

Customer leakage

Scottish Water is committed to ensuring we have efficient and sustainable water resources. In order to minimise water leaks, dedicated leakage teams are proactively operating throughout Scotland to quickly identify and repair leaking pipes, manage water pressure and encourage water efficiency. Sometimes, these leaks can be the responsibility of the property owner.

This factsheet will provide you with information on:

- Our leakage process
- Your pipework responsibility
- How to identify a leak from your supply pipe
- Scottish Water supply pipe repair policy
- Water efficiency

Our leakage process

Our dedicated leakage teams carry out leakage checks using a number of techniques to identify if a leak is present. Once a leak has been identified, further tests are then carried out to determine whether the leak is the responsibility of Scottish Water or the property owner. In the event that a leak is discovered on the customer side, Scottish Water will send a representative to investigate further and notify the customer of all findings.

Anyone calling on behalf of Scottish Water, whether it is a Scottish Water employee or a contractor working on our behalf in your area, will always carry an identification (ID) card which has a photograph of them on it. This may be either a Scottish Water ID card, or they may have an ID card for the contractor who is working on our behalf in your area. They will usually drive vehicles clearly marked with our logo.

Scottish Water employees, or any contractor working on our behalf, will never ask for, or accept, any money from you at your home. If you are in any doubt about the caller's identity, before you open the door please call our **Customer Helpline** on **0800 0778778** and we can help you confirm the caller is genuine.



**Scottish
Water**
Trusted to serve Scotland

Your pipework responsibility

The diagram below shows Scottish Water is normally responsible for all pipework up to the property boundary. The property owner is responsible for the maintenance of all pipework inside a property, the water supply pipe (1) and the internal stop valve (2).

For most of our customers, the water supply pipe is the pipe that runs from the edge of your property boundary and ends at the stop valve inside your home. A property can have an individual supply pipe, or it can have a shared supply pipe (one pipe feeding more than one property). You will often find that flats, older properties or terraced houses are more than likely to have their water supplied by a shared water supply pipe. If your property is on a shared supply pipe you are jointly responsible, along with your neighbours. Leaks on the water supply pipe need to be fixed quickly, otherwise the water could cause damage to your property.

There are more complicated supply pipe scenarios than the example below and more information can be found at: www.scottishwater.co.uk/responsibility

How to identify a leak from your supply pipe

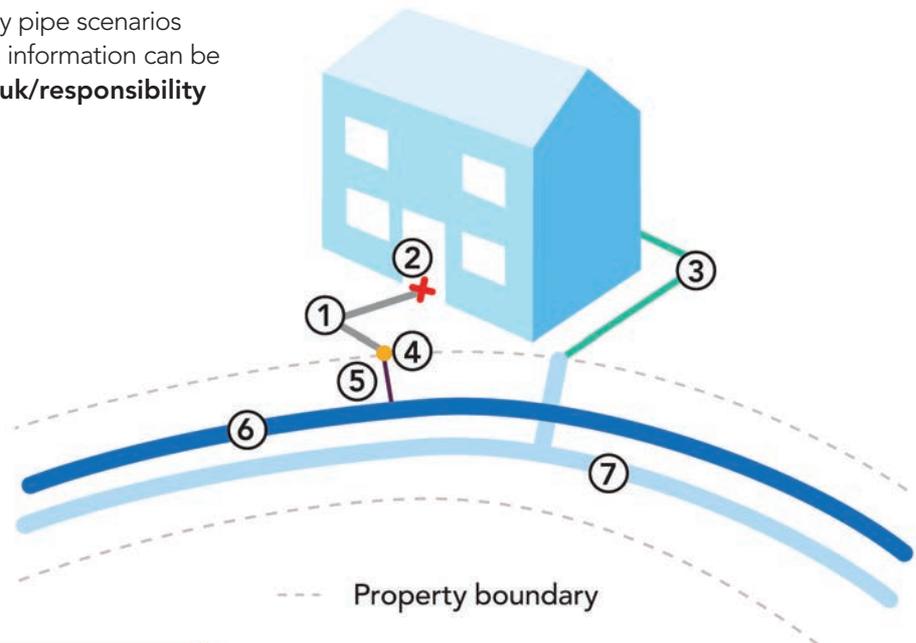
There are a number of things to look out for that may help you to identify a leak from your supply pipe. These include:

- Reduced pressure at your cold water tap in your kitchen sink
- Water rising in your garden/property, even during spells of dry weather
- Noisy or hissing pipework within your property at night.

If you think you may have a leak on your supply pipe you can call our **Customer Helpline** on **0800 0778778** for assistance.

Alternatively, you can visit: www.scottishwater.co.uk

Typical property diagram



Water and waste pipes		Water and waste pipes	
①	— The water supply pipe	Homeowner	
②	✘ Stop valve	Homeowner	
③	— Private drain	Homeowner	
④	● Stopcock/meter	Scottish Water	
⑤	— The communication pipe	Scottish Water	
⑥	— The water main	Scottish Water	
⑦	— Sewer	Scottish Water	

Scottish Water supply pipe repair policy

Property owners are responsible for the maintenance and repair of water pipes within the boundary of their property. Although responsibility lies with the property owners, there are things that Scottish Water can do to help resolve the problem as quickly as possible.

An assisted repair of supply pipes

Following an assessment at your home, Scottish Water may be able to offer an assisted leak repair or pipe replacement if a leak has been detected on your water supply pipe. In some cases, for example where the leak can be pinpointed, we may offer to repair the leak free of charge. In other cases, we may offer to repair or replace the pipe at an assisted rate. Each of these options is entirely at our discretion. If you are a tenant you will need to notify your landlord or local council prior to work being carried out.

Free or assisted repair conditions

Some insurance policies cover the repair of supply pipes so it is worth checking prior to carrying out any work.

- The property supplied is domestic, substantially domestic or an unmeasured small business user.
- The supply pipe does not exceed 32mm diameter.
- The leak is located externally.
- The leaking pipe is not under a building or other substantial structure. In situations where there is a shared supply pipe, a relay around the building will be considered.
- The supply pipe may be replaced if it is cheaper than repairing the leak.
- The supply pipe may be replaced if it is prone to leaks (more than 1 in a 12 month period).
- Pipework replacements of longer than 15m are not normally considered.
- Free/assisted repairs/replacements subject to a maximum value (normally £450).

- The property owner/landlord is required to sign a disclaimer before any work will be carried out.
- Reinstatement is restricted to the ground being backfilled, level and safe (information below).

Reinstatement of excavation

Our estimate will not include any cost involved in permanent re-instatement to any excavations made. When we have carried out the repair we will re-fill the excavations with the material dug out and ensure that the site is left safe. We would advise you to arrange for your own quotes for any re-instatement work that will be required. Please be assured that we will discuss this with you before we start.

This scheme is offered on a discretionary basis and may be removed from availability at any time. The terms and conditions upon which this scheme is offered are subject to change at any time.

If we are not able to assist directly in the repair or replacement, you will need to carry out the work yourself or engage a contractor. The property owner will remain responsible for leaks within the property and the funding and completion of these internal repairs are the responsibility of the owner. Please ensure you use a licensed plumber to complete any necessary repairs, as your flow and pressure can be affected if pipework is incorrectly installed.

To find a licensed plumber in your area visit WaterSafe at www.watersafe.org.uk or SNIPEF at www.needaplumber.org.

* Scottish Water supports and promotes the WaterSafe scheme. WaterSafe is a dedicated online search facility to help customers to find the nearest qualified plumbing and heating professionals in their area. Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF) runs the Plumbing Industry Licensing Scheme and this is part of WaterSafe.

Water efficiency

We are always working so the water cycle never stops. The average person in Scotland uses around 150 litres of water every day. In addition to fixing leaks there are lots of simple but effective things that we can all do in and around our property to use water wisely. This will not only help save water, it will help you save energy, which can then help you save money on your energy bills and reduce your carbon footprint. These include:

- Make sure taps aren't dripping, turn them off properly or replace the washer.
- Use a watering can instead of a hosepipe in the garden and a bucket and sponge to wash the car.
- Boil the kettle with only the water you need.

- Take a shower instead of a bath.
- Don't leave the tap running while you brush your teeth.
- Don't rush for the flush. An unnecessary flush can use up a cistern full of water. Follow our Three P's rule and only flush Pee, Poo and toilet Paper. Everything else should go in the bin, not down your toilet.

There are lots of small things you can do in and around the home to be more efficient and help the cycle. For further information please visit:

www.scottishwater.co.uk/cycle

We want to make it easy to contact us – here's how:

We always have someone here to take your call, you can write to us or alternatively you can contact us through our website.

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.

 www.scottishwater.co.uk

 facebook.com/scottishwater

 [@scottish_water](https://twitter.com/scottish_water)

 customer.services@scottishwater.co.uk

 Scottish Water, PO Box 8855,
Edinburgh, EH10 6YQ

 Customer Helpline free 24/7
0800 0778778

 To receive **free** texts (SMS)* to keep up to date about our work or service updates, such as having no water supply, in your area – please text **'Update' with your postcode** to **82228**.

Please quote this reference code when contacting us: **SWFact CL 10/16**