

Leaks: the hidden loss

Leaks at your site cannot always be seen, or heard, so we've created this 4 step guide to help your business.

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.

Remember: Only check your water meter if it's safe to and you can access it.

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.

For larger sites, including ones with complex water and wastewater needs, we have a leak detection and repair service. If you have a larger site and want more details, please contact: advancedservices@water-plus.co.uk

If your business wants to explore how our leak detection and repair service can help your site, please email: advancedservices@water-plus.co.uk

Find out more about saving water at your site at www.water-plus.co.uk

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