

Burst allowance claim form (household customers)



Introduction

United Utilities operates a Leakage Code of Practice for domestic customers (the occupiers of premises used wholly or partly as a dwelling) whose water supply is metered. Copies of the code of practice can be downloaded from our website unitedutilities.com.

United Utilities may reduce your water and sewerage volumetric charges on the first occasion that a leak is discovered providing that the repair is made within two weeks of detecting the burst and you have not been negligent.

If we agree to adjust your charges, we base the adjustment on how much water you have used in the past. If there is no record of how much water you have used in the past, we base the adjustment on the typical use for a similar property. We normally check this adjustment against your actual water usage after the leak has been repaired. The allowance will normally be given from the last but one actual read.

How to apply

This form along with **all** supporting documentation should be returned to:

**United Utilities, Customer Service Centre, PO Box 50,
Warrington WA55 1AQ**

You must continue to pay your account as normal while your claim is being considered. Any allowance will be deducted from subsequent bills.

Notes

We will **not** adjust your charges for:

- Leaks on internal plumbing, for example toilet cisterns and heating systems
- Leaks caused by your negligence
- Leaks you knew about and did not either report to us, or repair yourself within two weeks
- Leaks caused by a third party (unless the leak was caused by United Utilities or one of its contractors)

If your meter is inside your property, the leak is on your internal pipework.

In these circumstances, it is worth checking your insurance policy to see if you are covered for the cost of repairs to internal pipework or systems that are your responsibility.

1	Customer account number:																			(you can find this on the front of your bill)							
2	Name:																										
3	Address:																										
4	Address where burst occurred: (if different from 3. above)																										
5	Person to contact:																										
	Telephone number:																										
6	Date when burst first noticed:																			D	D	M	M	Y	Y	Y	Y
7	How did you become aware of the burst?																										

8	Who repaired the leak?	United Utilities:	<input type="checkbox"/>	Self:	<input type="checkbox"/>	Plumber / contractor:	<input type="checkbox"/>
9	Date when burst repaired: (please provide confirmation of repair e.g. plumber's invoice (unless repaired by United Utilities))	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	1st meter reading after repair:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Reading date:	<input type="text"/>
	2nd meter reading after repair:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Reading date:	<input type="text"/>
Take second reading one month after repair. Read black digits only. Please return this form when both readings have been taken (we can arrange to take the readings for you if required).							
11	Was the pipework exposed where the burst occurred?	Yes:	<input type="checkbox"/>	No:	<input type="checkbox"/>		
12	Sketch plan – please indicate site of meter/meter chamber in relation to your house and mark approximate position of burst.						
<p>EXAMPLE</p> <p>Please note: Any additional information to support your claim should be attached and returned with this form.</p>							
13	Declaration I declare that the information I have given is correct to the best of my knowledge and belief and understand that if I have knowingly given any false information I may be liable to prosecution.						
Signature		<input type="text"/>			Date:		<input type="text"/>

Please make sure you include all supporting documentation including a plumber's invoice if applicable.



unitedutilities.com

United Utilities Water PLC
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Warrington
WA5 3LP

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Registered Number 2366678

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