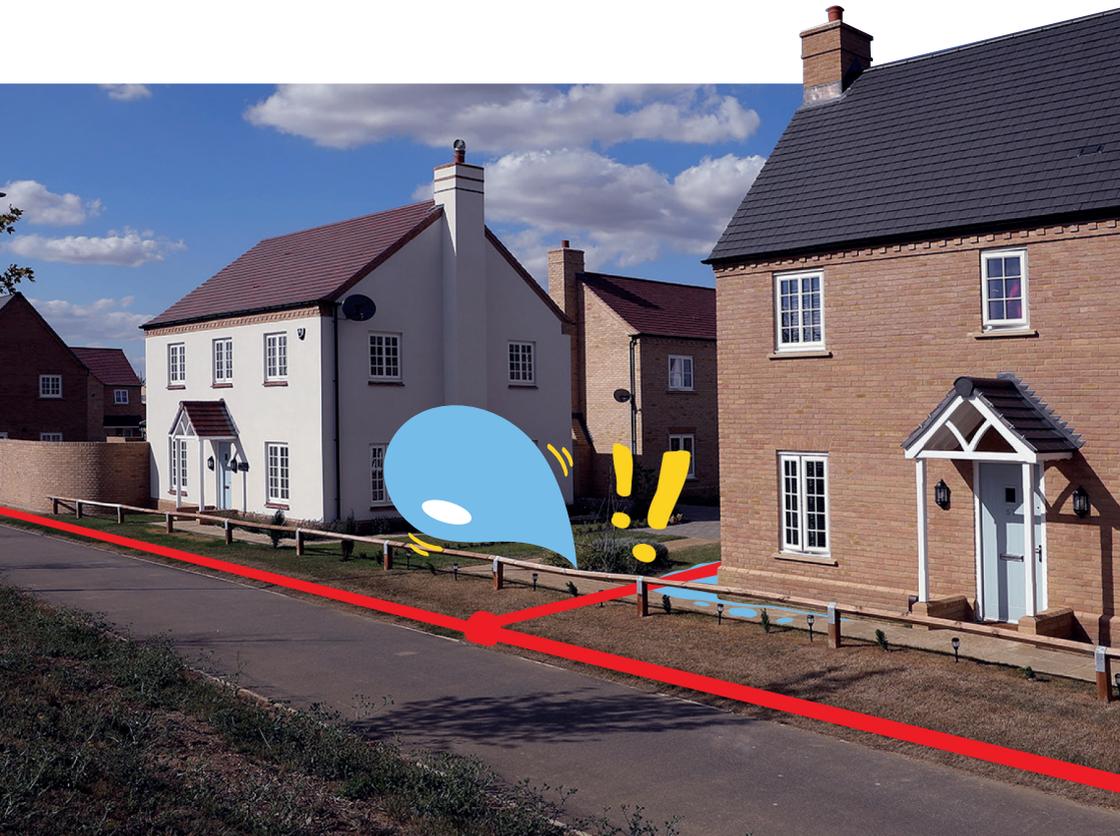


Leaks at your property

How to find and fix them fast



We're committed to reducing leakage across our region



Our region is the driest part of the UK. That's why we work hard to keep our water mains and pipework in tip top shape.

Leaks at home need fixing fast too as they waste water, cost money and can cause damage to your property.

We know leaks can be worrying, and that's why we've got

lots of help and advice on how to find and fix them fast.

If we carried out any checks at your property, we may have given you an indication of where we think the leak might be. However, we always recommend you also do your own checks to confirm where the leak is before getting it fixed.



Checking for leaks

The first thing to do is find whether the leak is outside on the pipe that brings water to your property, or if it's inside your home.

1. Check your internal stop tap is working

In most cases you'll find your internal stop tap under your kitchen sink or in the bathroom. It's important that you can turn the stop tap on and off to complete all the checks on this page.

To make sure the internal stop tap stops the cold water supply into your home, turn it to the off position, then turn on the cold tap at the kitchen sink. The water will stop after a few seconds. If it doesn't, then you'll need to arrange for a plumber to fix it. If your meter is outside, you'll need to keep the stop tap turned off to carry out the checks on this page.

2. Check your external meter

If you have water meter that isn't inside your property, you'll need to do a simple check to help find where the leak could be. Firstly, turn off your internal stop tap, then check the meter outside. If the dials, or digits on screen are still changing this indicates there's an external leak on the pipe between the external meter and your stop tap. Find out what to do next on pages 5-7.

3. Next steps

If the meter doesn't move with the stop tap turned off, the problem is most likely somewhere inside your home. You should turn the stop tap back on and work through the checks over the page.



Looking for leaks at home

Here's a few simple checks you can do to help pinpoint the problem



Toilet: If the toilet is a dual flush, make sure the button isn't stuck and that it hasn't been flushed for around 30 minutes. Dry the back of the bowl with a toilet tissue - don't flush! After 30 minutes, place a new, dry sheet of tissue across the back of the toilet bowl. Check back in a few hours. If the paper's wet or torn, your loo is leaking.



Taps: Turn the taps to ensure they are fully off and check for any drips.



Behind the bathroom sink: Check the pipes behind the sink pedestal for any water trickling down the pipes.



Shower: Check for any dripping water from the shower head.



Under the bath: If possible, check the pipework under the bath for any dripping pipes.



Check your appliances: Pull out any appliances that use water like your dishwasher or washing machine and check for pools of water or any visible water trickling of any of the pipes or connectors.



Loft tank: If you have a tank in the loft, check the ball valve to make sure it's not running constantly.



Garden tap: Check it's fully turned off and check for drips.

Once you've found where the leak is coming from, follow these steps for help getting it fixed and what to do after.

Here's what to do next...

1 Check your insurance policies

Do you have emergency cover with your home insurance or have you taken out a separate insurance policy to cover leaks on your water supply pipe (e.g. HomeServe or British Gas)? If you have, give them a call first.

3 Let us know when the leak is fixed

Once your leak has been repaired, please let us know. Call us on **03457 145 145** or email **leaks@anglianwater.co.uk** quoting any reference number that came with this leaflet.

2 Repair the leak

If your insurance policy doesn't cover you for fixing leaks, you'll need to find the best person to fix it based on where the leak is. For example, a plumber can help with leaks inside your home, but you might need a specialist for underground pipe repairs.

Take a look at the WaterSafe website - **watersafe.org.uk** - to help find qualified professionals throughout our region or use a verified tradesperson website like **checkatrade.com**



Continued...



4 Claim your leakage allowance

If you've got a water meter and the leak is repaired within 30 days, you can get a one-off allowance to cover the additional cost of water and sewerage charges caused by the leak.

Once you've told us you've fixed your leak, we'll ask you to provide us with two meter readings, two weeks apart. We'll use these readings to work out how much you're due back. Or you can use our online claim form at:

anglianwater.co.uk/leakage

All claims must be made within 12 months of the repair being made.

You can only make one claim per customer. We won't give an allowance if the leak was caused by you or someone authorised to act for you.

We aren't responsible for the costs of any damage caused by the leak.



5 Carry out a leak test

After the leak's been repaired it's simple to check for leaks and spot issues in the future. Watch our step-by-step video guide on how to check for leaks at

anglianwater.co.uk/leakage

We're here to help

If you need more information or advice on what you need to do, we're here to help.



anglianwater.co.uk/leakage



03457 145 145

(Lines open 24/7)

You may be eligible for a free repair

If the leak is on the pipe that brings water into your home (rather than inside the property), you may be able to get help with the cost of getting it fixed if you receive one or more of these benefits:



- Council Tax Benefit
- Housing Benefit
- Income Support
- Income-related Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- State Pension Credit
- Universal Credit



Protecting your pipework for the future

Anglian Water Direct has been working with HomeServe for over 25 years and is able to offer homeowners in the Anglian Water region cover for plumbing, drainage and water supply pipe emergencies.

Cover from HomeServe gives you:



- 24 hour UK claims number.
- HomeServe approved engineers on call 365 days a year.

To find out more and take out cover, visit offer.homeserve.com/anglianwater

Terms and Conditions apply. Pre-existing conditions are not covered.



We're here for you

If you'd like further information or have any questions, please get in touch.



anglianwater.co.uk/leakage



03457 145 145

(Lines open 24/7)

The legal bit and other important information

The private water supply pipe to a property is always the responsibility of the property owner or occupier.

We're not responsible for the work carried out by any third party plumber or contractor. If your chosen contractor is planning to relay your external pipework as part of the repair, we'd recommend they start excavating at the property boundary or at your meter chamber and then work back towards your home. If you need further help and advice after starting the repair, please call us on 03457 145145.

If you share a supply pipe with your neighbours, you share the responsibility for the repair and maintenance costs for the pipe which supplies all of your properties.

If you're eligible for our free repair service (see page 7) we won't be able

to fix the leak for free if it's under the property or another structure (e.g. a garage or outbuilding). You'll need to get it fixed privately by an underground pipe specialist at your own cost.

We can't accept liability for any loss, injury or damage caused to your property or any neighbouring properties by the escaping water from the leak.

We may change or withdraw the terms and conditions of our supply pipe leakage policies at any time.

If the leak isn't repaired within 30 days we'll start the Defective Water Fittings enforcement process under Sections 75(2) (b) and 170 of the Water Industry Act 1991. If you fail to carry out the necessary repairs within the period stated in this notice, we shall take some or all of the following steps:

- a. Carry out the work ourselves and recover any costs from you.
- b. Prosecute you under Water Industry Act 1991 Section 73 for allowing your water fittings to be or remain in a defective condition. The maximum fine is £1,000.

If you have a secondary water meter chamber on your supply for billing purposes, you're responsible for the supply after the master stop tap as set out by section 46 of the Water Industry Act.