

1 Individual Supplies

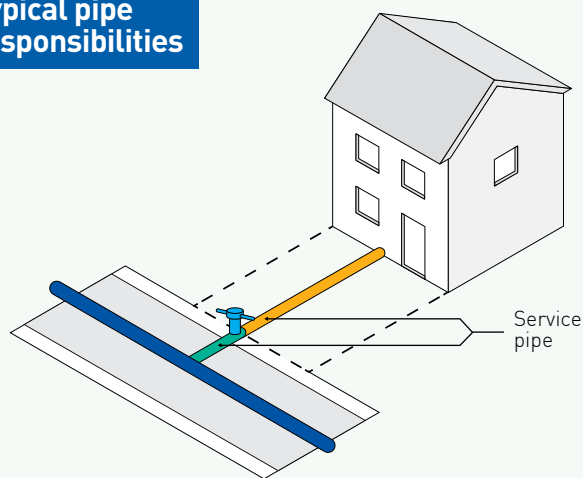
Water Service Pipe Responsibilities (Water Industry Act 1991)

South Water Water's legal responsibility for water service pipes ends at the boundary of the street in which a water main is laid, as indicated in the diagram below. In most cases, this corresponds with the street boundary bordering the customer's property, but not always, as illustrated by the diagrams overleaf.






The homeowner is responsible for the supply pipe from the boundary of the street in which the main is laid all the way into their home. If the pipe crosses other privately or publicly owned land, the pipe is still the homeowner's responsibility and the homeowner will also need to negotiate access with the landowner. It is the homeowner's responsibility to keep the supply pipe in good order, in the same way as they are responsible for their plumbing.

See overleaf for other possible arrangements for individual supplies.

Typical pipe responsibilities



Key:

-  Water main (our responsibility)
-  Communication pipe (our responsibility)
-  Supply pipe (homeowner's responsibility)
-  Stop tap or stop tap and water meter (our responsibility)
-  Premises boundary

The service pipe

Properties are connected to our water mains by a service pipe. The ownership of the service pipe is divided into two parts, the communication pipe and the supply pipe, as indicated in the diagram on the left.

The communication pipe

This part of the water service pipe is South West Water's responsibility and runs from our water main to the boundary of the street in which a water main is laid. We are responsible for looking after and maintaining this.

The supply pipe

This part of the water service pipe is the homeowner's responsibility. It extends from the boundary of the street in which a water main is laid and connects with the internal stop tap usually found under the kitchen sink.

These diagrams are intended as a guide to water supply pipe responsibilities. They are not a statement of the law and do not cover all eventualities. Please bear in mind that the location of the water meter or stop tap is not an indicator of responsibility for the pipe, as the homeowner's responsibility may extend beyond the water meter or stop tap. South West Water will lay and maintain supply pipes in the highway at the developer or homeowner's expense but responsibility will remain with the homeowner. South West Water will maintain any water meter apparatus, but not necessarily any pipe connecting it. Pipes laid after 1 September 1989 by anyone other than South West Water will remain private (even if they are in the public highway) and will not be the responsibility of South West Water.

You can report leaks on our website at southwestwater.co.uk/leaks or phone us on our free leak reporting line 0800 230 0561. If the leak is on your supply pipe, you will need to contact a plumber or a ground worker. We can provide you with details of contractors to assist you with your repair. If you repair your pipe within 30 days of discovering it, we may be able to make a contribution to the cost.

Further guidance and information is available from our website.

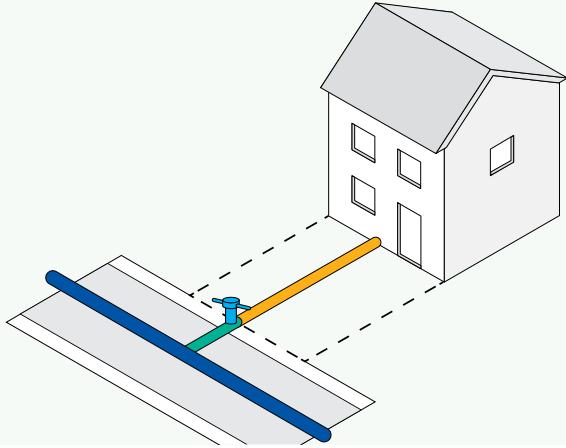


Visit southwestwater.co.uk



Call 0344 346 2020*

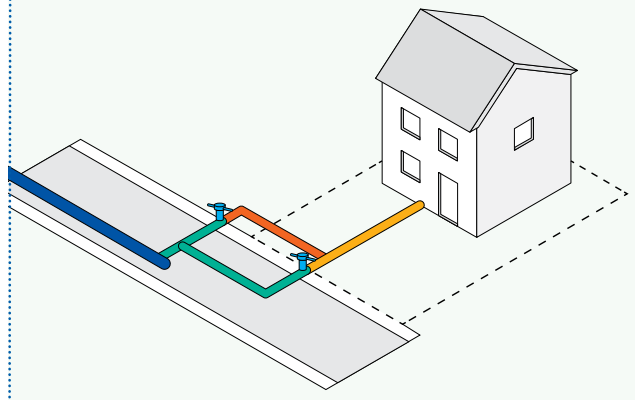
Fig 1: Property with an independent supply fronting on to a street where a main is laid



Key:

- Water main (our responsibility)
- Communication pipe (our responsibility)
- Supply pipe (homeowner's responsibility)
- Stop tap or stop tap and water meter (our responsibility)
- Premises boundary

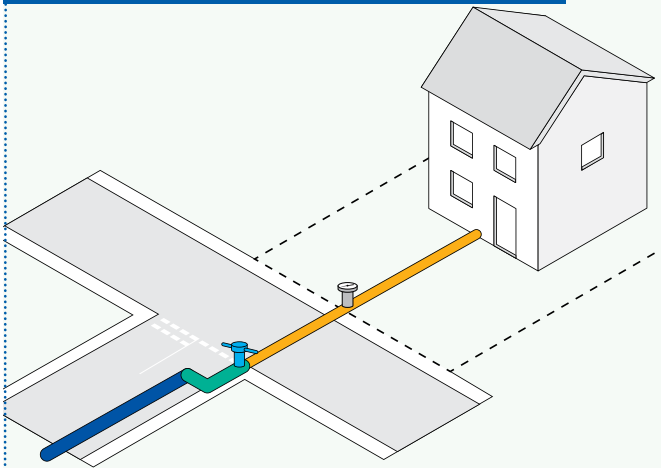
Fig 2: Property with an independent supply located beyond the end of the main



Key:

- Water main (our responsibility)
- Communication pipe (our responsibility)
- Supply pipe (homeowner's responsibility)
- Alternative scenario supply pipe (homeowner's responsibility)
- Stop tap or stop tap and water meter (our responsibility)
- Premises boundary

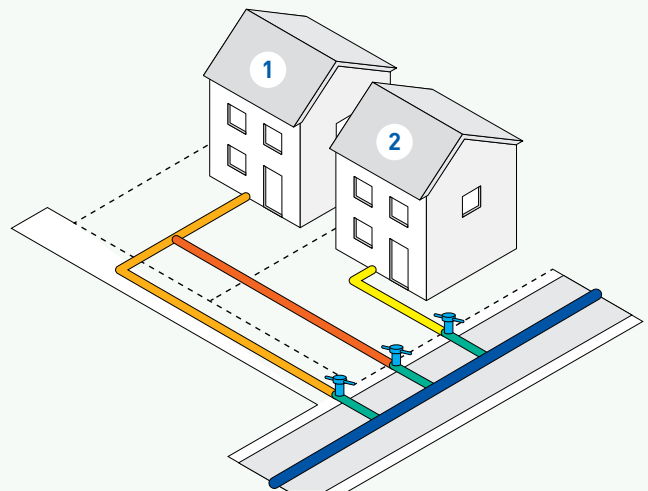
Fig 3: Property with an independent supply fronting a street where there is no main



Key:

- Water main (our responsibility)
- Communication pipe (our responsibility)
- Supply pipe (homeowner's responsibility)
- Stop tap or stop tap and water meter (our responsibility)
- Water meter (our responsibility)
- Premises boundary

Fig 4: Property with an independent supply at right angles to a street in which a main is laid



Key:

- Water main (our responsibility)
- Communication pipe (our responsibility)
- Supply pipe (homeowner 2 responsibility)
- Supply pipe (homeowner 1 responsibility)
- Alternative scenario supply pipe (homeowner 1 responsibility if applicable)
- Stop tap or stop tap and water meter (our responsibility)
- Premises boundary