



South Staffs Water



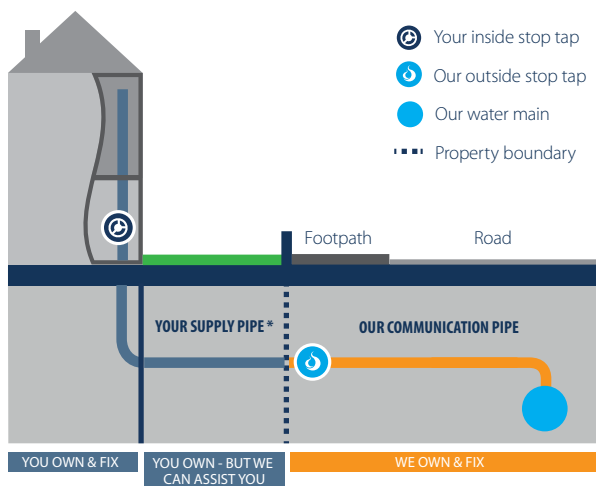
# Who's Responsible?



## Who is responsible for water pipes?

We're responsible for your water supply up to the boundary of your property, from the boundary onwards it's a home owner's responsibility. In this leaflet we will provide you with a clear explanation of where your responsibility for your supply starts and ends. We'll also provide you with advice on what you should do if you have a problem.

The property owner is responsible for all internal pipes and plumbing. If you rent your property it's your landlord/property owner's responsibility.



\* Homeowners are usually responsible for the water supply pipe up to the property boundary.

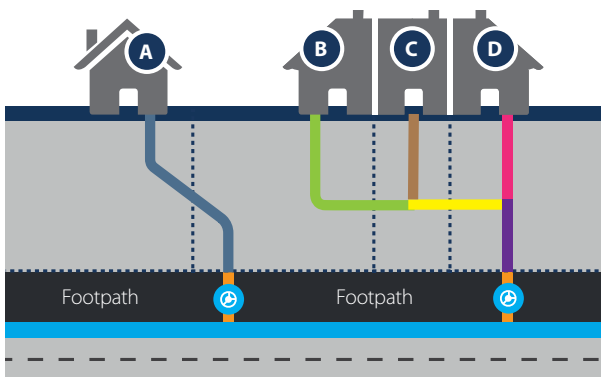
**Our communication pipe:** This pipe may sit in between the main road and footpath. This is the area of your pipework we're responsible for and will fix as part of the service we provide.

**Your supply pipe:** This pipe is from the outside stop tap to your property. This is your responsibility.

## Shared water supply pipes

You may share a supply pipe with your neighbours. This is more common if you live in an older property, terrace or semi-detached.

We're responsible for any pipes up to the boundary of your property - normally where it meets the footpath.



Stop tap/meter

Responsibility\*

Homeowner(s)



Water main  
- our responsibility



A



Communication pipe  
- our responsibility



B



C



Property boundary



D

\* Homeowners are usually responsible for the water supply pipe up to the property boundary.



B C



B C D

**Note:** The number of properties on a shared supply can vary.

**Sharing a supply pipe can cause a reduced flow and pressure at your taps when your neighbours are using water.**

## Low flow or pressure

If you're experiencing low flow and pressure it could be a restriction in the supply pipe or the communication pipe has a leak.

Please contact us and we'll carry out a test on the mains stop tap to check the water pressure. If tests show the pressure at the outside stop tap meets our regulatory standards, then you will be responsible for any work needed on your supply pipe to correct the problem.

If you're on a shared supply having your own separate water connection may help. If you would like a quote for a connection you can download an application form from our website:

**[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)**

## Stop taps

Stop taps are used to turn off the water supply to your property. This is important in an emergency, for example, if there is a leak or a burst pipe. You may also need to turn off the water supply if you're having building or plumbing work done.

Inside stop taps are generally located where the water supply enters your property, for example under the kitchen sink or in a downstairs toilet or cellar. If you have a problem with the internal stop tap you will need to contact an approved plumber.

If your water is on a shared supply you may also have an external branch stop tap. This will normally be located within the boundary of your property, for example in the garden. It's the homeowner's responsibility to maintain and repair these stop taps.

## Leaks or burst pipes

If you think you have a leak in the grounds of your property, you'll want to get it fixed as quickly as possible. But don't worry; we're here to help you find the right solution to getting any leaks fixed as quickly and effectively as possible.

Please get in touch as soon as you think there's a leak. We'll make an appointment to come along, identify if there is and if you're there we'll talk through the details with you. You could also read our 'Helping you with your leak repairs' leaflet.

## Problems inside your property

If you have a problem with the plumbing inside your property then you will need to contact an approved plumber.

When you're choosing a plumber, make sure they're a member of an Approved Contractors' Scheme, such as WaterSafe [www.watersafe.org.uk](http://www.watersafe.org.uk)

## Water meters

We own the water meter at your property. If there's a leak on the meter, please contact us and we'll investigate.

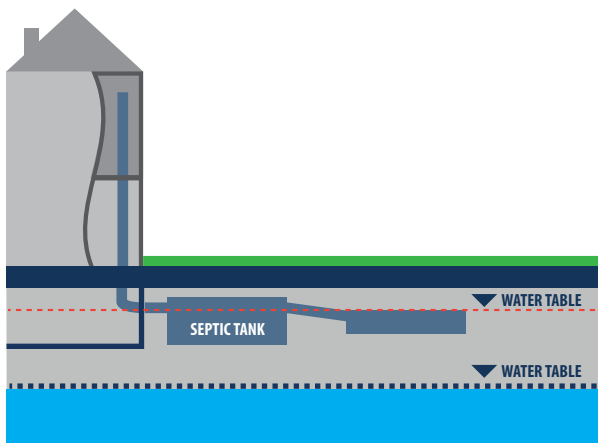
## Who's responsible for sewerage and drainage pipes?

We don't supply any sewerage and drainage services – these are supplied by Severn Trent Water.

If you are experiencing a problem with sewerage or drainage, please contact Severn Trent Water on **0800 783 4444** for further help and advice.

## Ground Water

When rains falls, some of the water may run off directly over the surface into rivers, streams and drains. However some water can be found to naturally occur beneath the ground filling pores or cracks in the underlying soils and rocks.



- Adequate distance between septic tank and water table.
- Unanticipated high ground water levels causing septic-system failure and basement flooding and/or foundation damage.

This ground water affects the depth of the water table. If the water table rises above the level of your septic tank, cellars or other deep structures it can affect your property and may cause flooding or leakage unless they have been appropriately constructed. If you do experience issues with water in excavations that is not related to surface water drains we can send a member of our team to investigate the issue. If the outcome identifies ground water to be the cause of your problems, you will need to contact your building control department at your local council who can advise you of appropriate measures for your area. We're not responsible for water issues of a natural origin.

**Tel: 0800 389 1011** quoting reference PRC  
**[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)**