

## Access to private property

Although many of our water pipes and sewers are located across public land, some are on private land. This means occasionally we may need to get access to private land to repair pipes and sewers, or to lay new ones.

We may also need to come into your property to:

- investigate a leak
- repair your, or your neighbour's, water supply pipe
- read your meter
- fit a meter
- test the quality of drinking water at your taps
- check for faulty drainage connections
- make sure water supply (water fittings) regulations are being met.

If we need to access your property, in most cases, we'll have made an appointment with you. Or you'll know we're on our way because you've told us you've got an emergency which we're going to help you with.

### Keep safe and secure – set up a doorstep password

When our representative calls at your property, they will:

- let you know they're calling on our behalf
- tell you what they are going to do
- show you their identification card
- confirm your personal doorstep password, if you have one.

Carefully check the caller's identification card to make sure they are genuine. If in doubt call us on **0800 009 3964** to confirm the caller has been sent by us.

For extra security and peace of mind call **0800 009 3652** to set up a personal doorstep password with us.

### Pipelaying powers on private land

If we need to access your property to repair, replace or lay new pipework, we'll contact you to:

- let you know what needs to be done
- confirm when we're going to do it
- arrange a mutually convenient time to carry out the work.

Wherever possible, we'll give reasonable advance notice of the work we need to do and contact both the owner and occupier of the property to discuss what we need to do and how best to do the work. If we urgently need to carry out work because, for example, there's a leak, burst pipe or sewer collapse, we may not be able to give you much notice but we'll let you know as soon as we can.

Our code of practice 'Pipelaying powers on private land', sets out what we'll do to protect your property and ensure safety at all times. You can download a copy at [thameswater.co.uk/literature](https://thameswater.co.uk/literature).