

# Be prepared this winter

## Your four-step guide to check for leaks.

Got a leak? Your business could be pouring water, and money, down the drain. We've created this handy four-step guide to get you through the winter and help you keep an eye out for potential problems.

1

### Reality check

**Before you look for leaks, also think about:**

- Are you just using more water than usual, have you recently introduced a new process, product or machinery?
- Or was your previous bill based on an estimated reading which has since proved to be too low?

Still think you've got a leak? Take a look at step 2.

2

### Check for obvious leaks

**Take a good look around your site. Look for:**

- **Faulty taps:** dripping or running taps waste thousands of litres a year.
- **Overflows:** check your water tanks or cisterns in the roof space. Is water dripping out of your overflow pipes outside?
- **Toilet cisterns:** these leaks can be hard to spot and waste a lot of water. New cisterns tend to overflow inside the toilet bowl rather than traditional cisterns that overflow outside.
- **Faulty urinals:** are they running constantly? This kind of leak will waste a large amount of water per year.

If you've followed steps 1 and 2 and you've still not got a possible cause for your unusual water bill, go to step 3.

3

### Check the meter

**Not sure where your meter is? You might find it:**

- **Inside:** in a boiler room or cellar, or
- **Outside:** usually near the boundary or on a footpath on your site.

**Found it? Now you should...**

1. Choose a time when your business is not using water then turn off all taps and water-using appliances. The best time to do this is usually overnight, but we know this is not always practical.
2. Take a meter reading (including the red digits).
3. Don't use any water for at least an hour, then take another reading. The longer you can wait between the two meter reads the better.
4. Compare the two readings. Have they changed? If yes, then it sounds like you've got a leak.

4

### Check the supply pipe

**If your water meter is outside, the leak could be on your external supply pipe.**

**This underground pipe connects your business to the public water mains – you own this pipe and are legally responsible for it.**

To check if your supply pipe is leaking:

1. Turn off your internal stop tap so that no water reaches your taps or inside pipes.
2. Check your meter again. Is it still turning? If yes, then you might be looking at a leak on your supply pipe.

Think you've got a leak? Tell us about it:

☎ 0345 072 6078 @ [advancedservices@water-plus.co.uk](mailto:advancedservices@water-plus.co.uk)

**Waterplus**