

PROCEDURES ON LEAKAGE

Paying by Volume: If you have a water meter installed you pay for the volume of water you use. This is measured by means of a meter which has been installed on the service pipe. That part of the service pipe which is your responsibility to maintain runs between the stopcock which is normally close to your property boundary and your first draw-off point, which is usually the cold water tap at the sink.

Meter Position: The exact position of your meter will be determined by us in accordance with regulations made by the Government. These regulations set out three positions where we can install a meter: inside the property; externally, as near as possible to where the supply pipe enters the building; or externally, as near as possible to the boundary of the property. The Cholderton and District Water Company Limited normally install meters externally next to the stopcock, close to the property boundary.

Responsibility for Repair of Leaks: We have the right to demand that you repair any leaks to that part of the service pipe which it is your responsibility to maintain. In the unlikely event of a customer disregarding such a request and allowing water to run to waste (or to contaminate the public water supply), we can complete remedial work and charge the owner of the property or, in extreme situations, turn off the water supply.

Leakage Checks made when a Meter is Installed for the First Time

We know from experience that a substantial amount of water escapes from unidentified leaks in our customers' pipe work. When a meter is installed, a check will be made to establish if there are any significant leaks in the pipe work. If there are leaks that can be repaired without the need for any further excavation, we will repair these. If the check reveals a leak between the meter and the taps and other appliances which cannot be repaired as part of the meter installation excavation, you will be notified of the leak and asked to repair it at your expense within 20 working days. Any subsequent lost water from such a leak counts as consumption by the customer and will be charged for.

Undetected Leaks: It is possible that an abnormally high consumption may indicate an undetected leak in that part of the service pipe which it is your responsibility to maintain. In these circumstances, an adjustment will be made to the metered charges identified after the first reading of the meter showing an abnormal consumption. This will be on the condition that you as the consumer (or owner) carry out the remedial work within 20 working days. The remedial work would be at the consumers' (or owners) direction and expense. It is usually more economical to replace the pipe when a leak occurs rather than repair it. No adjustment will be made in the event of any subsequent leak at this address, where a leak has been caused through negligence by you or your agents or where you know or should have known that there was a leak and failed to repair it.

The Adjustment of Charges – Water Supply: Where we agree to make an adjustment, your charges will be re-assessed on the basis of past normal consumption. Where there is no record of previous consumption, the size of the adjustment will be based upon typical usage for a property of a similar type to yours. This will be subject to a further retrospective adjustment if you are subsequently shown to have significantly different usage when the meter is next read.

Sewerage Services Provided by Other Companies: Where we have made an adjustment for leakage for water supply we will inform your sewerage company of this fact and of the basis on which the adjustment has been or will be made. The sewerage company will then make an adjustment to your sewerage charges.