



## Leakage allowance code of practice

**water**   
**business**

[www.water2business.co.uk](http://www.water2business.co.uk)

# What should I do if I have a leak?

If you think you might have a leak you may be entitled to a leakage allowance. Please get in touch and we'll contact your water wholesaler on your behalf. There are a number of ways you can contact us to make this request:



- ✓ Log a service request through your online account
- ✓ **Call:** 0345 600 2 600 (Monday to Friday, 8am to 5.30pm)
- ✓ **Email:** [customer.services@water2business.co.uk](mailto:customer.services@water2business.co.uk)
- ✓ **Write to:** Customer Services, water2business, 1 Clevedon Walk, Nailsea, Bristol, BS48 1WA

If you're contacting us by email or post, you'll need to complete our **Leakage claim form** which you'll find on our website. Alternatively, the quickest way for you to submit a claim is to log a service request through your online account and include the following details about your leak:

- ✓ Your meter serial number
- ✓ When and how did you discover the leak?
- ✓ Location of the leak
- ✓ Did the leaked water return to the sewer?
- ✓ The date the leak was repaired
- ✓ Meter read on repair
- ✓ Provide two meter reads after repair at least one day apart [one can be the repair read]

# How to claim a leakage allowance in 3 easy steps:

## Step 1



Once we know all the details of your leak, we'll submit your claim to the relevant wholesaler. They'll assess your claim and decide whether it fits their criteria for allocating an allowance. This can take up to 20 business days from the date they receive your claim form.

## Step 2



We'll let you know whether your application has been successful.\*

## Step 3



If your wholesaler grants you a leakage allowance, we'll automatically adjust your charges based on the allowance agreed and send you a copy of your updated bill. If the allowance has been rejected by the wholesaler, we'll try to support you with an affordable payment plan to clear your bill.

\*Please note, we cannot guarantee the wholesaler will agree to give an allowance. They'll provide us with supporting information if any allowance is rejected, which we'll relay back to you. Rest assured that we'll do our best to support your application in any way we can.

# How can I detect a leak?

If you have a water meter and the meter dial is turning when you're not using any water, it is likely you have a leak. The quickest way to determine this is via a stop tap test. In most cases this is an easy process however, there are circumstances where it is not. In these instances please contact us for help.

If it's possible and safe to check, turn off your internal stop tap and check the meter. If the dial has stopped turning you may have a leak inside your property. Most wholesalers do not grant an allowance for internal leaks as they cannot be held responsible for your internal pipework or any wasted water. If the meter dial is still turning when the internal stop tap is off, it is likely you have a leak on your private supply pipe and you should contact us.

The wholesaler will only visit your property if you have completed a stop tap test and proved the leak to be external.

Following this, the wholesaler will visit, check the meter and dig on the boundary of the property. If the leak is on their pipework or assets, they will repair it and let us know.

If the leak is on your private supply, the wholesaler cannot offer any assistance with repair and you'll need to contact us.

We can repair private supply pipework leaks by arranging a water2business representative to help locate/repair the leak. There will be an additional cost for this service and we can provide a quote. Alternatively, you can contact your own contractor.



# How can I reduce my bills?

You may not be able to prevent a leak, but you can stop a leak from landing you with high bills by taking some basic water efficiency steps. If you have a water meter installed you will pay for the volume (quantity) of water you use. We encourage all our customers to be water efficient to make savings on their bills and reduce wastage, so we recommend that you read your meter at least once a month to help you track how much water you use, making it easier to spot leaks and arrange repairs quickly. We also have a number of water saving tips on our website at **[www.water2business.co.uk](http://www.water2business.co.uk)**.



Alternatively you could consider installing Automated Meter Reading (AMR) equipment. AMR uses real time data to track usage as often as every 15 minutes. This enables you to spot gradual or sudden changes in water use which could indicate leaks, inefficient practices or processes and problems with valves.

# Contact us

**Online account:**

Log in at [www.water2business.co.uk](http://www.water2business.co.uk)

**Phone:** 0345 600 2 600 (Monday to Friday, 8am to 5.30pm)

Calls may be recorded for training and monitoring purposes.

**Email:** [customer.services@water2business.co.uk](mailto:customer.services@water2business.co.uk)

**Write:** water2business,  
21e Somerset Square,  
Nailsea, BS48 1RD

