

Non-household leak allowance policy



Wessex Water
YTL GROUP

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Non-household leak allowance policy

This policy document sets out the criteria in which a non-household customer can apply for a leakage allowance via their selected retailer. The retailer should request an allowance using process H1 of the Operational Terms.

Our leak allowance policy is fully compliant with the RWG Good Practice Guide which has been created to provide a consistent and collaborative approach within the market. There are also areas where we provide a better allowance than the RWG guide. This document outlines the addendums to our policy in more detail.

General conditions

- 1** We will provide an allowance for both water and sewerage if a leak is discovered on the customer's private pipework. If the customer does not pay sewerage charges, then only a water allowance will apply. Allowances will only be applied for measured customers.
- 2** The leak must be repaired within 30 days of being identified or an allowance will not be applied. If we issue a waste water notice after identifying a leak on the customer's private pipework and the customer fails to repair a leak and an enforced repair notice is served, the customer will not be eligible for an allowance.
- 3** The H1 form must be submitted by the retailer within 6 months of the repair date. There must be supporting evidence that the leak has been repaired and the retailer will provide at least two actual reads after the repair date. A read on completion of repair must be entered into CMOS by the retailer.
- 4** A water allowance may be awarded for a maximum duration of 180 days (6 months) from the repair date.
- 5** A sewerage allowance may be awarded for a maximum duration of 365 days (12 months) from the repair date.
- 6** An allowance will be applied only for leaks that are located externally on underground pipework. This may include pipework located underneath the premise. No allowance will be given for leaks that are located on internal pipework or on above ground assets, i.e., urinals, leaking taps, troughs or faulty ball valves.
- 7** One allowance per customer will be granted within any 12 month period, this starts from the repair date. Additional allowances will not be given for previous repairs.
- 8** If the customer is a registered charity or not for profit organisation, we may on a discretionary basis offer an allowance of up to 100%. Not for profit organisations are defined as voluntary and community organisations, self-help groups and community groups, social enterprises, mutuals and co-operatives. They are independent from Government. Evidence will be required to show charitable status and not for profit organisations.
- 9** If the customer is not eligible for an allowance but they are in receipt of small business rate relief or hardship relief, we may on a discretionary basis offer a reduced allowance of up to 50%. Evidence of the relief is required when submitting a H1.
- 10** If the leak was Wessex Water's responsibility to repair and recorded through the meter, an allowance will be awarded for the full duration of the leak and the total consumption of leaked water.

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If the customer is not eligible for a water leak allowance, for example their leak is on an above ground asset or their Water Wholesaler is not Wessex Water, we may consider a sewerage only allowance if evidence can be provided to show the leaked water did not return to our sewer.

Calculation of the allowance will be as follows:

Total volume over leak period	—	Normal daily water consumption x leak duration	=	Allowance adjustment
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