

# Leak allowance claim form for non-household customers 2016/2017



## Introduction

As a business customer, you are responsible for making sure that all the private pipework that supplies your property remains in good condition and does not leak.

If you have had a leak on the private pipework supplying your property, we will consider making an allowance against your sewerage charges for the water lost.

**Please continue to pay your account as normal until you have received an outcome to your claim. If an allowance is granted this will be applied to your account.**

Please note: if you have received an excessive bill due to a leak at the meter we will consider allowing both water and sewerage charges.

## Notes

All claims are reviewed on an individual basis; however the following factors may affect the success of your claim:

- Leaks on internal plumbing, for example toilet cisterns, urinals and heating systems
- Leaks caused by your negligence
- Leaks caused by a third party (unless the leak was caused by us or one of our contractors)
- The leak repair was not initiated within two weeks of identifying the leak
- Sewerage charges are not billed to your account

If we agree to adjust your charges, we base the adjustment on how much water you have used in the past. The allowance will normally be given from the last but one actual read.

We operate a Leakage Code of Practice for the occupiers of premises used wholly or partly as a dwelling, whose water supply is metered. In these circumstances, we will consider reducing your water and sewerage volumetric charges on the first occasion that a leak is discovered on the private pipework to the domestic dwelling.

<b>1</b>	<b>Who repaired the leak?</b> <i>(Please note: if the leak was repaired by United Utilities you may not need to complete this form. Please contact us on 0800 912 7243 to discuss this further).</i>	<input type="checkbox"/> United Utilities <input type="checkbox"/> Self <input type="checkbox"/> Plumber/contractor										
<b>2</b>	<b>Did the leaked water return to the sewer?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No										
	If no, please specify what happened to it:											
	If yes please contact this office on <b>0800 912 7243</b> before completing this form to discuss the matter further.											
<b>3</b>	<b>Customer account number:</b> <i>(you can find this on the front of your bill)</i>	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> </tr> </table>										
<b>4</b>	<b>Name:</b>											
<b>5</b>	<b>Address:</b>											
<b>6</b>	<b>Address where burst occurred:</b> <i>(if different from 5 above)</i>											
	<b>Is the address where the burst occurred used wholly or partly as a dwelling?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No										
<b>7</b>	<b>Person to contact:</b>											
	<b>Telephone number:</b>											
<b>8</b>	<b>Third party details:</b> (where applicable)											
	<b>Name of contacts:</b>											
	<b>Address:</b>											
	<b>Telephone number:</b>											

**How to contact us about the information in this leaflet**



[unitedutilities.com/help-and-support](http://unitedutilities.com/help-and-support)



**0345 072 6072**  
Opening hours:  
8.30am-5.30pm  
Monday-Friday



**United Utilities**  
PO Box 1259  
Warrington  
WA4 9QZ

9	Type of business:																						
10	Date when burst first notified:	D	D	M	M	Y	Y	Y	Y														
11	How did you become aware of the burst?																						
12	Date when burst repaired: (please provide confirmation of repair e.g. plumber's invoice (unless repaired by United Utilities))	D	D	M	M	Y	Y	Y	Y														
13	1st meter reading after repair:							Reading date:	D	D	M	M	Y	Y	Y	Y							
	2nd meter reading after repair:							Reading date:	D	D	M	M	Y	Y	Y	Y							
	Take second reading at least two weeks after the first reading. Read black digits only. <b>Please return this form when both readings have been taken.</b>																						
14	Position of meter:	<input type="checkbox"/> Building <input type="checkbox"/> Private land <input type="checkbox"/> Street																					
15	<b>Sketch plan</b> – please draw where your meter is in relation to your property and mark where the burst occurred. This information is important to help us assess your claim.																						
16	Ground conditions:	<input type="checkbox"/> Concrete <input type="checkbox"/> Tarmac <input type="checkbox"/> Paved <input type="checkbox"/> Unmade																					
	Other (please specify):																						
17	<b>Declaration:</b> I declare that the information I have given is correct to the best of my knowledge and belief and understand that if I have knowingly given any false information I may be liable to prosecution.																						
	Signature						Date	<table border="1"> <tr> <td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td> </tr> </table>								D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y																
	Third party signature						Date	<table border="1"> <tr> <td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td> </tr> </table>								D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y																

### How to apply

Please ensure this form along with all supporting documentation is returned to:

**United Utilities, PO Box 1259, Warrington WA4 9QZ**

Any omissions are likely to cause a subsequent delay in processing your claim and awarding your allowance.



### About us

United Utilities is the North West's water company. We keep the taps flowing and toilets flushing for seven million customers every day. From Crewe to Carlisle, we work hard behind the scenes to help your life flow smoothly.

United Utilities Water Limited, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP.  
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