

External supply pipe Q&A

What is an external supply pipe?

The supply pipe is the pipe coming from the Principle Stop-valve into your property. You are responsible for leaks and the maintenance of this pipe.

How can I tell if I have a leak in my external supply pipe?

If your water pressure is low, your garden is waterlogged or your meter reading is higher than you'd expect, you may have a leak in your supply pipe.

If you think you may have a leak and you have an external water meter you can do a simple test:

1. Stop using water and turn off the inside stop-valve in your property
2. Open the external meter with a screwdriver (usually fitted at the outside stop valve) and take a meter reading
3. Leave the stop-valve shut and do not use any water for the next half an hour
4. Check the meter again, if there has been an increase in the reading it is likely that you have a leak

What problems can a leaking supply pipe cause?

- Damp
- Weaker foundations and subsidence
- Water logged gardens
- Damage to driveways
- Valuable water wastage
- Metered bill increase

What can I do to stop the leak?

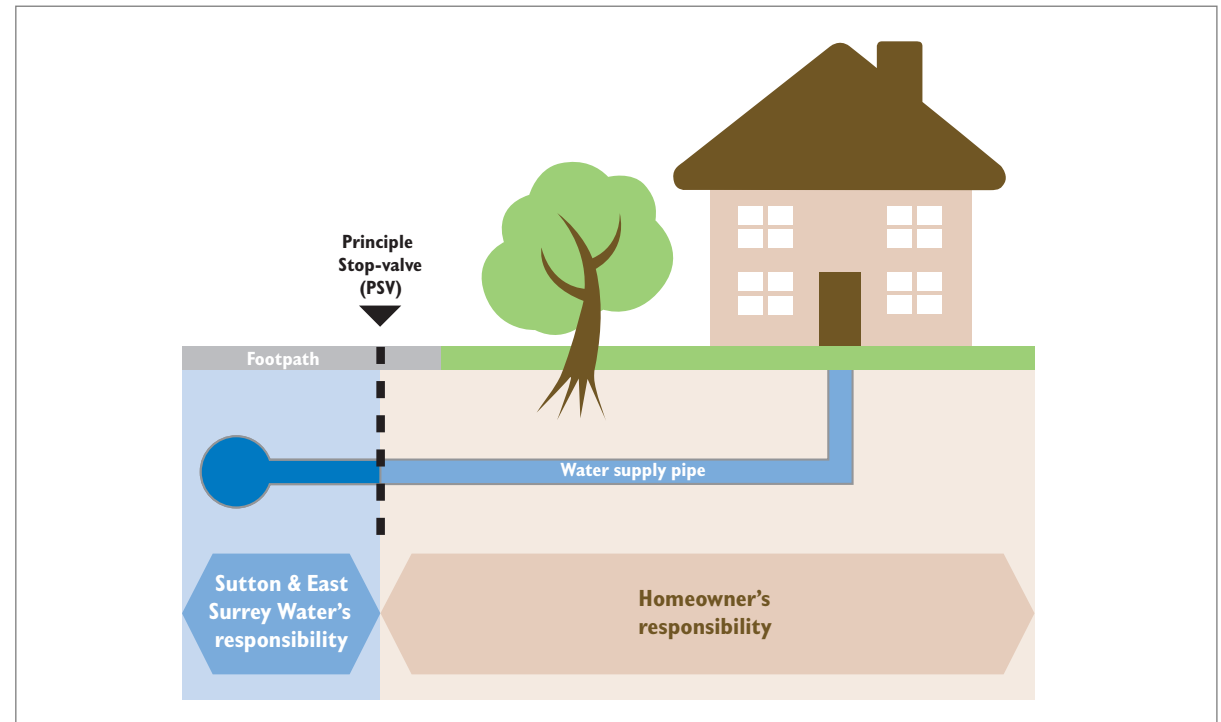
As the leak is underground and on a high pressure pipe it requires specialists to fix the problem. If it is a large burst, you can turn off the water at the outside stop valve to reduce the amount of water lost until help arrives.

What should I look for when calling in someone to fix my external supply pipe?

This is not a job that every plumber is able to do, so it's best to look for companies with a specialist team.

Ask them about the equipment they use.

This is important as the latest moling technology creates less surface damage and ensures the project is completed quickly and with minimum disruption. It's also important to check that full reinstatement of your garden or drive



is included in the quote. Even with the latest technology this job will cause damage and many companies will only back fill the hole they have created rather than repair the damage and match your existing drive or garden.

If you are looking for help or advice, Sutton and East Surrey's underground pipework team are experienced, specialist engineers, on call 24 hours a day.

The supply pipe runs from the water main into your house and maintenance of it is the homeowner's responsibility