



What to do next if you find a leak

If you have experienced a leak on your supply pipe you may be eligible for an allowance however you must act promptly.




For a full breakdown of the eligibility criteria & guidance on your responsibilities and to download a leakage application form, please visit:

www.niwater.com/leakage-responsibilitiesallowances-and-costs/

We recommend that you take regular meter readings and have your internal pipework inspected to ensure that any leakage is detected at an early stage and the necessary repairs carried out. The costs associated with finding and repairing leaks on the supply pipe are your responsibility.

What to do next when you suspect a leak



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How to test for possible leakage before you contact NIW

First, turn off all water using fixtures & fittings

If the meter dial does not turn this means there is no leakage present.

If the meter dial continues to turn there may be leakage.

Next, turn off internal stop valve

If the meter dial does not turn this means there may be leakage on internal pipework after the stop valve.

If the meter dial continues to turn there may be leakage present on the supply pipe to your property.

Finally, switch off external stop valve at your boundary (if fitted). This can help determine if leakage is present on your private pipework or on the public pipework.

When the stop valve is switched off and the meter dial stops, this means there may be leakage on your private pipework.

When stop valve switched off and meter dial turns, there may be leakage on the public side (NIW responsibility). If so, inform NIW as soon as possible.

If these tests determine leakage on your private pipework within your boundary, you may want to contact a plumber to help locate the leak and repair as soon as possible.

Explanation of Customer & NIW pipework responsibilities

