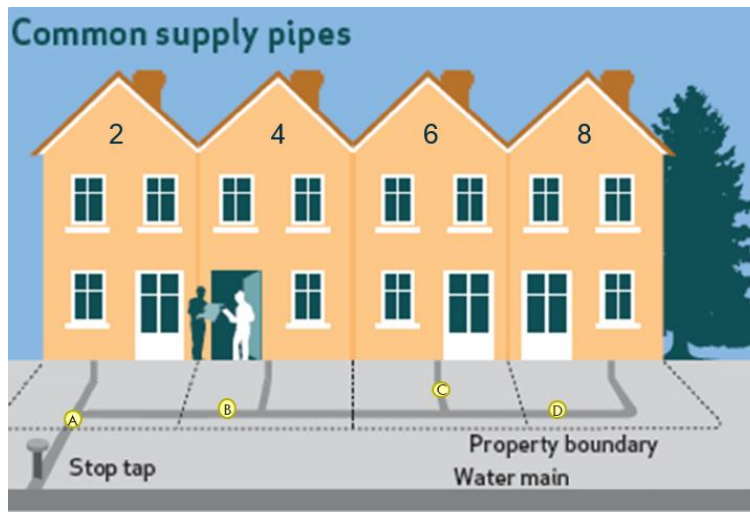
	Work Instruction	W0028
		1 of 2

Work instruction:	Date Raised
Determining Ownership (Water Mains)	12/08/2017

Work Description	
Prior to undertaking out any repair work and/or some investigations it is necessary to determine who is responsible for the water service.	
Instruction	
<ol style="list-style-type: none"> 1. Refer to W001 & W002. 2. If the water supply at the property is shared, this should have been picked up during the First Call. These notes should be on the system and you should be attending site on a WMI basis (Water Mains Investigation). However, occasionally customer's do not know if they are on a shared supply or not. If you are on a job that has not been raised as a WMI and find that the supply is shared call the office immediately. 3. Water supply pipes beneath the public footpath or the highway are the responsibility of the Local Water Authority. This is shown in the diagram below: <div data-bbox="448 927 1203 1352" data-label="Diagram"> <p> ■ Water main, responsibility of company ■ Communication pipe, responsibility of company ■ Supply pipe, responsibility of property owner ■ Shared supply pipe, responsibility of property owner </p> </div> 4. Insurance companies deem a customer to be either fully responsible or part responsible for a leak if they derive benefit from the leaking section of the supply. This means that a customer is still liable for a leak if they are fed by the supply, as long as there is a leak somewhere on the section feeding their property, even if it is off the property boundary before it meets the public footpath/road. 5. The below diagram shows who is responsible for a leak on a shared/common supply: 	



- A leak at position A is the responsibility of all supply users, Number's 2,4,6 & 8.
 - A leak at position B is the responsibility of Number's 4, 6 & 8.
 - A leak at position C is the responsibility of Number 6.
 - A leak at position D is the responsibility of Number 8.
6. If you are on site and for whatever reason the responsibility for the leak cannot be determined please phone the office.
 7. If you have located the leak and it is our customer's responsibility but on an adjacent property, please contact the office immediately, it is likely that we will attempt to contact the owner of the adjacent property and still persevere with the repair of the leak.
 8. If you have located the leak and it is our customer's responsibility but it is beneath the neighbour's house/extension/outbuilding please contact the office immediately. It is likely that we will accept liability for the leak on the customer's behalf but some liaison will be required with the neighbour's insurers to ensure that the issue can be resolved with minimum destruction of property.
 9. Where the best solution to resolve the problem is to bypass a leak, please contact the office to discuss this before proceeding with any works.
 10. Where joint responsibility for a leak has been confirmed, ensure that every effort has been taken to note down the addresses and contact details for the other liable parties so that these can be referred to the office.

Responsibilities

Water Mains Engineers

Key Objectives

To determine ownership of the water supply so that it is clear who is responsible for the leaking section.