

# Leep Networks (Water) Limited



## Supply Code of Practice

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## 1. Introduction

This Code of Practice explains how we provide your water and sewerage services, what we are responsible for, and what responsibilities you have for your own pipework and drains. While most of our customers are domestic households, much of the information also applies to commercial premises unless we say otherwise.

We follow the same rules, standards and safety obligations as all other licensed water companies in England and Wales. These include providing safe, clean drinking water, maintaining water mains and fittings, dealing with leaks, responding to emergencies, handling sewerage and drainage issues, supporting vulnerable customers through our Priority Services Register (PSR), and meeting the legal standards monitored by Ofwat, the Drinking Water Inspectorate (DWI), and the Consumer Council for Water (CCW).

This guide takes you through everything you might need to know about your water supply, how we keep your water running, emergencies, pipework, water quality and a few other bits we thought you should know.

If you need to speak to us about anything in this document, our contact details can all be found on the front page of this document.

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## 2. Emergencies and Supply Interruptions

Emergencies are rare, but when they happen, we want you to know exactly what to do and what we'll do.

### Emergencies

If you have no water, experience sewer flooding, see water escaping from the street, notice discoloured water suddenly, or have concerns that the water might be unsafe, please call us immediately. Our emergency services operate **24 hours a day, 365 days a year**.

### Unplanned interruptions

These happen due to burst pipes or unexpected system failures. When they occur:

- We aim to restore your supply within **12 hours**.
- Large or complex bursts may take **up to 48 hours**.
- If your supply is interrupted for more than **24 hours**, we will make bottled water available and tell you where to collect it locally.
- If you experience **three or more interruptions totalling 12 hours within 12 months**, you may be entitled to a Guaranteed Standards of Service (GSS) payment.

GSS details are available [here](#).

Customers on our **Priority Services Register (PSR)** will be contacted individually, and where appropriate, bottled water may be delivered. For more information our PSR, please visit [www.leeputilities.co.uk](http://www.leeputilities.co.uk)

## Planned interruptions

These are required for maintenance or to connect new customers. We always give advance notice and restore supply when we say we will. Planned interruptions are also covered by GSS.

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## 3. Legal and Regulatory Framework

Our duties come from the Water Industry Act 1991, the Water Supply (Water Quality) Regulations 2016, and service rules monitored by Ofwat, the DWI and CCW.

These regulations cover:

- Water quality and safety
- The reliability of your water supply
- Response times for emergencies
- Your rights to compensation (GSS)
- Your responsibility for your private pipework and drains

We must meet high national standards, and we must take quick action when problems occur. You can find more information about our regulatory obligations by visiting the following websites:

- [www.ofwat.gov.uk](http://www.ofwat.gov.uk)
  - [www.dwi.gov.uk](http://www.dwi.gov.uk)
  - [www.ccw.org.uk](http://www.ccw.org.uk)
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## 4. Tampering with Water Meters

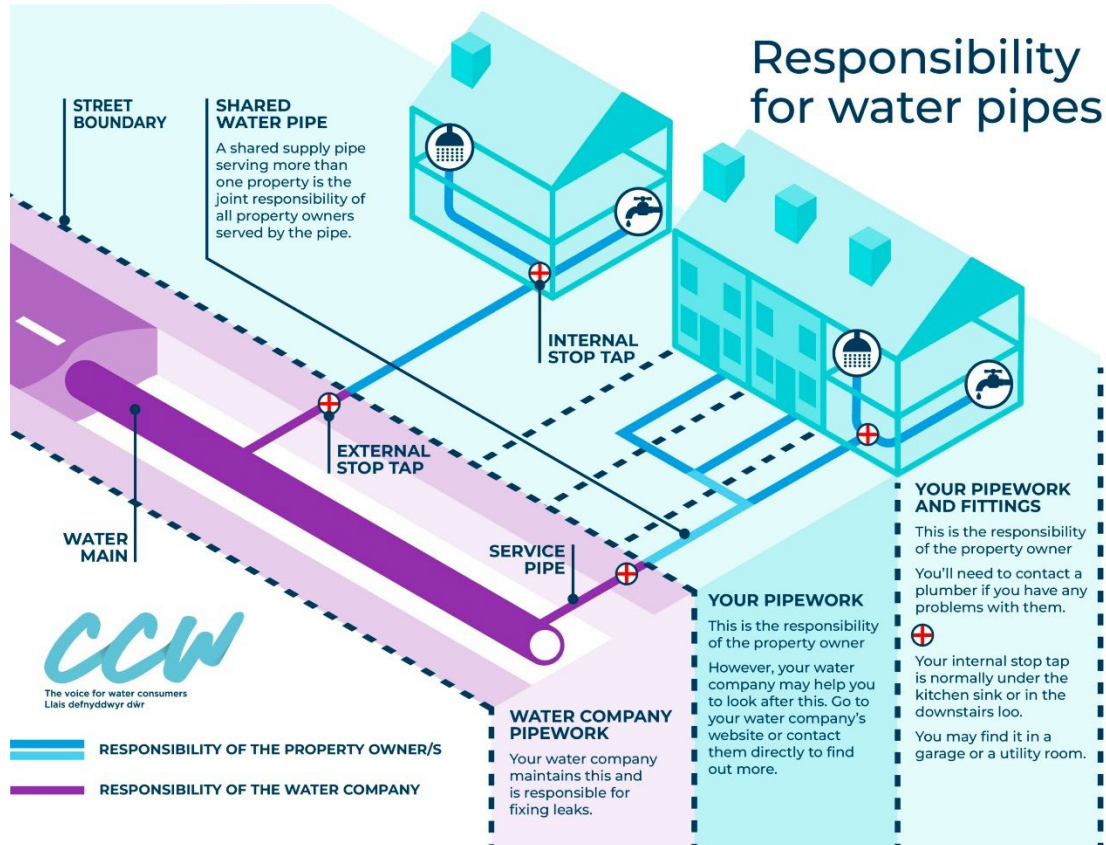
We take meter tampering very seriously. All water meters remain our property, and it is a **criminal offence** to tamper with a water meter. If you think your meter is faulty, please call us and we will investigate. Do not try to adjust or remove a meter yourself. Meter tampering will be reported to the police and Leep may provide evidence to pursue criminal charges.

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## 5. Who Owns Which Pipes?

Network ownership can be confusing, and the rules vary based on what kind of property you live in, as well as when it was built. We've tried to simplify it as much as possible, and because it's one of the questions our customers ask most often, we've provided some visual guidance as well.

This illustration has been approved and provided by CCW.



### In simple terms:

We maintain pipes up to the boundary and you maintain everything from the boundary into your home.

### Our responsibilities

We look after:

- Water mains in the road
- The service pipe leading to your boundary
- External stop valves
- Meters and associated equipment
- Locating and repairing leaks on our assets

### Your responsibilities

You (or your landlord) look after:

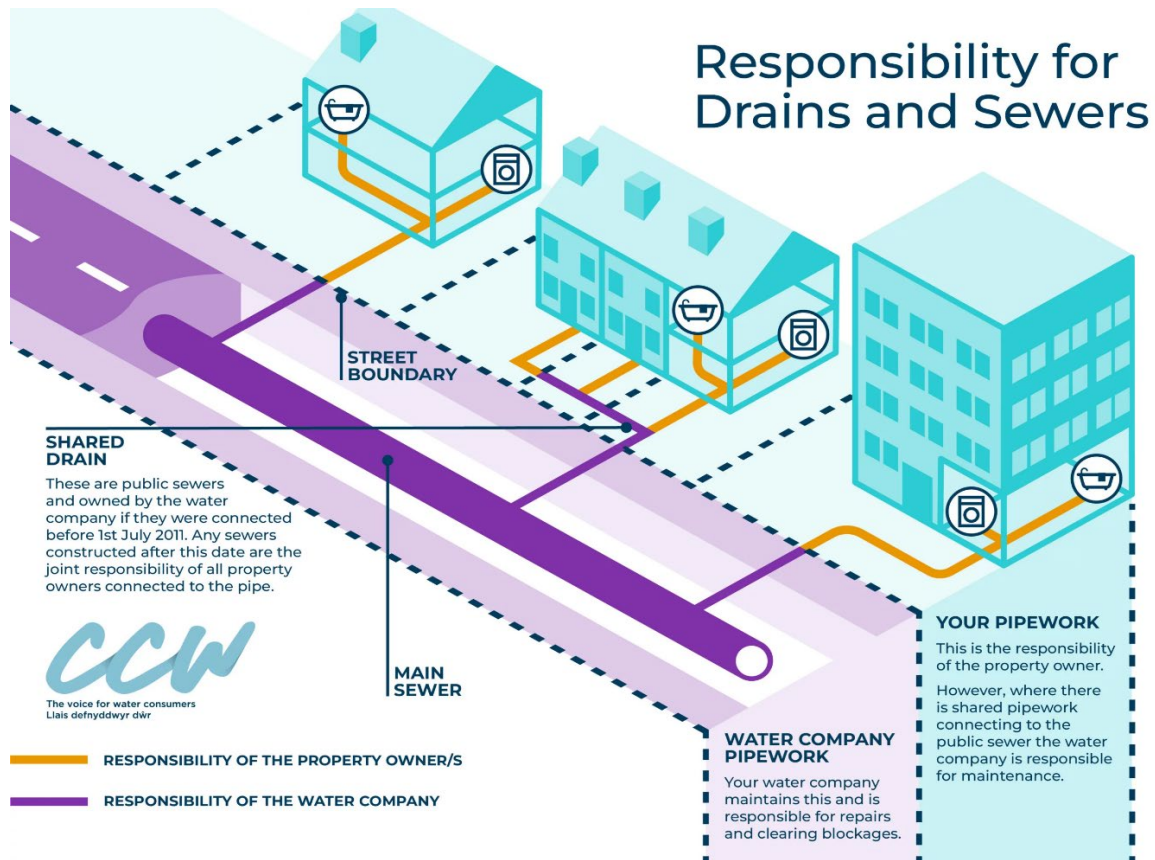
- The supply pipe running inside your boundary
- Any part of the pipe that crosses neighbouring land before reaching your home
- All internal plumbing including your internal stop valve
- Private drains that serve only your property

If you are unsure which section of pipework a fault sits on, we can help identify it.

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## 6. Drains and Sewers

Private drains and public sewers also have different responsibilities. The diagram below shows the difference. This illustration has been approved and provided by CCW.



### Private drains

A drain serving one property only is your responsibility to maintain.

### Public sewers

These are maintained by us. They may run:

- In public roads
- Through public open spaces
- Under private land (we have legal access rights)

### Types of sewers

1. *Surface water sewers* - rainwater
2. *Foul sewers* - wastewater from toilets, sinks, baths and appliances
3. *Combined sewers* - a mix of both types

## Blockages

Flushing wipes, nappies, sanitary items, fats, oils or grease causes many sewer blockages. If a public sewer becomes blocked or risks flooding, we aim to start work within **4 hours** of your call.

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## 7. Leaks: Detection, Repairs and Our Support

### Leaks on our pipes

If a leak appears in the street or from our equipment, please report it immediately. We will repair it as quickly as possible.

### Leaks on your pipes

Legally, leaks on your supply pipe are your responsibility. However, we provide strong support:

- Free external leak detection
- Free repair or replacement of external domestic supply pipes (**up to 50 metres**)
- One free repair for commercial premises **every five years**

If you rent, your landlord must contact us to approve the repair.

### Legal notices

If we find a leak on your supply pipe:

1. We issue an initial notice and allow **14 days** to repair it or accept our free repair.
2. After **28 days**, we issue a final notice.
3. If there is still no action, we may repair the leak ourselves and recover reasonable costs.

These powers come from Section 75 of the Water Industry Act 1991 to prevent waste and contamination risks.

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## 8. How to Check for Leaks at Home

A simple meter test can confirm a hidden leak. Here's how:

1. Turn off your internal stop valve.
2. Make sure no taps or appliances are using water.
3. Read your meter.
4. Wait 30 minutes.
5. Read it again.

If the numbers have moved, water is escaping somewhere on your supply pipe. Other signs include higher-than-usual bills, damp ground, lower pressure or noisy pipework.

We can arrange a free inspection if you are unsure.

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## 9. Free Leak Repair Service

Our free service includes:

- Repair or replacement of external supply pipes **up to 50 metres**
- Excavation and reinstatement to a safe and tidy condition

We do not repair:

- Pipes beneath homes or outbuildings
- Internal plumbing

We will discuss the work with you before starting. Gardens and driveways may not always be returnable to their exact previous appearance, although we restore them safely.

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## 10. Leakage Allowances

If your property has a meter and you repair a leak **within six weeks**, you may be entitled to a leakage allowance.

### Domestic customers

We do not charge for leaked water for:

- Up to two billing periods
- Plus up to six weeks' repair time

If no history of usage is available, we use typical consumption for a similar property.

### Commercial customers

- 100% rebate for the first leak
- 10% rebate for subsequent leaks

### Mixed-use buildings

We agree a reasonable split between commercial and domestic use.

### When an allowance is not given

No allowance applies if:

- The leak was caused by negligence
- The leak was caused deliberately
- A third party is liable, and compensation can be recovered from them

Claims must be made within **18 months** of the bill being questioned.

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## 11. Water Safety

We must supply water that meets the Water Supply (Water Quality) Regulations 2016 (as amended 2018). These regulations cover taste, appearance, chemical content and microbiological safety.

The Drinking Water Inspectorate (DWI) reviews our results every year.

### If a sample fails

A failure does not always mean the water is unsafe.

If there is any significant risk to public health due to the water supply, we will issue:

- A Boil Water Notice
- Or a Do Not Drink Notice

Notices are delivered to your home, and customers on the Priority Services Register will be contacted personally.

### If you report a serious illness or petrochemical contamination

We aim to:

- Call you within **1 hour**
- Inspect your plumbing if necessary
- Take samples if appropriate
- Provide written results within **10 working days**
- Contact you within **48 hours** if something unusual is detected

Some of these timescales and activities are covered by GSS. All details can be found on our [website](#).

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## 12. Water Quality

We're used to getting perfectly clear, odourless water through our taps, so when you notice something a bit different, you're right to question it. Whilst water contamination is rare, and changes to your supply are often nothing to worry about, here are some of the things you could notice with the water that comes from your taps.

**Cloudy water** (often appearing white) is normally harmless and caused by tiny air bubbles that can build up in pipes generally or after maintenance works. It should clear within 24 hours, and water sat in a tap or jug will clear much quicker. The water is still safe to drink, and you can speed up the clearing process by removing any locked air in the pipes. Run the tap nearest to your main incoming water supply, then switch the position of the internal stop tap from on to off between 5 and 10 times. If the issue persists, please get in touch.

**Discoloured water** is uncommon and usually temporary. It can range from pale yellow to dark brown and is often caused by harmless disturbances in the network, such as changes in water flow, maintenance work, or naturally occurring sediments being stirred up. Internal

plumbing issues or corrosion can also contribute. To clear the water, run the cold tap closest to your internal stop tap at a thin, steady flow for around 20 minutes. If the water hasn't cleared, repeat the process. If there is still no improvement, please contact us so we can investigate and make sure everything is safe.

**Chlorine in water** is normal. It's added into your supply to kill germs and bacteria and create safe drinking water. The level of chlorine in your tap water is low, but sometimes it does make water taste different. Some properties have different tasting water to others because of things like how far away you are from a treatment centre or where your water is originally sourced. If you're concerned about the chlorine in your water, please get in touch.

**Metallic tastes** (or smells) in your supply could suggest higher concentrations of metals commonly found in household plumbing systems. When water is left sitting in pipework, often made from copper or zinc, the taste is brought through when the water starts flowing again. Some metals, like nickel, can cause skin to become swollen or agitated. If you notice any of these symptoms, a local plumber will be able to assess your taps and fittings to make sure they're safe and compliant with the industry.

**Fuel and solvent smells** (or tastes) from your tap water is never normal and suggests a toxic chemical could have entered the supply. Report any instances of this to us immediately.

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### 13. Water Pressure

We must supply enough water for normal household use. During extreme drought conditions, we may introduce restrictions such as hosepipe bans under the Water Resources Act 1991.

Water pressure may vary due to:

- Property height
- Internal plumbing
- Shared supply pipes
- High demand
- Stop valve settings

We will investigate low pressure free of charge. If high pressure from our network damages your fittings, we will cover the cost of repairs.

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### 14. Flooding from Water Mains and Sewers

#### Burst mains

If a burst water main causes internal flooding, you may be entitled to GSS compensation. Information: <https://www.leeputilities.co.uk/guaranteed-standards-of-service/>

## Sewer flooding

We'll respond as quickly as we can, usually:

- Internal flooding - **within 2 hours**
- External flooding - **within 4 hours**
- Internal clean-up - **within 12 hours**
- External clean-up - **within 24 hours**

We can also provide a written explanation within **10 working days**.

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## 15. Appointments and Access Arrangements

It's possible that we may need to attend your property when undertaking leak assessments and repairs, water sampling and fittings inspections. We'll always try to accommodate your availability, and we'll agree with you whether we attend:

- in the morning (9 am-1 pm) or
- In the afternoon (1 pm-5 pm)

We'll also aim to give you a two-hour window where requested. If we need to cancel, we will give at least **24 hours' notice**. Missed appointments may qualify for GSS compensation.

Details: <https://www.leeputilities.co.uk/guaranteed-standards-of-service/>

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## 16. Closing Remarks

The information contained within this code of practice is relevant to customers under Leep Water Networks (Limited), operating and known as Leep. We've tried to provide as much information as possible in this document, but if you believe there's something missing, or you'd like extra information, please contact us.

This code of practice forms part of a wider suite of documents designed to support our customers, all of which can be found online at [www.leeputilities.co.uk](http://www.leeputilities.co.uk)

Alternatively, you can request paper copies of this document at any time by getting in touch with one of our team over the phone or by email. Our contact details can always be found at the top of this document.

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## 17. Glossary of Useful Terms

### Backflow

The unwanted reverse movement of water which may cause contamination. Prevented through proper plumbing and fittings.

### Burst main

A failure on a public water main that causes water to escape and may interrupt supply or cause flooding.

### **Chlorine**

A disinfectant added in small amounts to drinking water to keep it safe and free from harmful bacteria.

### **Combined sewer**

A sewer that carries both rainwater and wastewater from homes.

### **Communication pipe**

The pipe that connects the water main in the street to the boundary of your property. We are responsible for this.

### **Contamination**

Anything in water that should not be there, such as dirt, chemicals or bacteria. Water is constantly monitored to prevent this.

### **DWI (Drinking Water Inspectorate)**

The national regulator that monitors the safety and quality of drinking water in England and Wales.

### **Emergency interruption**

A sudden loss of supply caused by a burst main or unexpected system failure.

### **External stop valve**

A valve usually located outside your property used to control water entering the supply pipe. We maintain this.

### **Fittings**

Your internal plumbing, taps, pipes and appliances that use water inside your property. These are your responsibility.

### **Foul sewer**

A sewer that carries wastewater from toilets, sinks, baths, showers and household appliances.

### **GSS (Guaranteed Standards of Service)**

Legal service standards that water companies must meet. If we do not meet a standard, you may be entitled to a payment. Details are available at <https://www.leeputilities.co.uk>

### **Leakage allowance**

A reduction on your bill when you repair a leak on your supply pipe within a set timeframe, subject to eligibility.

### **Mains water**

Treated drinking water that is supplied through the public water network.

### **Meter tampering**

Any attempt to interfere with or alter a water meter. It is a criminal offence and may be prosecuted.

### **Non-return valve**

A device that prevents water flowing backwards and contaminating the supply.

**Planned interruption**

A supply interruption that we schedule in advance for maintenance, repairs or new customer connections. Notice is always provided.

**Priority Services Register (PSR)**

A free service for customers who need extra support due to age, disability, long-term health conditions or temporary vulnerability.

**Private drain**

A drain that serves a single property only. You, or your landlord, are responsible for maintaining it.

**Public sewer**

A sewer that serves more than one property. We maintain these.

**Sewer flooding**

When wastewater escapes from a sewer into a building or garden. Response times and compensation rules may apply.

**Stop valve (internal)**

A valve inside your home that controls the water entering your property. You are responsible for it.

**Supply pipe**

The pipe that runs from the boundary of your property to your home. You, or your landlord, are responsible for this.

**Surface water sewer**

A sewer that collects rainwater from roofs, roads and drains.

**Treatment works**

Facilities where raw water is cleaned, disinfected and tested before being supplied as drinking water.

**Water pressure**

The force that pushes water through pipes. It can vary due to property height, pipework or demand levels.

**Water quality**

A measure of how safe, clean and compliant your drinking water is. Regulated by the DWI.