



BRISTOL
WATER

Bristol Water Leakage Policy 2025/2026



Retailer Leakage Policy

This policy document sets out how Bristol Water will calculate and apply leakage allowances to a Retailer, following a form H/01 request from a Retailer on behalf of their non-household customers. Any allowance is provided direct to the Retailer and not directly to their customer. Bristol Water is responsible for fixing leaks on our own pipework. 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.

1. Detecting a leak

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

1.2. 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 in accordance with the Operational Terms.

1.3. 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.

1.4. We will recheck after 14 days (or 7 days where applicable) and 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 NHH customer all the costs involved. An enforced repair is outside the market codes; therefore, any notice issued on the customer will be copied to their Retailer. We would encourage the Retailer to work closely with their customer to ensure the leak is repaired in a prompt and timely manner.

2. Leakage Allowance

2.1. If a customer's metered usage is higher than normal, it could be due to a leak. In some circumstances, we may make leakage allowances, however evidence of regular meter readings and monitoring by the customer will be required to support any allowance claim. Any leak found on Bristol Water's asset that results in high consumption on the NHH customers meter will be compensated for in full. Please also refer to the limitations under section 3. Any leakage allowance claim must be made by the Retailer using form H/01 (Part H Allowances, assessment requests and incentive applications, Wholesale-Retail Code Part 3 Operational Terms).



2.2. Customer usage less than 200 cu.m. p.a.

2.2.1. An allowance will only be granted in the first instance and will be an allowance of 100% above normal consumption.

2.2.2. No allowance will be granted for subsequent leaks.

2.2.3. A leakage allowance claim must be made within six (6) months of the leak being identified and can be applied for up to one (1) billing period.

2.2.4. Evidence of customer regular meter readings or proof of monitoring the supply to reduce leakage will be required as supporting evidence to the claim.

2.3. Customer usage between 201 and 15,000 cu.m. p.a.

2.3.1. An allowance will only be granted in the first instance and will be an allowance of 50% above normal consumption.

2.3.2. No allowance will be granted for subsequent leaks.

2.3.3. A leakage allowance claim must be made within six (6) months of the leak being identified and can be applied for up to one (1) billing period.

2.3.4. Evidence of customer regular meter readings or proof of monitoring the supply to reduce leakage will be required as supporting evidence to the claim.

2.3.5. The allowance will only be applied to one (1) meter per site regardless of the number of meters on the site.

2.4. Customer usage over 15,000 cu.m. p.a.

2.4.1. All requests will be assessed on a case-by case basis. In determining the allowance consideration will be made of:

- (a) The length of time before the leak was discovered
- (b) The number of days taken to repair the leak
- (c) Regular meter readings prior to and subsequent to the leak being repaired

3. Limitations

3.1. The leak must be repaired within 30 days of the Customer or Retailer becoming aware of the leak on the supply pipe. If a leakage notice has been issued this can be reduced to 7 or 14 days or immediate disconnection of the water supply may be required.



- 3.2. The repair may be subject to an inspection by Bristol Water.
- 3.3. Only one allowance will be granted per customer.
- 3.4. Any further request will be assessed on a case-by-case basis, and at the discretion of the Wholesaler. The Customer would have to demonstrate good practice and show improvements made to their infrastructure.
- 3.5. Regular customer meter readings and monitoring of supply to reduce leakage may be required to support any allowance claim, otherwise an allowance may not be granted.
- 3.6. There must be appropriate and sufficient evidence that the leak has been repaired. This can be demonstrated by the Retailer providing a copy of the repair bill and/or providing at least two actual reads after the repair, at least 2 weeks apart, to ensure that the consumption is back to normal. In some situations, at the Wholesaler's discretion, both pieces of evidence may be required.
- 3.7. No allowance will be granted where a leak has been caused through negligence by the customer or anyone acting on the customer's behalf.
- 3.8. No allowance will be made for loss of water due to faulty equipment or fittings.
- 3.9. Allowances will only be made for leakage from underground supply pipes – this may include pipes located underneath the property.
- 3.10. Allowances will be calculated based on the last two billing periods (if billed six (6) monthly), or the same month as the leak but from the previous year (if billed monthly). If the customer is newly metered and there is no consumption history, the allowance will be calculated based on the consumption of a similar business / property type. As soon as an actual average consumption is known the allowance may be adjusted accordingly.
- 3.11. All allowance requests must be made by the Retailer using Form H/01. The leakage allowance will only be given to the Retailer that applied for the allowance. The Retailer should only apply if all the criteria is met, otherwise the request will be refused.
- 3.12. The Retailer continues to be liable for full wholesale charges at a supply point whilst any application for a leak allowance is being processed.
- 3.13. Bristol Water reserves the right to further adjust the usage if it is discovered the premises' consumption has risen or fallen significantly at the next meter read.



3.14. The NHH Customer may be entitled to a sewage allowance, please contact the sewage wholesaler for further information.

3.15. Any allowance given by Bristol Water is provided direct to the retailer and not directly to their customer.

3.16. Leak allowances will only ever be granted for metered supply points.

3.17. The retailer will credit the customer as per their processes.

3.18. A reading on completion of the leak being fixed must be supplied with the application.

3.19. It is the responsibility of the NHH Customer and the Retailer to monitor meter readings. This is to help identify when there is an increase in consumption and determine whether there is a leak on the non-household customer's side of the meter.

3.20. The awarding of a leak allowance, including those in exceptional circumstances, will be at Bristol Water's discretion. We reserve the right to refuse any application for a leak allowance which does not fit within our policy.