

## **Supply Pipe Repair Policy**

Homeowners are responsible for the maintenance and repair of water pipes within the boundaries of their property. Although responsibility lies with the property owners, there are things that Scottish Water can do to help resolve the problem as quickly as possible. This also benefits the environment as leakage will be minimised.

Scottish Water offers two options to assist customers with their Supply Pipe leakage problems:

### **HomeServe Water Supply Pipe Cover:**

HomeServe Water Supply Pipe cover is an insurance policy that allows you to protect yourself against the cost of paying for an emergency repair to your Supply Pipe. You pay an annual premium and in return are provided with access to a 24 hour, 365 day Emergency Hotline number and a plumber will aim to be with you within 2 hours.

This policy is administered and operated by HomeServe PLC on behalf of Scottish Water.

### **Assisted / Subsidised Repair of Supply Pipes:**

We will visit your home to assess the situation and we will advise you of any help we can offer. In some cases, for example where the leak can be pinpointed, we may offer to repair the leak free of charge, in other cases, we may offer to repair or replace the pipe at a subsidised rate. Each of these options is entirely at our discretion.

If we are not able to assist directly in the repair or replacement, you will need to carry out the work yourself or engage a contractor.

This scheme is offered on a discretionary basis and may be removed from availability at any time. The terms and conditions upon which this scheme is offered are subject to change at any time. A summary of the conditions is detailed below.

#### **Free Repair Conditions**

- The property supplied is domestic or substantially domestic: Supply Pipe does not exceed 32mm diameter.
- The property supplied is an unmeasured small business user: Supply Pipe does not exceed 32mm diameter.
- The leak is located externally.
- The leaking pipework is not under a building or other substantial structure. In situations where there is a Common Supply Pipe, a relay around the building will be considered.
- The Company may replace the Supply Pipe if it is cheaper than repairing the leak.
- The Company may replace the Supply Pipe if it is prone to leaks (> 1 in 12 month period).
- Pipework replacements of longer than 15m only at the Company's discretion
- Free/subsidised repairs/replacements subject to maximum value of £350
- If repair/replacement value is >£350, then customer to be billed for excess over £350.
- Re-instatement restricted to black top or bare earth (no block paving or decorative finish)