

# AffinityWater

## Non-household (NHH) Leak Allowance Policy

This policy was applicable to periods previous to 2024/25.



## Non-household (NHH) Leak Allowance Policy

This policy is intended to provide guidance to non-household customers on when they can expect a leak allowance from Affinity Water.

### Eligibility

You **are** eligible for a leak allowance if the leak was on Affinity Water's apparatus or pipework Affinity Water are responsible for\*.

You **are not** eligible for a leak allowance if you have a leak on your supply pipe, unless you have been proactive and repaired a leak prior to a Retailer reading i.e., the leak had started and was repaired between two meter reads.

In instances in which you have had a supply pipe leak you may wish to claim for the cost of any leaked water using a third-party insurance policy.

If the case is complex or evidence of mitigating circumstances has been provided (such as delays by Affinity Water) then we will review these on a case by case basis. It is entirely at Affinity Water's discretion whether to grant a leak allowance.

### Applying for a Leakage Allowance

To apply for a leak allowance this needs to be submitted to your Retailer who will submit a request to Affinity Water. Please supply any evidence and supporting documentation with your request, including meter readings, to assist with your claim.

Your Retailer should advise you if an allowance claim is realistic.

For further information on leak allowances in the non-household market across all wholesaler regions please refer to the [RWG Leak Allowances Customer Guidance](#) document.

### Calculation of a Leakage Allowance

Where we agree to make an allowance, your charges will be re-assessed based on past normal consumption. Where there is no record of previous consumption, we will undertake check readings following the repair to ascertain the correct calculation to apply.

### Sewerage Charges

When we make an adjustment to the metered charges for water supply, we will also contact the sewerage wholesaler (Thames Water, Anglian Water or Southern Water) advising them of this and ask them to review if an application is due, if they agree they will apply an allowance to the sewerage charges.

You can still apply for a leak allowance on your sewerage charges if you have had a supply pipe leak. Please consult with your Retailer who will advise you accordingly on the relevant policies of that wholesaler on how to make your claim.

\* Please see page 5 of the [RWG Leak Allowances Customer Guidance](#) document for more detail