

Household leak allowance claim form



Water for the North West

If you are a household customer with a water meter and are unlucky enough to discover a leak on either your internal or external pipework, you are entitled to claim for the cost of the water lost during the time you had the leak.

It's important to point out that you are only able to make **one** claim for an internal leak and **one** claim for an external leak at your address*.

Please read the notes below before completing the application form overleaf. It's really important that the leak has already been repaired before you make a claim otherwise you will NOT be eligible.

Are you eligible to claim an allowance?

You will only be eligible to make a claim if:

- This is the first claim you have made at your current property; and
- You have repaired the leak yourself within 6 weeks of discovering it or we have done the repair ourselves (on our equipment or pipework).

We can't grant an allowance if:

- You have been using more water than usual due to something not related to a leak (for example, you have had someone staying with you which has led to an increase in your household water use).
- You were aware of the leak, but you didn't take prompt action to repair it
- The leak was caused by your negligence

If you are eligible

- What you need to do now:
 - Take a reading from the water meter and note it on this form along with the date
 - Continue paying your bill while your claim is being processed
 - Keep hold of the form – don't send it back to us just yet!
- What you need to do in 14 days' time:
 - Take another reading and note it on this form along with the date. Obtaining two readings over a 14 day period is important as it allows us to better understand your normal water usage
 - Return the completed form to us at **United Utilities, Customer Service Centre, PO Box 50, Warrington WA55 1AQ**
- We will then work out the amount of water that was lost during the time you had a leak:
 - We will deduct your normal usage from the amount of water recorded during the period of the leak
 - We will then apply the difference between the two figures as an allowance on your account – this will be offset against any balance on your account
 - We can often make an adjustment on the sewerage part of the bill too. That's because sewerage charges are based on your water usage.

*If another leak occurs at this property, you may be eligible for a further allowance against sewerage charges if the water running to waste does not enter the sewer network.

For further information



unitedutilities.com/bursthome



0345 672 2999
Opening hours: 8am - 8pm
Mon to Fri; 8am - 4pm Sat



United Utilities
PO Box 50
Warrington
WA55 1AQ

What we need to know to process your claim

About you	
Your account number <i>(shown at the top of your bill)</i>	
Full name	
Contact address <i>(including postcode)</i>	
Address where the leak occurred <i>(if different from the contact address)</i>	
Name of the person to contact	
Contact telephone number	
Email	
Number of occupiers in your home	

About the leak	
Who repaired the leak <i>(please tick)</i>	<input type="checkbox"/> United Utilities <input type="checkbox"/> Yourself <input type="checkbox"/> Plumber
Exact location of the leak <i>(e.g. in the kitchen/beneath your garden or drive)</i>	
Date when the leak was repaired	

What you need to do now			
Take a meter reading after the repair*	Black digits only	Date of read	

What you need to do in about 14 days			
Take 2nd meter reading after the repair*	Black digits only	Date of read	

To avoid any delay in processing your claim for an allowance, please make sure you provide the two required readings on your completed form.

Signature		Date	
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*If you are unable to take readings due to mobility/access issues, we will arrange to take the readings for you - just call us on **0345 672 2999**



About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.