

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 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.. Any water lost from such a leak counts as consumption 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, you will be expected to pay for the water you have used according to the meter reading. You as the consumer (or owner) will be given 20 days in which to carry out the remedial work. During this period we will charge you for water use based on your past normal consumption before the excess demand occurred. We can either, with your agreement, carry out repairs at an agreed rate or leave you (or owner) to have it repaired at your expense within the 20 working days. If you fail to have the leak repaired we will step in and do the repairs ourselves at your expense.

The Adjustment of Charges – Water Supply: Where we agree to make an adjustment to your water bill because, for example, your meter has failed, your charges will be re-assessed on the basis of your average past 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.

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