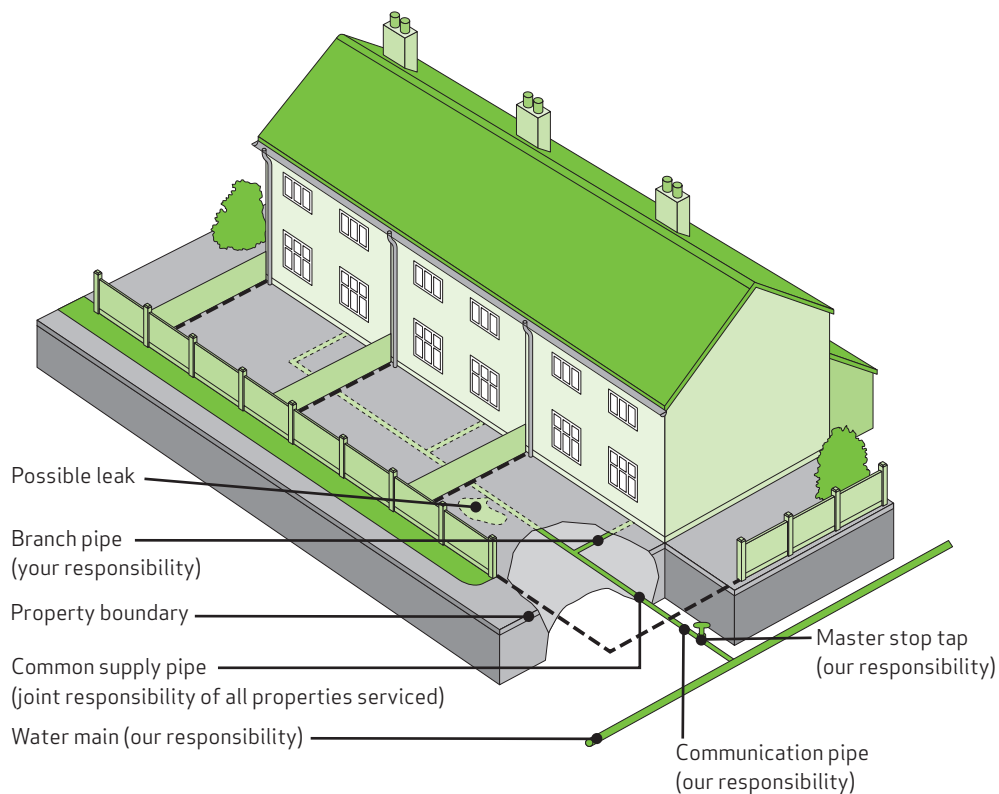
Older houses, especially terraced properties, often share a common water supply pipe. This usually runs under backyards from our mains, to serve two or more houses. A typical example is shown in the diagram opposite. Common supply pipes are the joint responsibility of all the homes which are served by the pipe. Each homeowner is responsible for their branch pipe from the common supply to their home.

During any investigation work our contractor may need access to several properties in order to carry out the repair work. We would ask customers to be as flexible as possible in allowing access, to speed up the repair and help save water.

However, United Utilities reserves the right to refuse to continue repairing private common supply pipes (CSP) where it is no longer cost effective to do so. Under our statutory powers we would then instruct all the households supplied by the CSP to lay new single private supply pipes, at their own cost, to the boundary of their property, where we will provide a free connection to our water main.

If you have any questions or concerns about the scheme, or about your water supply, please call us on **0845 746 2200** or textphone **0808 143 0295**.

Common supply pipe (CSP)



What are you responsible for?

- If the leak is on the 'joint responsibility' part of the CSP, the owners of the properties that are supplied by it must share the repair costs equally.
- If the leak is found to be on the branch pipe to an individual property, the owner of that property must pay for the repair in full, if it did not qualify under our private leak repair scheme.
- If the leak is on a part of the CSP that is not readily accessible i.e. under an extension, and there is a breach of the Water Supply (Water Fittings) Regulations 1999 then the property owner at that location (whether or not supplied by the CSP) must remedy the contravention.
- Alternatively, where the supply pipes is accessible, it is your neighbour's responsibility to provide you and your neighbours with access to enable the repair to be completed. Repair costs on the CSP would be shared by you and those neighbours supplied by the CSP.

Caution – electrical earth

The safe earthing of your home and electrical appliances is your responsibility. In the past, the lead water supply pipe was often used as an electrical earth for homes.

Removing the lead pipes may leave your home unsafe if there is an electrical fault. Please ask your electricity company or a qualified electrician for advice on electrical earthing.

