


You have a leak



Advice on how to
find and repair a
leak inside your home

Let's find out why you're using lots of water

It looks like you're using a continuous amount of water in your home. This is unusual as water usage normally changes throughout the day. Don't panic! The good news is that it's relatively easy to identify the source of the problem. Read on to find out how.

Where's my leak?

Leaks can be very sneaky but don't worry, this leaflet will help you find the likely cause of all that water going to waste.

The good news is that most leaks you find in the home can be easily repaired by fitting new washers or cistern devices.

Now, let's find your leak...

As you have a water meter you're paying for all the water that is leaking in your home so it makes sense to get it repaired as quickly as possible as your water bills are likely to reduce.

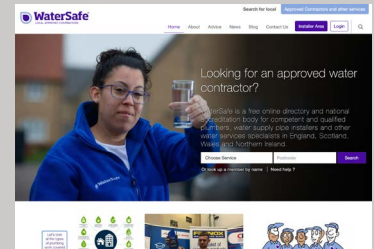


If you're unable to locate or repair the leak yourself then this is a job for a qualified plumber.

Unfortunately, as the leak is somewhere on your home plumbing we're not able to help with this.

However, if you need a plumber we recommend you visit [watersafe.org.uk](https://www.watersafe.org.uk)

Simply enter your postcode and you can search for industry-approved plumbers in your local area.



Finding your leak

Unless water is pouring through your ceiling, leaks inside the home can sometimes be difficult to find. We've provided some obvious places to check for leaks below.

- **Toilet cisterns:**

Modern push button toilet cisterns tend to overflow into the toilet bowl rather than traditional cisterns which overflow outside. Therefore, they are not always easy to spot and can waste an incredible amount of water. They are nearly always the main cause of your water usage being so high.

- **Dripping taps:**

It may look innocent, but a dripping tap can waste thousands of litres of water a year. Don't let your cash disappear down the plughole. If you have an outside tap, don't forget to give that a quick check over too.

- **Poorly plumbed appliances:**

Have a look behind your dishwasher and washing machine. Any obvious signs of a leak?

- **Overflows from a water tank or cistern in the loft:**

Have a look to see if any water has been dripping out of your overflow pipes down the brickwork of your home.



Modern push button toilets are normally the main reason why you're using a continuous amount of water as faulty cisterns can waste around 400 litres a day! Order a free 'LeakLoo' strip from [unitedutilities.com/leakylloo](https://www.unitedutilities.com/leakylloo) to see if your toilet is the culprit!



Remember to check your household insurance policy to see if you are covered for the cost of the repair.

Other leaflets that may be of interest:

This leaflet is one in a series of publications containing useful information for our customers. Others that may be of interest to you are:

- **A simple guide to pipes, drains and sewers**
- **Testing your household water meter**
- **A guide to paying your water bill**
- **A guide to our Priority Services**
- **A guide to using water wisely**
- **Support with your water bill**
- **Our complaints procedure**
- **Replacing lead and common supply pipes**
- **Our standards of service**

You can download any of our leaflets from our website: [unitedutilities.com/leaflets](https://www.unitedutilities.com/leaflets), or write to: **United Utilities, PO Box 459, Warrington WA55 1WB.**

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Register for My Account and you can go online to pay your bill, tell us you've moved, give a meter reading and go paperless.

Visit [unitedutilities.com/myaccount](https://www.unitedutilities.com/myaccount)



In case you need to contact us:



**To talk to us about your bill:
0345 026 7665**

For opening hours please visit [unitedutilities.com/contactus](https://www.unitedutilities.com/contactus) where you can also get in touch with us online.

**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 go online:

Visit our website and click on 'Live chat' to webchat with a member of our team or go to [unitedutilities.com/contactus](https://www.unitedutilities.com/contactus)



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