



Lead pipe replacement

Request form

Replacing your lead pipes

If you're replacing the lead pipework you own, we'll replace any lead pipework that belongs to us free of charge. We're responsible for pipes running from the edge of your property boundary to our water main.

If you're starting work in the next three months, please complete and return this form by email or post.



customer.feedback@thameswater.co.uk



Thames Water Utilities Ltd, Lead Policy Coordinator, Lead Pipe Replacement Scheme Applications, PO Box 286, Swindon SN38 2RA

Before you replace your pipes

1. Double-check who owns what

Find out if you have your own supply pipe or if you share one with your neighbours. If you do share your supply pipe, you have two options:

- You can speak to your neighbours about jointly replacing the whole shared supply pipe.
- If your neighbours don't want to contribute towards the replacement of the shared supply pipe, you can arrange to lay a new supply pipe from your property to the point where the old supply joins our communication pipe. You'll be responsible for disconnecting your old branch pipe. This may involve crossing your neighbour's property and, if so, you'll need to ask their permission first before you start any work.

2. Double-check your earthing connection

If your house was built before 1966, the pipe we need to replace may provide the main electrical earthing, which is an essential safety measure. Ask a qualified electrician to review this for you.

3. Arrange for a plumber to replace your lead pipework

- The work must be in line with the [Water Supply \(Water Fittings\) Regulations](#).
- If you use one of our [approved plumbers](#), they'll provide a certification of work.
- If you use an independent plumber, please leave the trench open and [contact us](#) before burying the pipework, as we'll visit to check the work.
- If you're on a shared supply, you're responsible for disconnecting your old branch pipe.
- If you're unsure whether you have a shared supply, please ask your plumber to check before starting work.

Once you've applied

Once your plumber has completed the work and we've approved it, we'll replace our lead communication pipe with a new pipe.

The new pipe we install will be the same size as our existing communication pipe – unless this is below the industry-standard 25mm diameter. If our existing communication pipe is narrower than this, we'll replace it with a 25mm diameter pipe.

This may take up to three months to complete from the date we approve your work, depending on the layout of your street and its traffic management requirements.

If you want us to install a communication pipe with a wider diameter than the existing pipe – for example, to improve the flow – we're not able to do so under our free replacement scheme. You'll instead need to contact our Developer Services team, who will charge for this work.

Need a helping hand?

If you need help filling out this form, please call 0800 316 9800 and we'll arrange for a member of our lead pipe replacement team to call you back.

Please complete this form in BLOCK CAPITALS

Your contact details

Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Dr <input type="checkbox"/> Other <input type="text"/>
First name (s)	<input type="text"/>
Last name	<input type="text"/>
Preferred phone number	<input type="text"/>
Alternative phone number	<input type="text"/>
Email address	<input type="text"/>
Full postal address	Address line 1 <input type="text"/>
	Address line 2 <input type="text"/>
	Town <input type="text"/>
	County <input type="text"/> Postcode <input type="text"/>

The property details (for the property with lead pipes if different to above)

Full postal address	Address line 1 <input type="text"/>
	Address line 2 <input type="text"/>
	Town <input type="text"/>
	County <input type="text"/> Postcode <input type="text"/>

Your connection details

Type of property House Flat/apartment Domestic conversion Commercial conversion

Connection type Separate supply pipe Shared supply pipe

Your plans

I intend to replace the existing lead supply pipe within my property and any internal pipework within the next three months. Yes No

If I share a supply pipe, I will:

- jointly replace the whole length of lead shared supply pipework with my neighbours
- connect a new, separate supply pipe to Thames Water's pipe AND remove my branch of the existing shared supply pipe (accepting that I'm liable for all associated costs)

Signature:

Print name:

Date: