

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.



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.



Are you covered under your home insurance policy?

If you think you have a leak on your supply 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.

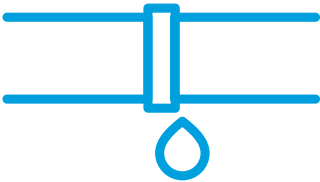
Our private leak repair scheme - help if you need it

You are responsible for maintaining all the pipework within the boundary of your property, including your underground water supply pipe. 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.

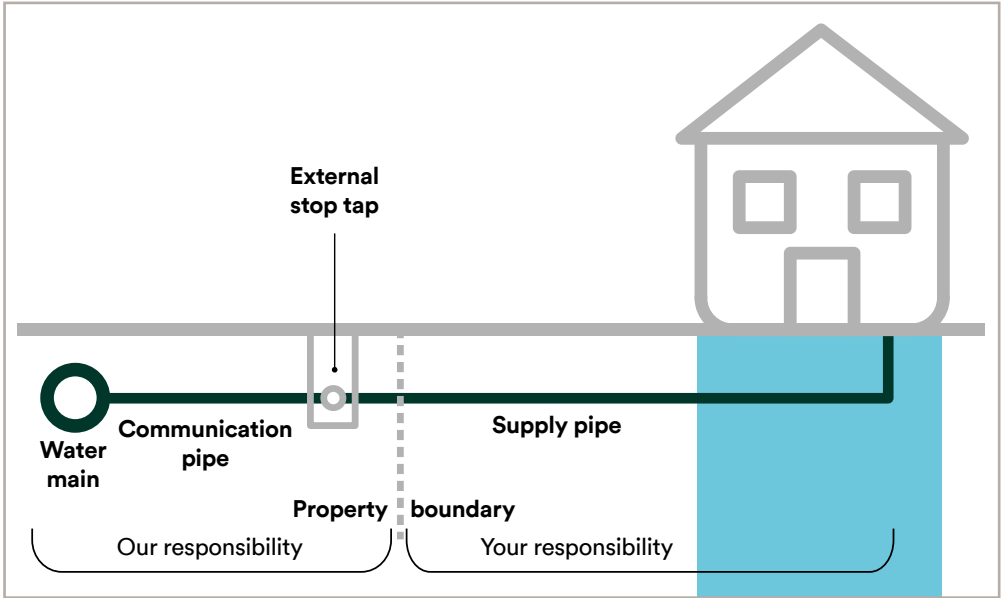
Once we've found the leak, we'll aim to carry out the repair within 10 working days. We'll do our best to leave everything as we found it, by re-tarmac the driveway, returning your lawn or replacing flags. Sometimes the ground may settle and products like tarmac may have a tendency to drop leaving a 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



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.



Don't forget to contact your home insurer to check if repairs to your water supply pipe are covered by your policy.

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 you are, 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 672 3723**. 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 as long as it is repaired within six weeks of discovering it.

Visit **unitedutilities.com/leaflets** to download our household leak allowance form or call **0345 672 2999**.



Visit **unitedutilities.com/household-leaks** for further advice regarding leaks.

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

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 go online:

Send a message at unitedutilities.com/email or visit our website and click on 'Live Chat' to webchat with a member of our team.



Or write to us at:

United Utilities, PO Box 459, Warrington WA55 1WB

Follow us on social media:



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Water for the North West

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.

United Utilities Water Limited, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP.

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