

Your Water Meter

As a Hartlepool Water domestic customer, we offer our free supply pipe repair scheme. However this does not apply for the first two years to new properties as these are covered by the builder's guarantee. If you would like a copy of our watertight promise leaflet, please contact us on 01429 858012.

Reading your meter

The usual place for a meter is at the boundary of your property. The meter will be mounted in an underground chamber with a square plastic lid labelled "Water" which can be opened using a flat-bladed screwdriver. This chamber also includes a stop-tap which can be used in an emergency to turn off the supply. Customers who wish to read their own meter and are unable to do so because of infirmity or disability may register with our Careline scheme which offers a number of alternative methods of meter reading.

On the face of the meter you will see a series of seven digits.



The first five digits indicate the number of cubic metres of water you have used. The last two red digits are units of 10 litres. In the example shown the meter reading is 0 cubic metres. The 24 red means that 240 litres have been used.

You can use your meter to:

- Monitor consumption by regularly keeping an eye on your meter, you can see if you are using water wisely.
- Check for leaks. If there's a significant change in the amount of water being used which you can't explain you may have a leak.

Responsibility for Pipes

Water is delivered to your home from the water main by means of a service pipe. Responsibility for the service pipe is divided between Hartlepool Water and you or the property owner. The division normally occurs at the boundary of the public highway and the property. It is normal practice for a stop tap, to be installed at this point. All pipework from the water main to this stop tap is maintained by us. Beyond this point it becomes the private supply pipe, maintained by you or the property owner.

Checking for leaks

If your meter shows that you have used an unusually high amount of water you may have a leak in your supply pipe. You can check by turning off all taps and other appliances which use water and watching the larger red dial for a short time. If the red needle is moving when you are not using any water, you may have a leak. Let us know straight away and we will inspect and, if eligible, repair any leak on your supply pipe free of charge.

Leakage Allowances

If you have had a leak which has been repaired we will consider a once-only claim for an allowance to cover the cost of the water lost through a leak. If you wish to make a leak allowance claim, please ring us on 01429 858012.

We will not make an allowance if:

- You know, or should have known, about the leak and failed to have it repaired.
- You have previously received a leakage allowance.
- There is another leak at the same address.
- The leak was caused by the carelessness of you or someone who lives with or has done work for you.

If we adjust the measured charges for your water supply, we will make a similar adjustment to the measured sewerage charges.

Who is responsible for repairing an undetected leak?

You are responsible for any leaks on your property. Water is a very precious resource and at Hartlepool Water we work hard to minimise the amount lost through leakage. A leaking supply pipe wastes a lot of water, which can cause damage to your garden, and the foundations of your property. In many cases we can offer a free repair service for our domestic customers for such leaks but we may have to gain access to your property to determine if the leak will qualify for a free repair.

In the event of you failing to have the repairs carried out the Company will have to exercise its powers under Section 75(9) (a) and (b) of the Water Industry Act 1991 to take those steps itself and to recover from you any expenses reasonably incurred.

In addition, if waste of water becomes an emergency, or the premises appear to be unoccupied and the remedial steps have not been taken, the Company is legally entitled to disconnect the service pipe or otherwise cut off the supply of water to the premises.

How to Reduce Your Water Consumption

It's easy to reduce water use in the home – not by going without but simply by cutting down on waste.

- a running tap can use an awful lot of water - try using a bowl when washing dishes or vegetables or stop the tap from running while you brush your teeth.
- using a bowl can save up to 10 litres every time you use it.
- have a shower instead of a bath - a shower uses half as much water. But remember, power showers can use twice as much water as a bath.
for a cold drink, fill up a jug and put it into the fridge to use later instead of running the tap until cold.
- instead of running the hot tap until the water is hot, use the cool water to help get the right temperature instead of adding cold water later.
find time to fix any leaking taps. A dripping tap can lose up to 90 litres of water every day.
- wait until you have a full load of clothes before doing your washing, or you could use the half load button - you'll save water, electricity and detergent. The same applies to using your dishwasher.
- think about collecting rain water from your roof and down pipe in water butts or buckets and then use it to water your garden or wash your car.
- a sprinkler can use as much water in an hour as a family of four does in 48 hours. So, instead of using one in your garden - check the weather forecast first and use a watering can.
- use a bucket and sponge instead of a hose pipe to wash your car. A hose pipe can use as much water as a sprinkler.

Electrical Earthing

You are responsible for making sure that all electrical appliances in your home are safely earthed. Before 1966 it was a common (but incorrect) practice to attach an earth lead to metal water pipes. Your water pipe should not be used for earthing your household electrical installation. This is not one of our responsibilities. If you are in any doubt, please ring a qualified electrician for advice.

Contact Addresses and Numbers

Hartlepool Water
3 Lancaster Road
Hartlepool
TS24 8LW

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| Tel: | 01429 858050 |
| Fax: | 01429 858000 |
| email: | enquiries@hartlepoolwater.co.uk |
| Leakage Hotline: | 0800 028 4816 |
| Emergency out-of-hours: | 08457 145 145 |