

Name: \_\_\_\_\_

Your address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Billing address (if different): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Contact number: \_\_\_\_\_

Your customer number 

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**You are entitled to a one-off leak allowance [subject to qualifying criteria, set out overleaf] where there has been a leak on your supply pipe. Applications for a second leak allowance will be considered, but we reserve the right to grant only one allowance. We therefore recommend that you consider the following:**

- If you have insurance cover that sufficiently covers you for the cost of the leaked water you may wish to claim on your insurance which will allow you to hold onto your allowance entitlement in case of a more serious leak, which may go over your insurance cover limits.
- If the cost of the leaked water goes over your insurance cover limits and you claim your maximum cover value in respect of this leak, we will help by giving you an allowance for the difference and guarantee your entitlement for a further allowance in the future [evidence of your insurance claim will be required].
- If you do not have insurance which covers you for the cost of leaked water we recommend you seek suitable cover to protect yourself in the future. Before claiming an allowance on this occasion, you may want to consider the option of settling the account in full which will allow you to hold onto your right to claim in full for any future leaked water on your supply pipe.

**Please answer the following questions as fully as possible and return this form as soon as the repair has been completed. A copy of your plumber's repair bill must be enclosed as proof that the repair of the leak has been completed unless Affinity Water carried out the repair.**

1. Date when leak was first identified: 

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 Day / Month / Year

2. Date when leak was repaired: 

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 Day / Month / Year

3. Meter reading after repair: 

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 date of reading 

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 Day / Month / Year

**Please note: If you are unable to take meter readings please return the form without any readings and we will arrange to take the readings if required.**

**If possible, please provide a further reading taken at least two weeks after the above read. (This will speed up the processing of your allowance)**

Second reading (two weeks later) 

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 date of reading 

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 Day / Month / Year

4. What was the cause of the leak? \_\_\_\_\_

5. Exact location of the leak: \_\_\_\_\_

6. Was the leak visible?  Yes  No

7. Have you made an insurance claim for the cost of the leaked water?  Yes  No

If **yes**, please specify the amount contributed by the insurance company.: £ 

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 [Please attach proof]

8. Has an allowance previously been given due to a leak on your supply?  Yes  No

If **yes**, did you claim in part through your insurance?  Yes  No

9. Did Affinity Water carry out the repair of the supply pipe?  Yes  No

If **no**, have you enclosed a plumber's repair bill?  Yes  No

**[If the leak was repaired through Homeserve Insurance, please attach a copy of the Homeserve job sheet.]**

10. How many occupiers are in your household? 

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Signature: \_\_\_\_\_

Date: 

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 Day / Month / Year

**Please note: This form should only be returned if the reason for the high consumption has been established as a leak and when the leak has been COMPLETELY repaired.**

## Qualifying criteria

### A leak allowance will only be given if:

- This is the first claim for an allowance for leakage on your supply pipe (we will consider applications for a second allowance but reserve the right to refuse your request if you have received a previous allowance).
- The leak has been repaired by the date we have requested in any letter sent to you and in all other cases, within one month after it was first discovered.
- The leakage allowance claim form has been fully completed and a copy of your plumber's repair bill has been enclosed (not necessary if repaired under our Supply Pipe Repair Scheme).

### A leak allowance will not be given if:

- The leak was caused by negligence either by yourself or someone authorised to act for you, such as plumbers, builders, gardeners etc.
- You were aware or should have been aware there was wastage of water / leakage and did not take prompt action to repair the leak.
- You have been using a lot of water and it has not been due to actual leakage.

### How do I read a meter?

Lift the outer lid and pull up the inner meter lid (if fitted) to view the meter face. Please record the white numbers on black, which show whole cubic metres.

### How will my allowance be calculated?

We will take your water use figure during the time of the leak, and take away your normal daily use figure. An allowance will be made for the remainder. The allowance will be backdated for a maximum of 12 months or to the last actual meter reading if this is a longer period.

Wastewater allowances will be calculated in the same way. In certain circumstances your wastewater allowance may be subject to separate authorisation by your wastewater provider.

### Internal leaks

Affinity Water is not required to give leak allowances where leakage has occurred on pipes inside your home other than your supply pipe. However, an allowance on water charges may be considered if:

- The leak was not visible [e.g. central heating pipes under the floor, plumbed in overflows, water softener malfunctioning].
- You are not already covered for the cost of the leaked water under your household insurance.

Wastewater allowances will only be considered in accordance with the current policy of your wastewater provider (Thames Water or Anglian Water).

**Please Note:** Affinity Water retains the absolute discretion whether to grant a leak allowance for internal leaks.