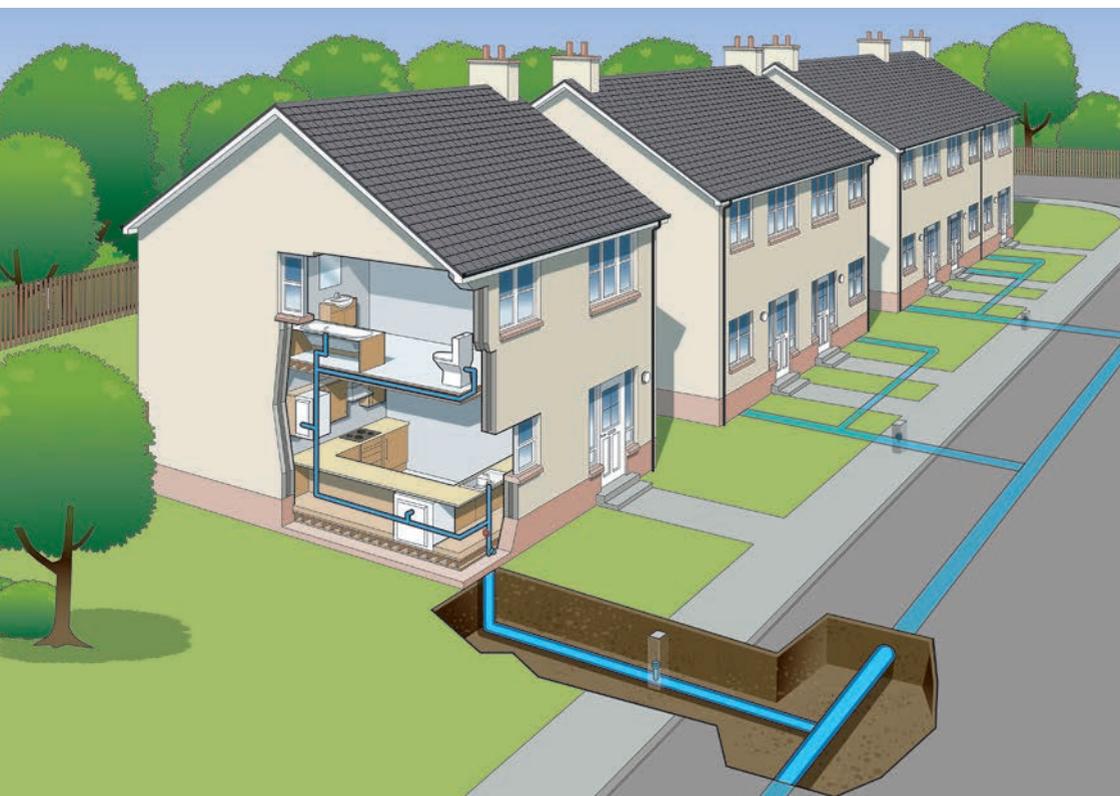




**Scottish
Water**

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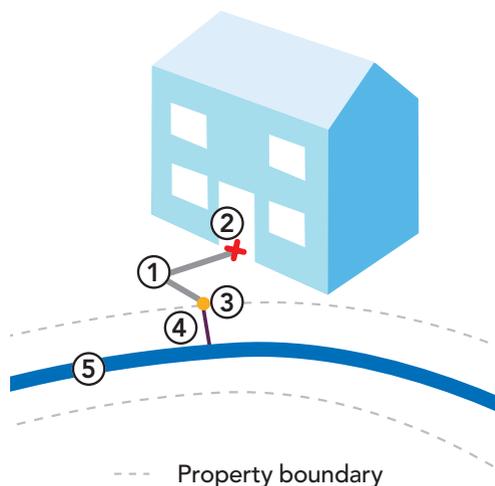
Your guide to water pipework

The information contained in this guide is to help you understand more about the responsibilities of pipework in and around your home.

Layouts for various water supply pipe setups are shown in this guide, and although a specific property type may not be shown, the same general principles will apply.

Please note: Water supply pipe responsibility scenarios can vary. The examples provided in this document are for guidance and illustrative purposes only.

Our example below shows the typical pipework arrangement for an average property that will apply to most of our customers. It shows how the property connects to the water main through the communication pipe and the water supply pipe. The quick reference table will help you identify exactly what you are responsible for.



	Responsibility
1 The water supply pipe	Homeowner
2 Stop valve	Homeowner
3 Stopcock/meter	Scottish Water
4 The communication pipe	Scottish Water
5 The water main	Scottish Water

Water pipework explained

The water supply pipe

For most of our customers the water supply pipe is the pipe that runs from the edge of your property boundary and ends at your stop valve inside your home.

The owner of the property is responsible for the maintenance of the water supply pipe. If you are on a shared water supply pipe you are jointly responsible, along with your neighbours. You are also responsible for the installation and maintenance of all plumbing inside your home.

Stop valve

The stop valve is the control for your water supply into your property and is located within the boundary of your property. It allows you to switch off your water supply to your property if you are doing plumbing work or if your pipe bursts. It is usually located under a sink (normally your kitchen sink), or in a garage (wherever the mains supply enters your house). The stop valve is the responsibility of the homeowner.

Stopcock and water meter

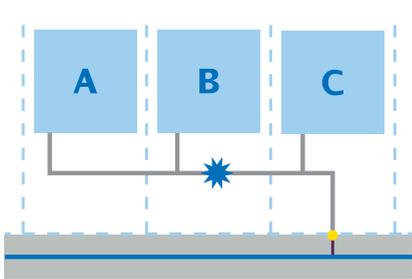
A stopcock and water meter (if you have one) are found at the end of the communication pipe. The stopcock is where we would access your water supply to carry out any necessary work or checks. If you have a water meter it would also be located at this point and would measure the amount of water entering your property. We are responsible for the maintenance and repair of both the stopcock and the water meter.

Communication pipe

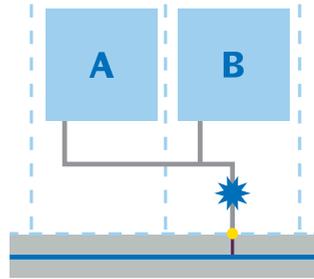
The water communication pipe starts at the water main in your street and usually runs to the edge of your property boundary where it meets the stopcock. In some cases the stopcock may be found within the boundary of your property. We own the water communication pipe and it is our responsibility to maintain it, up to and including the stopcock.

Water main

The water main is the main public water supply pipe into the local area. The water main that supplies your area can vary in size. A larger water main is known as a 'strategic' or 'trunk' main. We are responsible for the maintenance and repair of the public water main.



Example 1 – Properties A and B are responsible for repairing the leak on the shared water supply pipe.



Example 2 – Properties A and B are both responsible for repairing the leak on the shared water supply pipe.

Shared water supply pipe

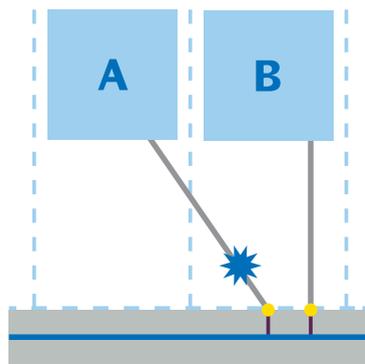
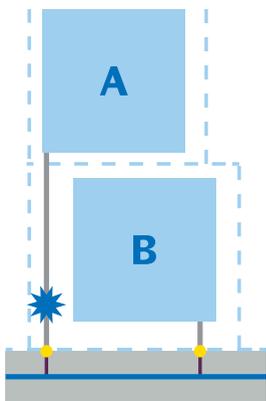
A property can have an individual water supply pipe, or it can have a shared water supply pipe (one pipe feeding more than one property). Many older properties, particularly terraced houses, are supplied by a shared water supply pipe. This pipe provides water to a number of houses from one single connection from the water main. Shared water supply pipes are usually made of lead or copper and are often too small in diameter for the water needs of modern households.

The diagrams above illustrate that the responsibility for repairing a leak can depend on where the leak is located on a shared water supply pipe.

Further water supply pipe examples

There are other pipework scenarios, especially in rural areas. Occasionally water supply pipes may reach beyond the property boundary, however it is still the responsibility of the property owner to maintain them.

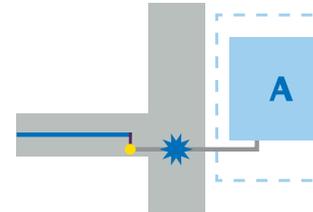
Examples of water supply pipes outwith the property boundary.



Example 3 – In both of these instances, it is the responsibility of property A to repair the leak to the water supply pipe (with permission from the owners of property B).

Water supply pipes located on a road

Properties that front on to a main road, where there is no water main nearby are responsible for the maintenance of the water supply pipe even if it is located in the road.



Example 4 – In the event of a leak on a water supply pipe on the main road, property A is responsible for repairing the leak. Scottish Water may repair the pipe, however this may be at the owners expense.

Leaks on your water supply pipe

Water rising in your garden (even during spells of dry weather) or noticeable green patches are common signs that you may have a leak on your water supply pipe.

Property owners are responsible for repairing leaks on water supply pipes but there are instances where Scottish Water may provide assistance to resolve water supply pipe leakage. Following an assessment at your home, we may be able to offer a subsidised leak repair or pipe replacement if certain conditions are met. If you suspect you have a leak on your water supply pipe but are unable to locate it, contact our **Customer Helpline** on **0800 0778778** and we will do all we can to assist you.

Tenants

If you are a tenant and discover a water leak from pipes in the property you rent you should contact homeowner/landlord to arrange a repair. If they fail to repair it properly and there is a risk to your health or ability to live in the property you can contact Scottish Water yourself. Most landlords are duty bound by a standard called the 'repairing standard'.

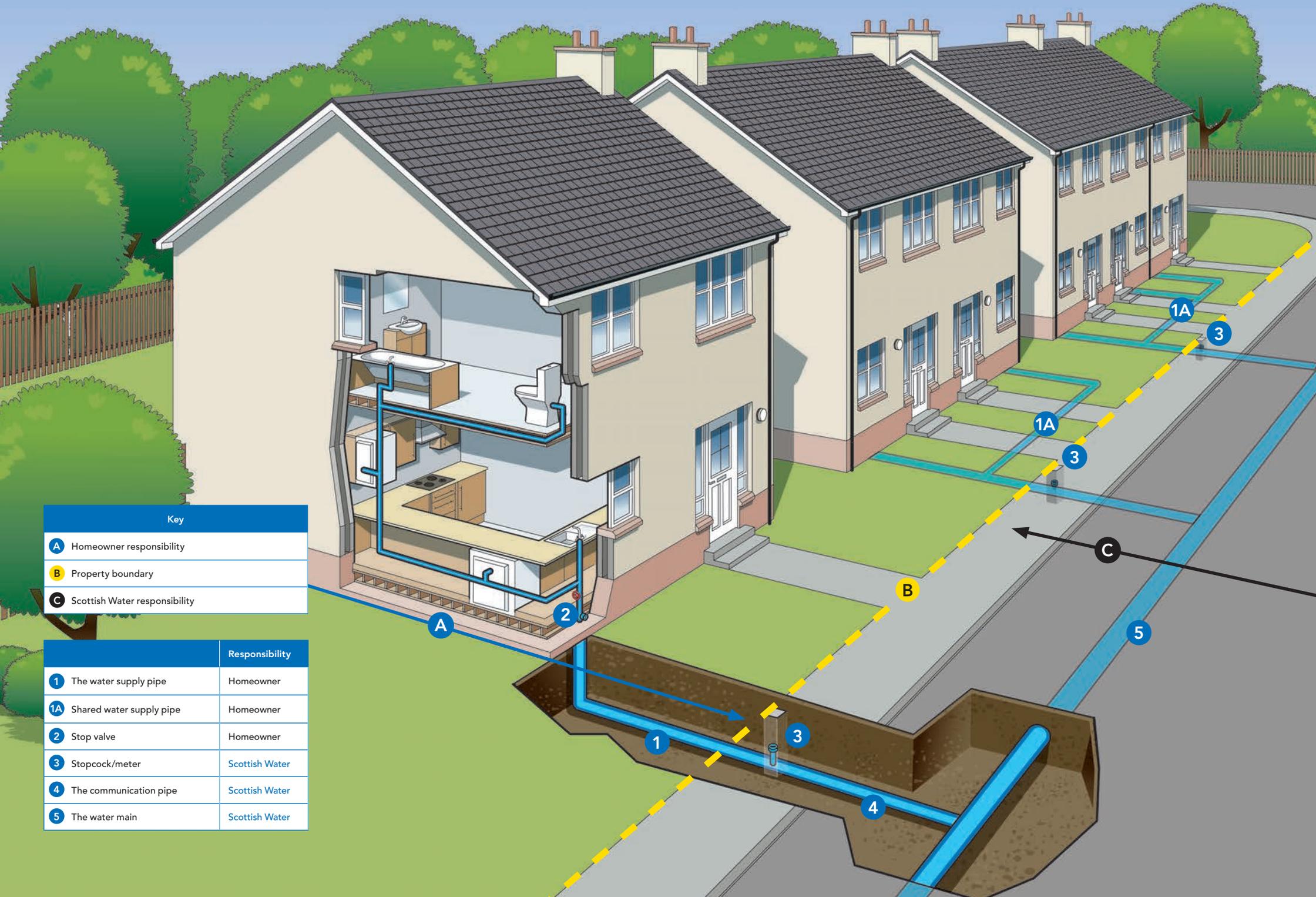
If the water pipes and installations are not kept in proper repair the tenant can report the landlord to the Private Rented Housing Panel.

Pipework within your property

You are responsible for the installation and maintenance of all plumbing inside your home. If you have an issue with this pipework, we would recommend you contact a licensed plumber or your landlord/Council if the property is rented.

To find a licensed plumber in your area visit WaterSafe at www.watersafe.org.uk or SNIPEF at www.needaplumber.org.

* Scottish Water supports and promotes the WaterSafe scheme. WaterSafe is a dedicated online search facility to help customers to find the nearest qualified plumbing and heating professionals in their area. Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF) runs the Plumbing Industry Licensing Scheme and this is part of WaterSafe.



Key	
A	Homeowner responsibility
B	Property boundary
C	Scottish Water responsibility

	Responsibility	
1	The water supply pipe	Homeowner
1A	Shared water supply pipe	Homeowner
2	Stop valve	Homeowner
3	Stopcock/meter	Scottish Water
4	The communication pipe	Scottish Water
5	The water main	Scottish Water

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To receive **free** texts (SMS)* to keep up to date about our work or service updates, such as having no water supply, in your area – please text **'Update' with your postcode** to **82228**.

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.

* For more info and T&Cs visit www.scottishwater.co.uk/textterms