

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.

Sewerage allowances will be calculated in the same way. In certain circumstances your sewerage allowance may be subject to separate authorisation by your sewerage service 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 floor, plumbed in overflows, water softener malfunctioning).
- You are not already covered for the cost of the leaked water under your household insurance.

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

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