

Code of Practice On Leakage

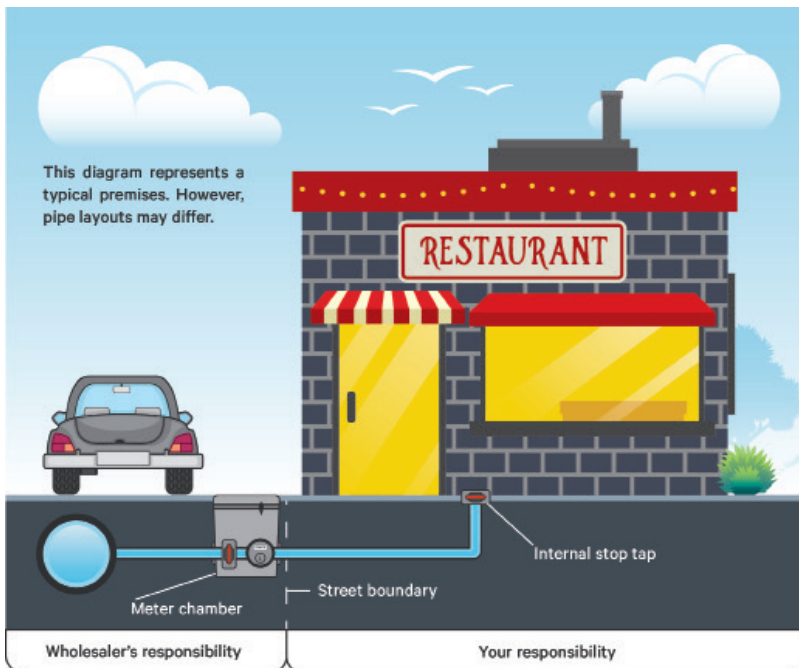
Your responsibility

Your drinking water reaches you via a connection from the wholesaler's water main. The wholesaler's main is usually in the street and the small pipe that is connected to it, running to your premises, is called the service pipe. The section of pipe from the main to the street boundary is called the communication pipe and belongs to the wholesaler.

Where this isn't the case we'll advise you and explain. The wholesaler usually have a stop tap or meter chamber on their communication pipe as close as possible to the boundary.

The section of the service pipe that runs underground from the wholesaler's communication pipe into your premises is called the supply pipe and belongs to you (there are some exceptions where there's no water main in the road outside your premises or where you share the supply with a neighbouring property and there's only one connection to the main).

The supply pipe normally runs underground from the street boundary to the stop tap inside your property. Although the supply pipe to your property may run through land and property that doesn't belong to you, it is still your responsibility.



Early Signs of a Leak

Leakage is usually easy to spot when the water pipes are above ground, but if you have a leak on your underground water supply pipe, it can run unnoticed for a considerable time. In fact, some leaks may have been running for so long that you just accept that your 'high' water bill is normal.

You will have a supply pipe that runs from the water meter to your premises. You are responsible for this supply pipe and any leakage from it will show as an increase in water charges from the meter readings. Leakage may make itself visible on the surface but that is not always an indicator of leak position and the leak may be some way from the visible water.

If left to run, leaks can cost you a lot of money, don't forget, leaks run 24 hours a day, 365 days a year until fixed. A leak flowing at 3 litres per minute (a low basin tap flow) can end up costing you thousands of pounds a year if undetected. This cost is made up of the water supply charge and the charge to collect the wastewater, even though the leak is not running to the wastewater network. So, it is in your interest to have leaks located and repaired straight away.

Indications of a leak:

Unexplained High Water Bills – When you have not had any unusual activity in your premises but have unexplained high water bills.

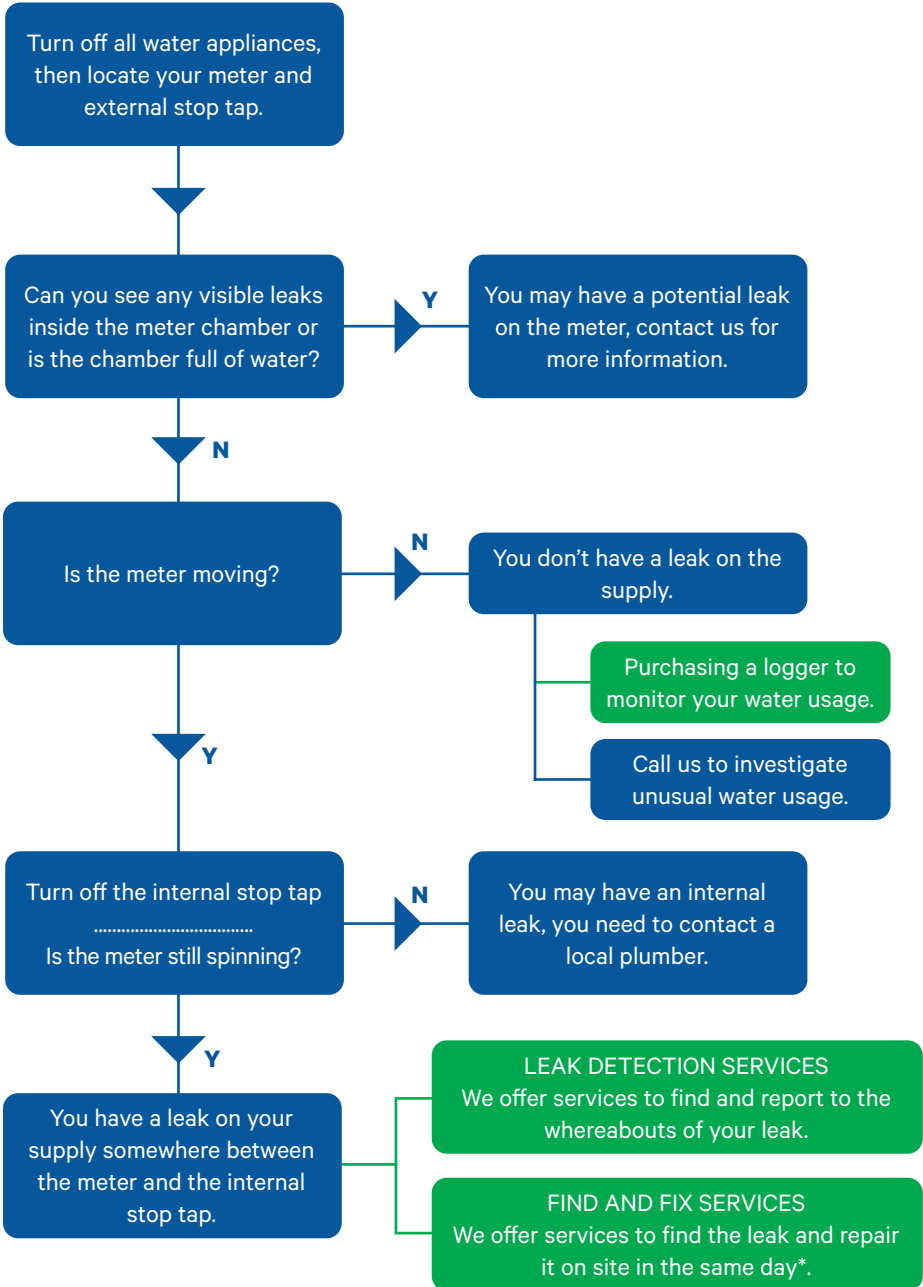
High Meter Read/Meter Spinning - If no water is being used in the building, but the meter is spinning, it can be an early indication of a leak.

Visible Water/Puddles – Other clear signs of a possible leak or leaks in the pipes are unexplained wet areas around your premises, for example in the car park.

Low Water Pressure – Disturbances in the supply pipe, including ruptured or clogged pipes, may reduce the pressure of the water that reaches your premises.

Water Sounds – Bubbling noises from the toilet or sink, whistling from the pipes, banging, dripping and clanking may be signs that some of the pipes in your premises are broken. You should always pay attention to any sounds coming from areas likely to experience water leaks.

How to Check for a Leak



Our Value Added Services

It's important to act fast when having leaks on your premises repaired. In most cases, leaks are not visible on the surface as water naturally runs away underground, so a leak can go undetected for weeks or months. This is not only a waste of water but is also a waste of money as leaking water that has passed through the meter is chargeable.

Find & fix service

The find & fix service allows for the pin-pointing or narrowing down of the leak location to enable the repair of the supply pipe inside your boundary. This may be underground below concrete, tarmac, block paving or any other form of hard ground or soft ground.

NOTE: The cost of the find & fix service includes 1 day on site, labour, excavation of up to approximately 1m square, repair of pipe or fittings up to and including 32mm, backfilling & reinstatement. Fittings over 32mm will be charged at cost plus 15%.

Our price will not include the cost of an excavator, any extra stone to re-instate or any muck away. On some occasions, depending on the location of the leak, we may have to obtain a Road Opening Licence from local authorities. These costs are not allowed for in the find & fix rate as the charges vary from council to council. No additional work/costs will be applied prior to your approval.

Smart metering - loggers

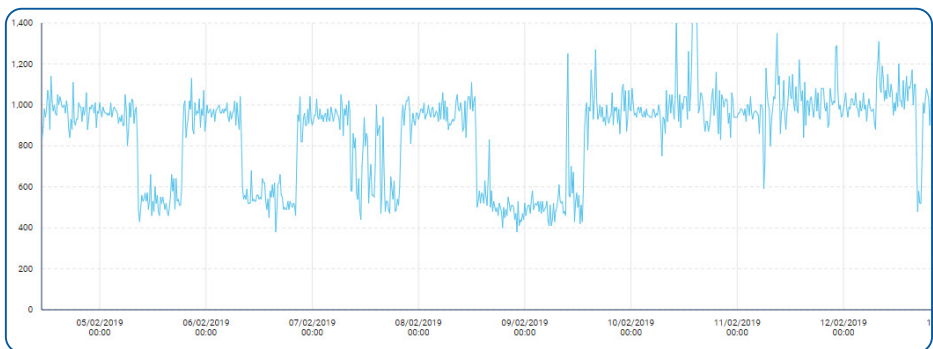
Smart metering is an excellent way to monitor exactly how much water you're using throughout the day and night. By taking regular readings every 15 minutes you are able to build an understanding of how your water is being used. This will allow you to identify potential leaks on your network which may result in large water bills.

By identifying a leak early enough, you're able to get it fixed quickly saving you water and money whilst improving your environmental impact. Access to your consumption data can be seen via our web based portal or on your smart phone.

If you have smart meters already installed for your gas and electric, you can send the data to our portal and view everything in one place.

Features of the service include:

- Alarm functionality allowing fast identification of abnormal flow patterns via text message
- Presentation of data at hourly, daily or monthly intervals
- Link your water data to utility management software for your gas and electric
- 5 year service including maintenance and monitoring by our team of smart meter experts



Next steps

Costs can escalate quickly if left unrepaired. An average leak is 3 litres per minute. The loss of 180 litres of water an hour, if left unaddressed, could cost your business:

- £9.72 per day
- £295.65 per month
- £3,547.80 per year*

We understand that business continuity is vitally important to our customers, so we can make alternative repair options available, including conducting out-of hours or weekend work if required.

For more information, or a quote to carry out a leak detection and repair at your premises, call out experts today on 0800 042 0347.

*Based on an average volumetric charge of £1.36 for water and 89p for sewerage. Costs will vary depending on your wholesaler.

For more information:



0800 042 0347



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