



BRISTOL
WATER

NHH Customer Leak Allowance Guidance



Bristol Water is responsible for fixing leaks on our own pipework. All customers are responsible for the service pipe inside the boundary of their property or site and in private land: this is from where the pipe enters private land, usually at the stop tap/control valve at the boundary.

Detecting a leak

A leak may be detected by Bristol Water, the customer, the Retailer or a member of the public.

Once a leak has been detected on a NHH customers supply, Bristol Water will issue a “leakage notice” under the Water Industry act 1991 directly to the customer, and we will provide a copy of the notice to their retailer.

The notice places the responsibility on the customer to have the leak repaired within 14 days. In extreme cases where the leak is causing damage, no water, or potential contamination we may issue a 7-day notice or disconnect the supply.

We then recheck after 14 days (or 7 days where applicable). If the leak has not been repaired, we will issue a more formal notice. If after 7 more days the leak has not been repaired, we have the legal right to repair the leak ourselves and recharge the customer all the costs involved. If an enforced repair is taken place, we would work with all parties, customer and retailer to ensure the leak is repaired in a prompt and timely manner.

Leak allowance

If you're a metered customer, a leak on your private pipework would increase your water bill. Depending on the circumstances, and if you meet the criteria, we will work with your retailer in assisting and reviewing a leak allowance claim which would look to cover the cost of the water and wastewater charges lost due to the leak.

The criteria can be found in our Leakage Policy 2024-2024, all retailers are aware of our policy and how to assist. Your retailer is responsible for issuing bills to business customers and will be able to help you apply for a leak allowance.

Once you have contacted your retailer to go through the criteria, your retailer will send the application on to us as your wholesaler. We then check the application and if the allowance is granted we will apply the credit against the wholesale charges given to your retailer. Your retailer will work out the charges and apply the credit against your bill.



How to spot a private leak

There are two kinds of leaks, ones that occur in our pipework and so are our responsibility, and ones that occur on private pipework which require you or the owner to repair. Here are some signs that you might have an private leak on your pipeworks:

- You've noticed a drop in water pressure
- Your bill has increased but you haven't knowingly increased your water usage
- You have noisy pipes
- You have a dripping tap or a faulty toilet system that has caused a high bill
- You can see a damp patch of ground outside or an area of grass may be growing quicker and greener due to the extra water

Need to get in touch?

There are loads of ways you can get in touch with our customer team. If you have an issue out of hours, we keep the line open for emergencies only. Alternatively, you can visit our website and fill out a contact form.

Operations and water supply

To submit an enquiry visit: bristolwater.co.uk/general-enquiry-form

Call our ops team on
0345 702 3797

Call our leakage line on
0800 281 402

Address:

Bristol Water plc.
Bridgwater Road
Bristol
BS13 7AT

Opening times:

8am 'til 6pm Monday to Friday

9am 'til 4pm on Saturday

9am 'til 3pm on Sunday

You can also chat to us on social media or Live Chat

Alternatively, please contact you retailer who we work closely with and they'll assist or contact us on your behalf.