

My leak allowance form



Before you complete this form:

- Please ensure you've told us you've fixed your leak by completing the following form: thameswater.co.uk/leakfixedform
- The leak must be repaired, and you must be able to read your meter.
- If you have a smart meter fitted, register for online billing to see your meter readings, visit thameswater.co.uk/onlineaccount. If you're unable to read your meter, contact us on **0800 980 8800** and we will arrange this for you.

In order to complete this form you will need:

- Your Thames Water account number (you can find this on your bill).
- The date the leak was fixed.
- Two meter readings taken at least two weeks apart – this will help us check your usage is back to normal.

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



billing.enquiry@thameswater.co.uk

Please make sure you put your account number in the email subject line.

Please include proof of repair if a third party has fixed the leak for you (eg. a plumber's invoice or insurance documents).



Thames Water, PO Box 286, Swindon SN38 2RA

Your details

Name:

Contact number:

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

Email address:

If you have a Thames Water job reference number for your repair, please provide it here:

Company name (if applicable):

Address of property with a leak:

Does anyone live in this property?

Yes No

If yes: how many people live in the property?

Your address (if different):

If no: what is the property used for?

Number of bedrooms

Your leak

Date when the leak was found:

/ / (dd/mm/yy)

Date when the leak was repaired:

/ / (dd/mm/yy)

Who repaired the leak?

Your meter readings

First meter reading taken after repair:

/ / (dd/mm/yy)

Second meter reading (taken at least 14 days later):

/ / (dd/mm/yy)

Please complete all boxes. Include both meter readings and remember to allow 14 days between each reading – without these your leak allowance claim will be delayed.

The leak was:

- outside – on my water supply pipe
- outside – on Thames Water's pipes/meter
- inside my property

Please detail where:

Leak allowances – what you need to know

1. Your leak must be repaired within four weeks of it being found, and your claim sent within 90 days of the leak 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. We'll only apply the allowance for the period the leak occurred to a maximum of two years unless the leak was on Thames Water pipework/asset.
4. 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.
5. 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.
6. Please enclose proof of repair if a third party has fixed the leak for you (e.g. a plumber's invoice or insurance documents).
7. If you're eligible for a leak allowance, this won't include the cost of repair to fix the leak, just the cost of the water lost during the leak.
8. 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.

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: