

**BRISTOL
WATER**



**FOR DOMESTIC
HOMEOWNERS**

If you have any queries about LeakStop, or your responsibility for pipework, please call the LeakStop number

0800 281402

between the hours of 8.00am – 4.00pm,
Monday to Friday.

For general enquiries, please telephone
0345 702 3797 between
8.00am – 6.00pm, Monday to Friday
(Emergency service at all other times).

Minicom: 0800 917 0737

Email: customer.services@bristolwater.co.uk



www.bristolwater.co.uk

Please enclose this card with your payment, if required, in the prepaid envelope provided.

(Please tick box)

If you have not been able to contact me successfully, I confirm Bristol Water or its contractor may come onto my land to carry out these works.



Name:

Address:

Post Code:

Home Telephone Number:

Day/Contact Telephone Number:

If you have a leak in a pipe supplying water to your property – we may be able to help!

Water leaks are wasteful and may be causing damage. Now you have received a Leakage Notice, you are legally required to arrange for the leak to be repaired within 14 days.

Under the LeakStop scheme, we may repair, free of charge, external underground supply pipes (up to the external wall of the house) of owner/occupier household customers, on the first occasion a leak is found on their pipe. Access to the pipe for repair must be readily available (i.e. not under or adjacent to buildings, walls, sheds, garages, or any permanent structure and less than 1.5m deep) and we will not be responsible for exceptional costs necessary to reinstate special surfaces (landscaping, brick paving, flagstones and the like).

In the event of a second subsequent leak on the same pipe, the repair may be available at the prevailing subsidised LeakStop price.

Properties which are let to tenants on a commercial basis, including council houses, are not covered by LeakStop.

Commercial, agricultural and industrial premises do not qualify for the LeakStop scheme.

Bristol Water may be able to help, which is why we have the **LeakStop scheme** for domestic homeowners.



January 2014

REPAIR...

If it is the first time that the external underground pipe has leaked, Bristol Water may repair it FREE OF CHARGE (Option 1). If it is the second time this pipe has leaked, Bristol Water may arrange to repair the pipe for only £110 including VAT* (subsidised LeakStop price) (Option 2). After this LeakStop is not applicable. Please note your supply may be interrupted for a time during such work.

OR REPLACE...

If you suspect that the pipe is old, or is going to continue to spring leaks, it is a good idea to replace your pipe altogether (Option 3).

Whatever you choose to do, please tell us. You must return the attached card within five days to take advantage of the free or low repair costs.

LeakStop Terms and Conditions

- 💧 This invitation is valid for 5 days.
- 💧 *This price applies to normal working hours only.
- 💧 Charges may be incurred if you insist on an emergency callout or for work to be undertaken at night or weekends. Details will be provided.
- 💧 Offer only applies if work is carried out under the 'LeakStop' scheme.
- 💧 All work to be guaranteed for a 12 month period.
 - 💧 This scheme may be withdrawn at any time at the Company's discretion.
 - 💧 LeakStop may be withdrawn where the repair may be an unacceptable or unquantifiable risk, liability or cost to the company.

BRISTOL WATER USE ONLY:

Leak Position Details:.....

Inspector's Initials:.....

CST Position Details:.....

PLEASE TICK THE APPROPRIATE BOX FOR THE OPTION YOU HAVE CHOSEN

OPTION 1: First Leak

Please provide free leak detection and repair (External underground pipework up to the external wall of the house only).

the replacement proceed, an immediate repair to stop the leak must take place by use of option 1 or 2 (this repair must take place within the time specified on the leakage notice you received).

OPTION 2: Second Leak

Please provide the subsidised leak detection and repair at £110 including VAT. (External underground pipework up to the external wall of the house only). Payment in advance is required.

Signed: _____

Date: _____

Method of payment:

Cheque/Postal Order

Please make payable to 'Bristol Water plc'

OPTION 3:

I will organise my own replacement and notify Bristol Water prior to commencement. Please note – the installation of all pipework is subject to Water Regulation compliance. Please contact the New Supplies Department on: 0117 934 1064. Note: Whilist arrangements for

Number: _____

(Please enclose in the prepaid envelope provided)