

My leak allowance form



Once your leak is fixed, please take a meter reading then wait two weeks before filling in this form. We need this two-week gap so we can see your normal water use and calculate your allowance to credit your account.

To submit your claim for a leak allowance, please complete this form and return it to:



reply@thameswater.co.uk

Please make sure you put 'REF' then a space followed by your account number in the email subject line.



Thames Water, PO Box 286, Swindon SN38 2RA

Your details

Name:

Daytime contact number:

Your Thames Water account number
(on the top your bill):

Email address:

Address of property with a leak:

Company name (if applicable):

Does anyone live in this property?

Yes No

Your address (if different):

If yes: how many people live in the property?

If no: what is the property used for?

Your leak

Who repaired the leak?

Date and meter reading from when leak was first found

/ /

(dd/mm/yy)

(meter reading)

The leak was:

inside my property

Date and meter reading from when leak was repaired

outside – on my water supply pipe

/ /

(dd/mm/yy)

(meter reading)

outside – on Thames Water's pipes/meter

Date and meter reading two weeks after repair

/ /

(dd/mm/yy)

(meter reading)

Leak allowances – what you need to know

1. Once you've found a leak, please repair it within three weeks and submit your claim within 90 days of the repair.
2. If you're eligible for a leak allowance, we'll credit it to your account. Please continue paying your bill in the meantime.
3. You can only claim a leak allowance once for leaks inside your property. However, you can claim multiple times for leaks on your external water supply pipe.
4. We'll only apply the allowance for the period the leak occurred to a maximum of two years.
5. You won't be eligible for a leak allowance if we had to repair the leak in relation to a waste of water enforcement notice.
6. You won't be eligible for a leak allowance if the leak was caused by negligence or if you knew, or should have known, there was a leak and failed to repair it.
7. Please enclose proof of repair if a third party has fixed the leak for you (e.g. a plumber's invoice or insurance documents).

Your declaration

I confirm that all the details I've shared on this form are true to the best of my knowledge and that I've read and understood all the information above. I've also enclosed proof of repair where appropriate.

Signature:

Date:

Company name (if applicable):

Print name: