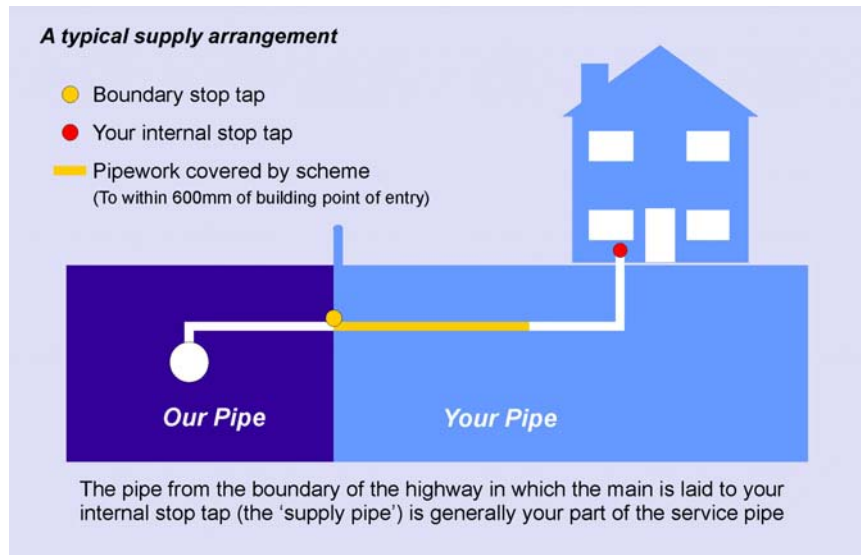


Water Pipes – Who is Responsible

Many people do not realise that the Cambridge Water is not the owner of all the pipes that lead to their homes. The diagram shows the pipes near your home and who owns them.

Tel: 01223 70 60 50
E-mail: info@cambridge-water.co.uk



Our pipes

We own:

- the stop tap in the road or pavement; and usually
- the service pipe from the main to the boundary of your property (the 'communication pipe')
- the water meter, where fitted

Your pipes

You own:

- the rest of the service pipe, which takes water into the house (your 'supply pipe')
- your own stop tap, either inside or outside your house
- all the plumbing inside the house

If your pipe runs under other houses before it reaches your house, it is still your responsibility

Some of the problems you may have with your pipes are described in the rest of this leaflet

Shared service pipes

If you live in an older property, you may share a service pipe with your neighbours. This may cause a reduced flow at your taps when your neighbours are using water.

We may require the replacement of a shared pipe with separate service pipes if:

- the pipe is in poor condition or can no longer meet the needs of the properties
- the houses are converted into a number of flats or homes
- the shared pipe has been interfered with

You and your neighbours are responsible for the costs of separating the service pipe.

Any disputes about the requirement to have a separate service pipe will be referred to the Director General of Water Services to decide.

Electrical Earthing

You are responsible for making sure that all the electrical appliances in your home are safely earthed. Do not use your water service pipe for earthing your household electrical appliances. It is illegal and highly dangerous. Providing electrical earthing is not one of our services.

The water pipes in some older houses (particularly those built before 1966) may be used as an earth. If your house is one of these, please remember that the increasing use of plastic water pipes reduces the effectiveness of your water pipe as an earth. You should contact your local electricity board for advice on electrical earthing.

B a d l y c o r r o d e d s e r v i c e p i p e s

If your service pipe is badly corroded and our standards of service for quantity and quality cannot be maintained, we will replace our part of the pipe.

L e a d p i p e s

There is no lead present in water supplied by us. Only properties built before 1960 may have lead supply pipes. The water is hard therefore the dissolution from lead pipes will tend to be slight.

You may be concerned about levels of lead in the water. If you are concerned about the level of lead in your supply, we will send an Inspector, free of charge, to assess the material of the supply pipe and take a water sample for analysis if appropriate. **Call us on 01223 706050 or e-mail using quality@cambridge-water.co.uk.**

We will replace a lead communication pipe free of charge, if:

- (a) the sample exceeds the permitted maximum concentration of 50 µg/l for lead; or
- (b) you have replaced your part of the lead service pipe (we can provide a quotation for carrying out the replacement of your part); and requested in writing that we replace our part of the service pipe

In certain circumstances financial help may be available from your local Authority towards the cost of replacing your lead pipes.

L e a k a g e

If there is a leak on your pipe you are legally responsible for repairing it. However, we have a number of Customer Service initiatives that may be to your benefit. Details of these initiatives are given in the Code of Practice entitled ***Leakages - Who is responsible?***. Call us on **01223 706050** or e-mail us at **custservice@cambridge-water.co.uk for a copy.**

W a t e r R e g u l a t i o n s

The protection of water supplies against contamination, waste and misuse of water is governed by Water Regulations. A Water Regulations Guide is available from Cambridge Water.

Plumbing systems must comply with the Regulations to ensure that misuse of water is kept to a minimum. They are designed to prevent contamination of water supplies by preventing:

- backflow
- back siphonage
- interconnections of water from other sources

This information sheet is one of a series that make up Cambridge Water's Code of Practice for Customers. The full range of titles is:

- Introduction to The Code of Practice for Customers
- The Cambridge Commitment to Customers and our Guaranteed Standards
- Your water supply - Quality, Quantity, Pressure and Flow
- How to get a water supply
- Responsibility for Water Pipes
- Responsibility for Leakage and Repairs
- The facts about water meters
- Complaints Procedure
- Your Bill and How to Pay
- What to do if you cannot pay your bill

If you would like a copy of all or one of these information sheets, please call 01223 706050 or e-mail us at custservice@cambridge-water.co.uk