

Leakage Allowances – Our Policy

Eligibility

You may be eligible for a leakage allowance if you have a leak on your supply pipe ('supply pipe leaks'), subject to the criteria outlined in this policy. We do not usually make allowances for leaks from pipework or fittings beyond your internal stop tap ('internal leaks'), except where in our opinion, you could not reasonably have known about the leak, also subject to the criteria outlined in this policy.

It is entirely at Affinity Water's discretion whether or not to grant a leak allowance.

You may not be eligible for a leak allowance if:

- You have not repaired the leak by the date specified in the Waste Water Notice, or if no Waste Water Notice was issued you have not repaired the leak within one month of the leak first being discovered.
- Affinity Water has carried out the repair as part of:
 - our Leak Repair Scheme
 - a meter installation
 - a waste of water enforcement
- Affinity Water has previously advised you or the former occupiers of your property that the supply pipe needs replacing but this has not been carried out.
- The leak has been caused by negligence by you or by your agents, or where you knew, or should have known, there was a leak and failed to repair it
- You or another of the current occupiers of your property have received a leakage allowance from us before in respect of your current property

Insurance Cover

You may wish to claim for the cost of any leaked water using a third-party insurance policy instead of claiming a leak allowance from us.

If you make a claim on your insurance and it does not cover the full cost of the leaked water then we will grant a leakage allowance for the difference between the cost of the leaked water and what you were able to claim, and we guarantee that if granted such an allowance will not affect any future leak allowance claims.

Waste Water Charges

When we make an adjustment to the metered charges for water supply, a similar adjustment will be made to the measured waste water charges if appropriate. As we bill on behalf of Thames Water and Anglian Water, the adjustment (if applicable) will be applied automatically to your account. For customers in our South East Region, we will inform Southern Water of the adjustment made.

Calculation of a Leakage Allowance

Where we agree to make an allowance, your charges will be re-assessed on the basis of past normal consumption. Where there is no record of previous consumption, the adjustment will be based on typical usage for a household of a similar type to your own and further adjusted if your actual use turns out to be significantly different. The adjustment will only apply for the period of abnormal use. The period of the adjustment may not exceed twelve months.