Repairing leaks on your water supply pipe

Advice on what to do if you’re a household customer and unlucky enough to experience a leak on your external water supply pipe.
Think you have a leak on your water supply pipe?

Don’t panic – follow our 4 steps to take away the headache

**Step 1: Speak to your insurer**
First things first: check your home insurance policy to see if you’re covered for leaks on your water supply pipe. If it does, give them a call to see if they can locate and repair the leak.

**Step 2: Check if you have a separate policy**
Have you taken out a separate insurance policy which covers you for leak repairs on your water supply pipe? It’s always worth checking if you have one of these policies and whether it covers the cost of replacing any blocked paving or pressed concrete that needs removing to repair the leak.

**Step 3: Help if you need it**
If your insurance policy doesn’t cover repairs to your water supply pipe, and your leak doesn’t need to be repaired urgently, then please call us on 0345 026 0820. We’re available 7am-10pm seven days a week. Depending on where the leak is located, we may be able to help with the repair. Or you can find a plumber through watersafe.org.uk for local plumbers in your area.

**Step 4: Claim for water lost during the leak**
If you have a water meter, you may be able to claim for the cost of the water lost during the time you had the leak. Visit unitedutilities.com/bursthome to download our household leak allowance form or call 0345 672 2999.

Visit unitedutilities.com/bursthome for further advice regarding leaks.

Need a plumber? Visit watersafe.org.uk to search for a plumber in your area.
Spotted a leak?

Everyone knows what to do if they get a leak on a pipe inside their home: grab a mop and bucket, move the valuables and call a plumber. But what if you get a leak on your underground supply pipe?

This is the pipe that brings water into your home from our main in the street. It can run beneath your garden, path or driveway, and because it's buried, it's not always obvious when something’s wrong.

Tell-tale signs of a leak on your supply pipe can include your water meter clocking up unusually high readings or a pool of standing water on your garden or drive. It’s worth pointing out that you are responsible for maintaining all the pipework within the boundary of your property which includes your water supply pipe.
Are you covered under your home insurance policy?
If you think you have a leak on this pipe, it’s always best to contact your home insurer to see if repairs are covered. It may also be worth checking if you have a separate policy that covers you for leaks on your water supply pipe.

Our private leak repair scheme - Help if you need it
However, we’re not in the business of leaving our customers high and dry. So if you think your supply pipe is leaking, and this isn’t covered by your home insurance, we’ll do our best to help with the repair.

Now for the bad news. Just as you can’t make an omelette without breaking eggs, we can’t investigate an underground leak without digging a few holes. So please, do be prepared for some mess. Depending where the leak is, this may involve us having to dig up your lawn or remove paving flags. If the leak turns out to be inside your home, or underneath your property, conservatory or other permanent structure, we won’t be able to do the repair.

Once we’ve found the leak, we’ll carry out the repair within 7-10 working days. We’ll do our best to leave everything as we found it, by re-tarmacing the driveway, returning your lawn or replacing flags. Sometimes the ground may settle and products like tarmac may have a tendency to drop leaving a slightly uneven surface. Unfortunately, we can’t replace pressed concrete or blocked paving and the tarmac we use is black. You’ll therefore have to make your own arrangements to put your drive or lawn back to the way it was before.

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Pipework responsibilities

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If you don’t want to wait up to ten working days for the repair, you may want to go down the private plumber route. We won’t be offended.
In case you need to contact us:

To talk to us about your bill:
0345 672 2888 if you don’t have a water meter
0345 672 2999 if you have a water meter
Opening hours: 8am - 8pm Mon to Fri; 8am - 4pm Sat

To talk to us about your water and wastewater services:
0345 672 3723
Opening hours: for emergencies we are open 24 hours.

You can also call this number to check the identity of one of our representatives.

If you have hearing or speech difficulties, and use a textphone, please dial 18001 followed by the number you require.

You can write to us at:
United Utilities, PO Box 459, Warrington WA55 1WB

Or go online:
unitedutilities.com/help-and-support/contact-us

Follow us on social media:
@OfficialUnitedUtilities
@unitedutilities

Download our app:
Search United Utilities on the App Store and Google Play

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.

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