

Leaks - the unseen problem

In most cases, leaks are not visible on the surface as water naturally runs away underground, so a leak can go undetected for weeks or months. This is not only a waste of water but is also a waste of money as leaking water that has gone through the meter is chargeable.

Costs can escalate quickly if left unrepaired. The loss of one cubic metre (1,000 litres) of water an hour, if left unaddressed, could cost your business:

- **£67.44 per day**
- **£472.08 per week**
- **£24,615.60 per year***

Identifying a leak

If you have an unexplained increase in your water bill installing smart meters is a good way of identifying potential leaks.

If you suspect there's a leak somewhere on your network our experienced

leakage specialists can undertake a leak detection survey using a number of techniques, including acoustic detection which involves listening to your network. They can locate most leaks without the need to excavate, avoiding disruption to your business.

When a leak is located, our engineers will recommend how best to repair it and then undertake any work that is required. We always try to repair rather than replace the existing infrastructure to minimise cost and disruption, and in the majority of cases our customers can continue with business as usual while the work is completed.

*Figures calculated against 2016-2017 measured water and waste water charges.

Leak detection and repair

The most commonly used methods we use to repair leaks are:

- **Under-pressure mains repair**

We can often complete the repair without shutting down supply to your premises, meaning that there's no disruption to supply at any stage in the repair work.

- **Overland mains bypass**

If the repair work does require a shutdown of the affected part of your network, we will re-route the water supply above ground. This way you still have access to water for the duration of the work.

- **Line stopping**

On larger works we can isolate the damaged section of the network and complete repairs without loss of supply, stopping water from passing through the affected area while work is carried out.

We understand that business continuity is vitally important to our customers, so we can make alternative repair options available, including conducting out-of-hours or weekend work if required.

For more details speak to one of our experienced Account Managers

Telephone:
0345 072 6073

Email:
keyaccountmanagement@water-plus.co.uk