

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

If yes: how many people live in the property?

Your address (if different):

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

outside – on my water supply pipe

outside – on Thames Water's pipes/meter

Date and meter reading from when leak was repaired

/ /

(dd/mm/yy)

(meter reading)

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 6 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 after we've confirmed your repair. Please continue paying your bill in the meantime.
3. You can claim for a leak allowance once for a leak inside your property.
4. You can claim multiple times for leaks on your external water supply pipe.
5. We can't provide a leak allowance if the leak was caused through negligence.
6. If you can prove the leak was undetected for a long time, we'll backdate your leak allowance to a maximum of two years.

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 information given on this form.

Signature:

Date:

Company name (if applicable):

Print name: