

Water leakage




JerseyWater

www.jerseywater.je

Introduction

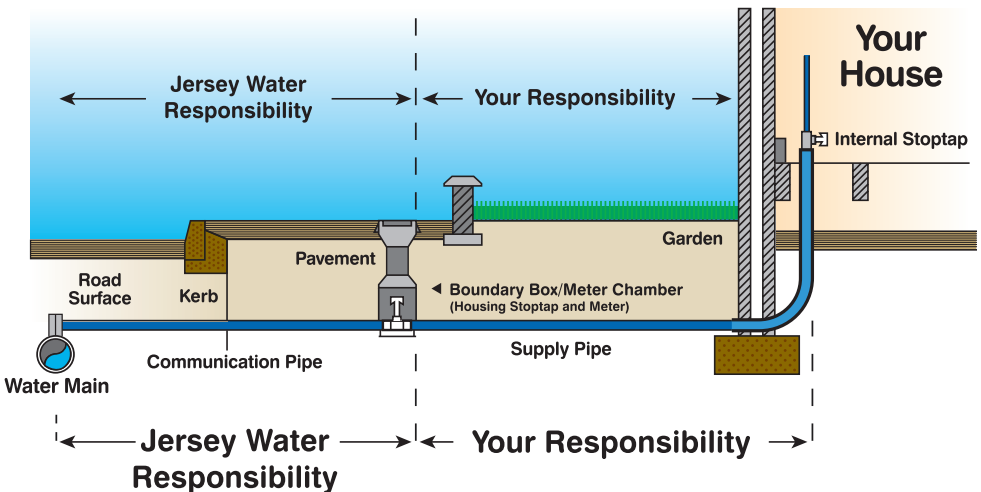
Jersey Water is the sole supplier of treated water to Jersey and supplies around 35,000 properties through a network of approximately 550 kilometres of treated and untreated water mains. Jersey is an Island with scarce water resources and is reliant on the collection and storage of surface waters for the bulk of its water supplies. Water storage in Jersey is also limited with capacity to hold just enough for 110 days consumption. Accordingly, Jersey Water is committed to minimising the waste of water and reducing leakage. Minimising leakage helps us to conserve stocks of water for when they are needed and helps protect the environment by reducing the amount of water that needs to be treated and pumped around the Island.

The following information sets out the Jersey Water's code of practice on leakage and seeks to explain who is responsible for the water pipes that are connected to your property and how leaks on those pipes need to be dealt with.

Code of practice on leakage

If you are a Jersey Water customer and pay for your water by meter, leaks on your pipework can result in increased water bills and cause damage to your property. This leaflet explains how you can monitor your water consumption and provides a summary of the leakage allowance scheme that aims to help those faced with large bills caused by leakage.

Responsibility for pipe work



Jersey Water's responsibility

- Jersey Water owns and is responsible for the water main and the pipe running from the main to the stop tap or meter (which we also own).
- We maintain our pipe work, the meter, stop tap and the meter carrier or boundary box and are responsible for their repair and replacement.
- If leaks are identified on pipes owned by Jersey Water we will repair them as soon as possible (but we may need to wait to get permission from the Parish or States of Jersey to work in the road).

Your responsibility

- You (or your landlord) are responsible for the maintenance and repair of any pipes from the outlet on the customer side of the meter or stop tap to your property. This includes any underground pipe work (whether this is on your property or under a pavement or road) and all of the pipe work in your home.

Do you share a water supply?

Water supplied by Jersey Water to different properties can share a common connection.

In these circumstances:

- Jersey Water's boundary of responsibility remains unchanged and ends at the outlet of the common stop tap or meter.
- The responsibility for your pipe work and associated costs is generally shared between those properties using the connection.



Detecting a water leak

How Jersey Water checks for leakage

Jersey Water has a full time team dedicated to tracking down leaks so that they can be repaired. Our team uses a number of methods to identify leaks and pinpoint their location. We also monitor water consumption for properties that pay for water by meter and investigate instances where consumption has increased substantially over previous readings.

Where we suspect that you may have a leak we will write to you informing you and ask you to investigate.

Detecting leakage

There are many possible signs that suggest you may have a leak, such as:

- Dripping taps.
- Toilets or water tanks that run continuously.
- The sound of water flowing in your pipe work when no water is being used.
- Overflow pipes where there are signs of continuous or intermittent water flow.
- A gradual or sudden drop in water pressure.
- Water pooling on the ground and ground that is soggy underfoot in dry weather or areas where the vegetation is much greener than areas around it.
- Higher than normal metered water bills.
- Water meters showing consumption when no water is being used.

If you think that you may have a leak, please contact Jersey Water, who will help you to identify whether there is a leak on your supply and confirm if it is on your pipe work.

To investigate, locate and repair a leak on your pipe work you should consult, at your own expense, a suitably qualified private plumber.

Jersey Water does not undertake private plumbing work.

Leakage if you have a meter fitted

If you have a meter fitted you pay for water depending on the volume of water shown as consumed by your meter. Leaks on your pipe work will result in higher water charges. It is therefore important for you to identify and repair any leakage as soon as possible.

Meter installation

When we install a meter at your property we will test the supply for leakage. If a leak is identified we will inform you and ask you to repair it before we proceed with the installation of the meter.

Meter accuracy

We only install new meters, which have been professionally calibrated and tested at the factory. This ensures that the water meters record consumption through the meter accurately.

If you suspect that your meter is not recording consumption accurately you may ask to have it tested. We will send it away for testing and obtain a certificate to indicate whether or not it is operating within the normal manufacturing tolerances. There is a fixed charge for the test which is waived if the meter is shown not to be accurate, in which case you may also be eligible for a rebate on your water bill. Unless there is direct evidence to the contrary, meters will be assumed to have been accurate up to the meter reading prior to the current reading. Meter testing charges are set annually and are shown in our schedule of tariffs & charges.

Leakage allowances on water bills

If you are a domestic customer who pays for water by meter you may be entitled to an allowance on your water bill in the event of a leak. There are a number of conditions that must be satisfied in order to qualify for a leakage allowance:

- Once it has been identified, the leak must be repaired within 2 weeks.
- To obtain the allowance you must submit a written claim within 4 weeks of the repair being made, or when your next water bill highlights the impact of the leak.
- Allowances will only be given on underground leaks. Leakage from internal plumbing, fittings and other apparatus will not be covered.
- Where the leak was the result of damage to your supply pipe, either by the property owner or another party, then the leak will not be covered.
- Only one allowance will be given per property per customer. Once you have claimed for one leak allowance no further allowances will be granted whilst you remain at the same property.

If you do not meet the above criteria but feel that the circumstances in your case are sufficiently exceptional, please write to us, explaining in detail why you believe an allowance to be appropriate, and we will consider your case on its merits.

If you are a commercial customer we expect as part of your normal business practices that you will be regularly monitoring your water consumption by taking your own meter readings and checking your water bills. Additionally, commercial customers should consider taking out suitable insurance. No leakage allowance is available for commercial undertakings.

Contact us

If you have any questions or require further information please log on to our website www.jerseywater.je or contact our Customer Accounts Department on 707301, or by email to customeraccounts@jerseywater.je

Complaints

If you are unhappy with the service that you have received from us we would like to hear about it. Please refer to our complaints procedure on our website or telephone the Customer Accounts department using the details above.



Mulcaster House, Westmount Road, St. Helier, Jersey, JE1 1DG
Telephone: 01534 707301 Facsimile: 01534 707400
Email: info@jerseywater.je Website: www.jerseywater.je

Jersey Water is the trading name of The Jersey New Waterworks Company Limited.

WL 04/10