

# Leakage code of practice

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## Introduction

This code of practice explains how we will deal with a suspected leak on your supply pipe (the pipe running from the meter to your property). It is important that we know about all leaks on our network and on your supply pipe so that we can protect the environment and stop water being wasted.

## Contacting mua Water

We are mua Water, the independent water and wastewater services company operating in your area. We own and operate water, gas and electricity last-mile networks across the North and Midlands of England and are owned by SGN and Murphy Group.

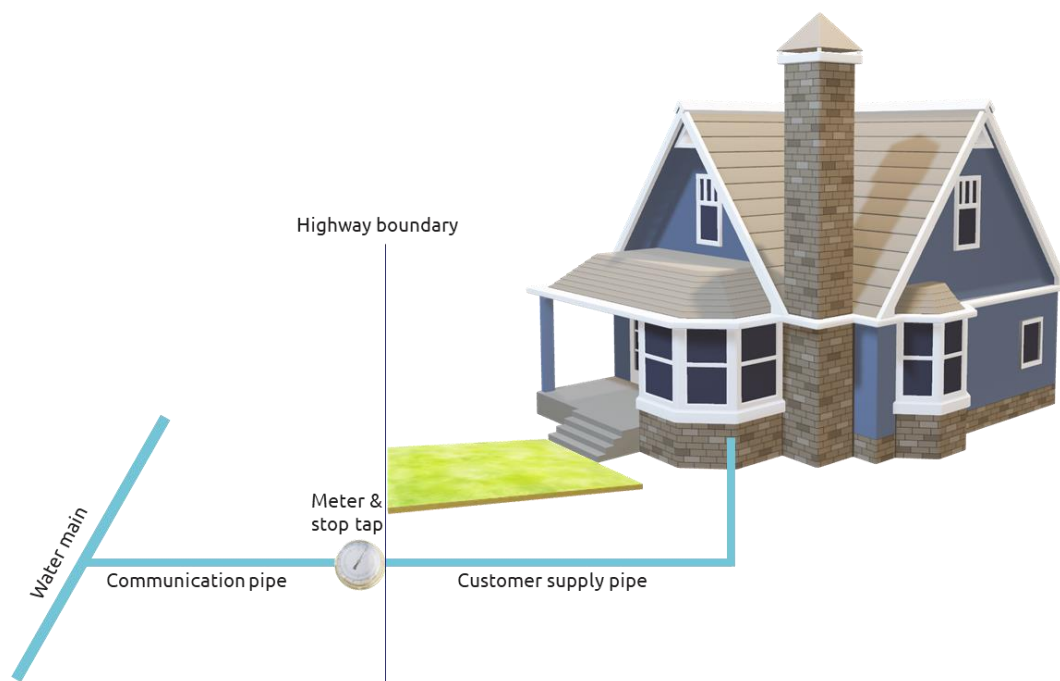
You can contact us in the following ways:

- You can email us at [operations@muagroup.co.uk](mailto:operations@muagroup.co.uk)
- You can call us on 0800 011 4193
- You can log a query or report a leak on our website: [muagroup.co.uk](http://muagroup.co.uk)

Our office hours for billing and account queries are 9am to 5.30pm Monday-Friday, excluding bank holidays.

In an emergency, you can call our 24-hour emergency number on 0800 011 4193.

## Responsibility for pipes



**mua Water Limited**, Hiview House, Highgate Road, London NW5 1TN

**T** +44 (0)20 7267 4366 **F** +44 (0)20 7482 3107 **E** [developerservices@muagroup.co.uk](mailto:developerservices@muagroup.co.uk)  
Company No. 14802465

## Our pipes

The water mains and pipes in the roads and footpaths (the highway) are normally ours. All our customers have water meters installed, and there will be a stop tap by the meter. The stop tap and meter are ours, and we are responsible for keeping them in good order.

Water mains maps are available for inspection free of charge at our offices (mua Water Limited, Hiview House, Highgate Road, London NW5 1TN).

## Your pipes

The pipe taking water from our meter into your house is called the supply pipe and is normally yours. It is your responsibility (or your landlord's), in the same way you maintain your internal plumbing in your house, to maintain your pipe in good order even if it runs under other properties before reaching your house.

Supply pipes can also sometimes be shared between two or more properties where the stop tap or meter serve several properties. Shared supply pipes are the joint responsibility of you and your neighbour(s).

## Responsibility for leaks

We are responsible for fixing all leaks on our pipes, the meter and outside of the stop tap promptly.

If there is a leak on your supply pipe, it is your responsibility to repair it. Leaks can worsen over time and may cause damage to your property if left unaddressed.

## Causes of leaks and how to spot them

Water leaks can occur inside or outside of properties due to a number of causes including:

- Faulty pipework or fittings. A common cause can be faulty fittings, such as the ball valves in water tanks and cisterns. While this type of leakage is usually visible through water running from overflow pipes, the water can often run to waste through toilets and drains.
- Frozen water pipes can become blocked and sometimes burst as they thaw. We recommend that you lag or insulate water tanks and pipes, and keep your heating running at the minimum setting even when you are away to prevent water leaks inside your property and the damage caused by them.
- The weather causes soil movements that damage underground pipes (e.g. when the soil freezes, thaws or dries out)
- Damage to underground pipes over time from the soil or water outside the pipe causing it to corrode
- Gaps forming between sections where pipes join
- Damage to underground pipes from traffic vibrations or construction activity.

You may have a leak if you notice any of the following:

- Your meter read is increasing at a higher-than-normal rate
- There may be damp patches around your property

- There may be areas of your garden where the grass looks greener or continues to grow during dry spells
- You experience a reduction or loss of water pressure
- You can hear running water or noise from the pipes in your property when you are not using any water.

If you suspect that you have a leak you should turn off any device that uses water in your property and make sure no cisterns or tanks are filling. You should also locate your internal stop tap (usually under the kitchen sink) and turn it off. Once you are satisfied no water is being used in your property you should read your meter, which is normally situated in the pavement at the property boundary. Wait for at least 30 minutes (or ideally an hour) then read your meter again. If the meter reading is different or you can see the dial on the meter turning when you read it, you may have a leak.

If you suspect that you have a leak on your supply pipe and report it to us, we can help you to investigate.

## How to report a leak

If you spot a water leak anywhere on our network, please tell us about it so that we can get it fixed. You can contact us on our 24-hour helpline number 0800 011 4193 or you can report leaks on our [contact page](#).

We may also spot leaks when we are maintaining our network either on our own assets or on yours. If we spot a leak on your supply pipe, we will let you know immediately. We can offer free advice about fixing supply pipe leaks – please contact us on 0800 011 4193 or through our [contact page](#).

## Fixing leaks

We will fix leaks on our network promptly when you report them to us or we find them during our operational checks.

If the leak is on your supply pipe, you are responsible for fixing it. It is important that you do this promptly to avoid damage to your and your neighbours' property.

We would recommend contacting an approved plumber, for example under the Water Industry Approved Plumber Scheme – see [wras.co.uk/wiaps](http://wras.co.uk/wiaps) for more information. If you contact us, we can also offer advice on how to fix a leak.

If the leak is within your property, you may find that you are covered by your household insurance policy, so it's always worth checking with your insurer. We recommend that you contact your own plumber to carry out repairs.

If we identify a leak at your property, we will tell you in writing by sending you a Waste of Water Notice. If you fail to fix the leak in a reasonable amount of time and we consider that you are intentionally wasting water, which is an offence under water law, we will consider whether to take further action. We also have powers to fix the leak ourselves and recharge our costs if necessary.

If the leak is posing a contamination threat to drinking water or risks our assets being damaged, we may serve a legal notice on you and in the event of a serious threat we may need to disconnect your supply until the leak is repaired.

## Leak allowances

If you have a meter, it will register any wasted water from the leak and you would be charged for the wasted water. In some circumstances, we can offer a one-off leakage allowance on your water bill. You are eligible for an allowance if:

- You are a household customer
- You repair the leak promptly, fully addressing its cause. We will reduce the allowance as set out below depending on how long it takes you to complete the repair after we notify you
- You make a claim within three months of the repair being completed
- The leak was not caused by neglect, negligence or deliberate damage
- We have not served a legal notice on you to prevent damage to our network, waste or contamination
- You provide evidence that the repair has been completed in the form of an invoice from your plumber or allow us to inspect the repair.

If you have a water meter, we will compare how much you have used when you had the leak against a comparable period in the past. We will credit your water and wastewater services account with the allowance amount (reflecting the difference in cost before and during the leak).

If we do not have sufficient information about your past usage, we will estimate the allowance based on typical usage for a similar property size and occupancy to yours. We may adjust the amount subsequently if your ongoing usage after the leak is repaired turns out to be lower than we estimated.

Where adjustments are made to water supply charges, a similar adjustment may also be made for the wastewater charges. We will make this adjustment if we are your wastewater supplier. If you only receive a water supply from us, we will advise your sewerage provider and they may make an adjustment.

Allowances may be backdated as follows:

- Supply pipe leaks for the duration of the leak up to and including the date of repair to a maximum of two years.
- Internal leaks – any usage on your last bill attributable to the leak up to a maximum of six months.

As stated above, we may reduce the leak allowance as follows depending on how quickly you fix the leak:

- If you fix the leak within 30 days, you will qualify for the full allowance
- If you fix the leak within 30-60 days, we will reduce the allowance by 33%
- If you fix the leak within 60-90 days, we will reduce the allowance by 66%
- If it takes you more than 90 days to fix the leak you will not be eligible

If you are a tenant, you may need to contact your landlord to arrange the repair. If you believe this has caused the repair to be delayed let us know and we will take your circumstances into account.

You can apply for a leak allowance using the contact details provided at the start of this document. If you are worried that you may have a supply pipe leak you can also contact us and we will help you investigate.