

# The Great Escape - Water Leaks

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Water lost when an underground leak occurs will dramatically increase your bills for the site. The majority of leaks are never seen on the surface as gravity encourages underground running water to permeate into the earth.

Your water company is only concerned about what happens on their side of the meter. Once the water passes through the meter whether it was normal use or a leak you will probably be billed for it.



If your water bill is higher than expected, it could be that the amount you use has changed or there is a leak on your supply pipe.

## How to check for water leaks

Leaks can waste a lot of water if they aren't fixed quickly. If you think you have a leak and have a water meter you can check for a leak by carrying out the following steps:

### Seven easy steps

1. Being mindful of health and safety, open the meter chamber; remove the polystyrene on top of the meter and any surface water that may have collected in the chamber. A sponge usually does the trick.
2. Check that the meter serial number is the same number as the one shown on your bill.
3. Turn off the water supply at the external stop-tap.
4. Turn your cold water tap on, if the water stops this means it is your meter. If it doesn't stop the supply of water, contact your **water company** (usually Mon to Fri 8am-8pm, Sat 9am-1pm) (Severn Trent Tel: 0800 783 4444).
5. Turn the external stop tap back on and turn off the internal stop tap.
6. Go back to the meter outside. You will see black and red numbers on the meter dial. If either of these numbers is moving you may have a leak on your supply pipe. Contact your **water company** (who usually have a 24-hour helpline) If there is no movement, there is no problem with the external supply.
7. Return to the internal stop tap and turn back on. Go back to the meter and see if the numbers move, if they do, this would indicate a problem with the internal supply and you should contact WCC's **hotline on 01926 414123** to arrange an investigation and repair.

**Important:** please make sure you replace the meter cover correctly when you have finished reading the meter to avoid anyone tripping or falling over it.

If you have any queries about your energy or water consumption please get in touch with WCC's Energy Team; Email: [theenergyteam@warwickshire.gov.uk](mailto:theenergyteam@warwickshire.gov.uk), Tel: 01926 47 6623.