

**NORTHUMBRIAN  
WATER** *living water*

**ESSEX & SUFFOLK  
WATER** *living water*

# **NON-HOUSEHOLD LEAKAGE ALLOWANCE POLICY**

# LEAKS FOUND ON NORTHUMBRIAN WATER LIMITED (NWL) APPARATUS OR ON PRIVATE SUPPLY PIPES DUE TO OUR NEGLIGENCE

Applicable to metered non-household customers only

Following a repair, a full water and/or sewerage allowance will be given for the full leakage period if the leak is found to be on NWL apparatus such as the meter, its fittings or on pipework between the meter and the property boundary when the meter is located outside of the property boundary. NWL are not responsible for any pipework once it enters private land.

A full water and/or sewerage allowance will also be given for the full leakage period if the leak is on private pipework but was caused as a consequence of negligence by NWL.

For all leaks in this category, if the repair was not carried out by NWL then dateable evidence that a leak existed and that a repair was carried out must be provided along with evidence of the exact leak location. The provision of dated photographic evidence is recommended.

The full allowance period will be from the estimated start of the leak to the date of the repair. NWL will determine the estimated start date of the leak.

# LEAKS ON NON-HOUSEHOLD PRIVATE SUPPLY PIPES

Applicable to metered non-household customers only

No allowance for leakage is given against water supply charges when the leak has been on private pipework.

A discretionary allowance may be given against the volumetric foul sewerage charge, for water lost through leakage, provided all or part of the leaked water did not discharge into the public sewer (Northumbrian Water region only)

For any sewerage leakage allowance claim made to NWL that is granted, the allowance will be calculated as follows:

The start of the allowance period will be calculated as the estimated start date of the leak or 12 months prior to the leak repair date if the leak has been running for longer than this.

The end of the allowance will be calculated as the date the leak was repaired.

For any sewerage leakage allowance to be granted, dateable evidence that a leak repair was carried out must be provided along with evidence of the leak location and an estimated percentage value of the proportion of water it is believed did not return to NWL public sewer. The provision of dated photographic evidence is recommended.

# LEAKS IDENTIFIED FOLLOWING THE INITIAL INSTALLATION OF A NEW METER

Applicable to metered non-household customers only (excludes meter exchanges)

If a non-household customer requests a new water meter installation on a previously unmetered supply point and we locate a leak at the time of the meter survey/installation or the customer's first reading is found to be abnormally high due to a leak, then a one off allowance may be granted once the leak has been repaired.

## GENERAL TERMS AND CONDITIONS FOR ALL LEAKAGE ALLOWANCES BEING CLAIMED

The leakage allowance must be claimed within 6 months of the date of the leak repair and only one allowance can be applied for within a 24 month period (leaks on Non-household private supplies only)

The retailer must provide an actual (Visual or Customer) meter reading following the repair of the burst.

The assessment of an allowance will be dependent on the availability of consumption data held by the Market Operator for the services at the supply point spanning at least the last 12 months.

NWL have the right to visit the non-household customer's premise to verify information or take further meter readings in order to assess the eligibility or assist in the calculation of any allowance.

If a leak on the customers pipework is not repaired within 30 days of the customer or retailer becoming aware or 30 days of the bill date where consumption is higher than normal, whichever is the earliest, a sewerage allowance claim will be rejected (If a waste water notice has been issued this can be reduced to 14 days). Extensions on this timescale may be given due to extenuating circumstances and must be agreed in advance by the wholesaler.

The amount given as an allowance will be calculated by facts, estimates, engineering aspects and other formulae, as considered relevant by NWL.

For complex sites and queries, NWL may request the retailer/customer to provide a drainage plan of the site with the leak location clearly marked on the plan.

All retailer requests for volumetric adjustments should be made via form H/01: Request for an allowance to wholesale charges or a change to an existing allowance. This form should be materially complete with any additional information included where possible in order for us to make a decision whether or not the claim should be accepted. The provision of dated photographic evidence is recommended.

The retailer will be notified whether or not any allowance is due within the market SLA's

If the allowance is granted it will be applied by the Market Operator to the subsequent settlement runs for the effective period, and we will charge you accordingly.

It is the retailer's responsibility to deal with all required or appropriate implications of the allowance with the relevant non-household customer.

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