

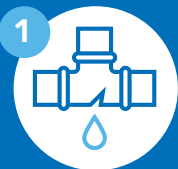
Why do leaking pipes need to be repaired?

A leaking pipe can cause serious damage, whether it's obvious or not. Leaks may cause structural damage to your home, and may lead to costly repairs. Your water pressure may be reduced because of the leak, and your water quality could be affected too.

Wasting our precious natural resource could have a negative impact on the environment. Water is always worth saving.

This leaflet will explain what your responsibilities are and how we may be able to help.

Customer Leakage Journey



Step 1

A leak is identified on your pipe



Step 2

We inform you of the leak



Step 3

We investigate if the pipe is eligible for a free repair



Step 4

If the pipe is eligible, we repair or replace it



Step 5

We will refill any excavations to be level and safe

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.

Visit

 www.scottishwater.co.uk

Follow us

 facebook.com/scottishwater

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

Email

 help@scottishwater.co.uk

Call

Customer Helpline free 24/7

 0800 0778778

Please quote this reference code when contacting us: SWSLB 06/21

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 contact us.

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 Priority Services Register.

We record all calls for quality and training purposes.

SWSLB 06/21



Scottish Water

Trusted to serve Scotland



Customer Leakage

Our supply pipe repair policy

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, 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.

There are conditions for a free or assisted repair, and ultimately any offer is entirely at our discretion. Please contact us on **0800 0778778** to discuss whether your home may be eligible for a free or assisted repair. This discussion will not obligate you to use Scottish Water to carry out the repair. The full list of conditions can be seen on our Customer Leakage factsheet, which is available to download at www.scottishwater.co.uk/Your-Home/Your-Water/Leakage.



If you are a tenant, you will need to notify your landlord or local council prior to work being carried out.

Some insurance policies cover the repair of supply pipes, so it is worth checking to see if you may be covered.

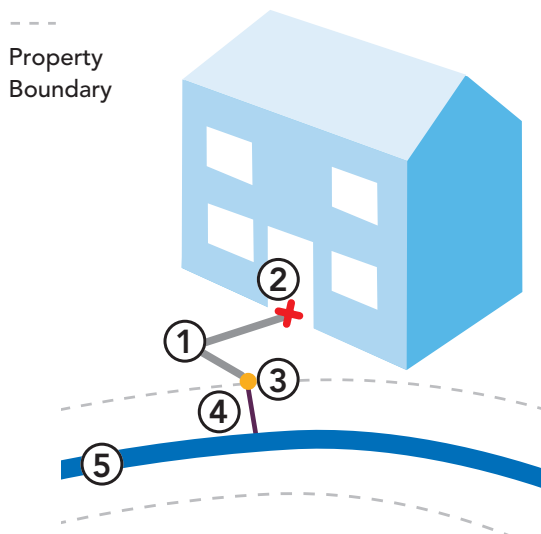
Our estimate will not include any cost involved in permanent re-instatement to any excavations made. When we have carried out the repair we will re-fill the excavations with the material dug out and ensure that the site is left safe. Please be assured that we will discuss this with you before we start.

Pipework responsibility

The property owner is responsible for the maintenance of all pipework inside a property, the water supply pipe and the internal stop valve.

The water supply pipe normally runs from the edge of your property boundary to the stop valve inside your home. A property can have an individual supply pipe or a shared supply pipe, which feeds multiple properties. Flats, older properties, or terraced houses are likely to have their water supplied by a shared water supply pipe. If your property is on a shared supply pipe you may be jointly responsible, along with your neighbours.

Pipework responsibility diagram



	Responsibility
1 The water supply pipe	Homeowner
2 Stop valve	Homeowner
3 Stopcock/meter	Scottish Water
4 The communication pipe	Scottish Water
5 The water main	Scottish Water

Different supply pipe scenarios and more information can be found at: www.scottishwater.co.uk/responsibility.



Keeping you safe

Anyone calling on behalf of Scottish Water, whether it is a Scottish Water employee or a contractor working on our behalf, will always carry an identification (ID) card which has a photograph of them on it. This will be a Scottish Water ID card, or 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 that the caller is genuine.

