

Do you have a Lead Supply Pipe?

We may be able to help you...

This leaflet explains everything you need to know about having your private lead supply pipework surveyed and potentially replaced by Welsh Water





Our commitment

Welsh Water is committed to continuously improving the service we offer our customers and to ensure all of our customers have access to safe, clean drinking water at all times. To achieve our vision of a lead-free Wales by 2050 we are undertaking a lead pipe replacement programme.



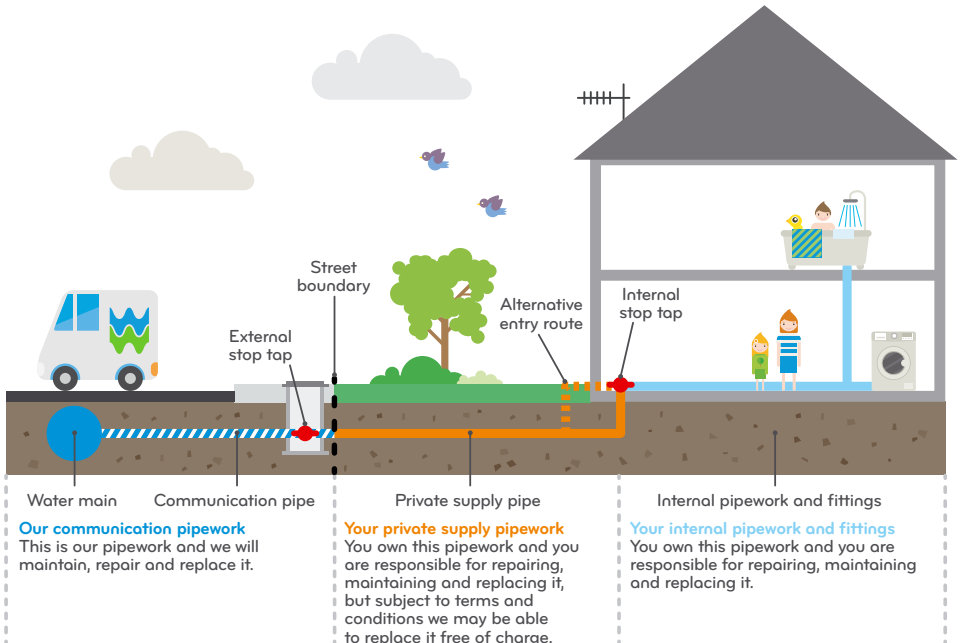
What are we doing?

Our records indicate that you may have lead pipework supplying drinking water to your property.

Although the private supply pipe is owned by you, Welsh Water are currently undertaking a value added service and may be able to help you with its replacement.

We would like to support you in attempting to find and potentially replace any private lead pipework which is supplying your property.

The diagram below shows the different types of pipework in the ground that are usually laid to supply a property with drinking water. It also explains a bit more about who owns them and who is responsible for maintaining or replacing them.





The Survey

Before any potential replacement work is undertaken, we need to confirm that your private supply pipe is lead. Our surveyor will visit your property to discuss this further and try to answer any questions you may have. On arrival they will produce their identification. If you are concerned about bogus callers, please see the section later in the leaflet on verifying bogus callers and our Password Scheme.

The short survey will look at how we would undertake the replacement of your private supply pipe if we establish that it's lead and will check things like:

- The length of the private supply pipe being no more than 15m.
- The route the private supply takes.
- Access arrangements.
- The ground conditions.
- Whether the supply pipe entry point into the property is above / below ground.
- The working area in your property where the private supply pipe enters.
- The reinstatement requirements.

During the survey, the entry point of the new private supply pipe into your property will be discussed. In the majority of circumstances the entry point will be below ground. However, there may be instances where the entry point is above ground. The surveyor will be happy to discuss this further and how both types of installations would be undertaken.

All the findings of the survey will then be recorded and assessed further to help us understand the level of work required for the replacement and whether we can support you.



The Consent Form

For us to undertake any work on your private supply, the express consent of the legal owner of the property is required.

We have a consent form to help record this information and the surveyor will discuss this with you. The form includes the details of any potential replacement and reinstatement work, customer requirements, terms and conditions and signatures.

Please be assured that if we can support you with the replacement, no work will go ahead until you are totally happy and have read, understood and signed the consent form.



Survey Assessment

The records of the survey will then be assessed to confirm whether we can support you or not and the Customer Services Advisor will contact you.

There may be many reasons why we cannot carry out the replacement works which will be discussed with you by the Customer Services Advisor.

For example:

- If your private supply pipe is longer than 15m;
- The consent form is not signed by the legal owner of the property;
- The working area within your property where the new private supply pipe would enter cannot be cleared as required; and,

— If there are hazards that make the required work unsafe to do.

Following the survey assessment there are three possible outcomes which are detailed below.

1



If we unfortunately can't support you, our team will explain this. You will remain on the replacement list should there be change in replacement policy in the future that means we can support you. If you wish you can undertake the replacement yourself and we recommend the use of a WaterSafe Approved plumber or Water Industry Approved Groundworker (please see www.watersafe.org.uk for more information). We may also be able to help you by providing a free new connection to our supply once you have undertaken the replacement of your private supply.

2



If we can support you, but you do not want the proposed replacement work to be done, that is totally fine. We will update our records and there is nothing more to do.

3



If we can support you and you are interested in the proposed replacement work, the Customer Services Advisor will explain the next steps and organise a suitable date when the replacement work can be done.



The Replacement Work

If we can support you, Welsh Water or our contract partners will attend your property on the date and time of your appointment to undertake the replacement. On arrival they will produce their identification. If you are concerned about bogus callers, please see the section later in the leaflet on verifying bogus callers.

As described in the consent form and as discussed with the surveyor we will need to have clear access to the area within your property where the private supply pipe enters. This is because part of the replacement work will require connecting the new private supply to your existing internal pipework. In this working area you will need to make sure that you have cleared it of furnishings, fittings, flooring and any other items agreed during the survey.



Making good when the work is done

When we excavate and undertake the replacement work, our teams will ensure we complete this work safely and to a high standard. We will put the area back as we found it (shown opposite). In some cases however, this may not be possible, but we will always discuss this with you before we start any work and this will also be clearly described in the consent form. We'll also only put back the area we've dug up and this work will be guaranteed for 12 months.

Reinstatements and what we can do...

The picture opposite shows some examples of typical surfaces we find at customers' properties and how we put them back after we've undertaken any replacement work to ensure they are safe and tidy.

Reinstatements and what we can't do...

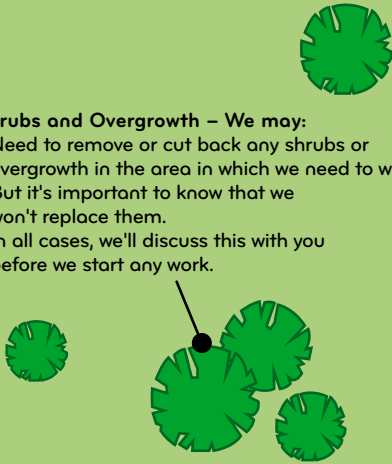
Unfortunately, there may be some circumstances where we cannot match new surface materials with existing.

For example, this could be the colour and finish of new concrete / pressed concrete and tarmac compared to existing, or where new slabs need to be laid that don't have the same look or weathered feel as existing slabs.

We will try our best to match the new material types with the older, but it cannot be guaranteed. This will be explained by the surveyor and also clearly described in the consent form.

Shrubs and Overgrowth – We may:

- Need to remove or cut back any shrubs or overgrowth in the area in which we need to work.
- But it's important to know that we won't replace them.
- In all cases, we'll discuss this with you before we start any work.



Grass – We will:

- Remove the existing turf before we start work.
- Refill the hole with the original subsurface material.
- Relay the turf although you may need to water and maintain the grass following the disturbance.

Bare soil or unmade ground – We will:

- Refill the hole with the original subsurface material.

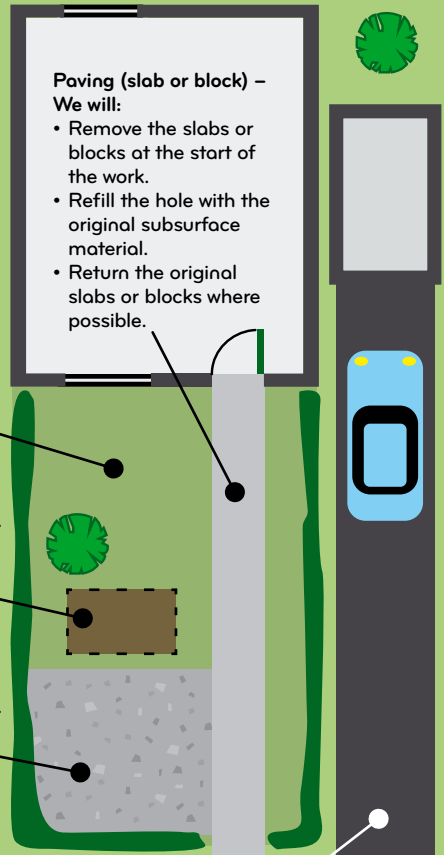
Gravel or shingle – We will:

- Remove the loose stones at the start of the work.
- Refill the hole with the original subsurface material.
- Return the original loose stones to the surface although you may see some soil mixed in with the stone due to the disturbance.

Paving (slab or block) –

We will:

- Remove the slabs or blocks at the start of the work.
- Refill the hole with the original subsurface material.
- Return the original slabs or blocks where possible.



Concrete or tarmac – We will:

- Refill the hole with the original subsurface material.
 - Lay new concrete or tarmac over the area of work.
- This may be a different colour to the existing surface as we use standard tarmac and concrete products.





Water Quality

If lead pipes have been found (either supplying your property or inside your property), whilst they are still present and being used the following should be done to reduce the level of lead which could be present in your water:

- If the water has been standing overnight or for a few hours during the day, turn the kitchen cold tap on for a couple of minutes before using it for cooking and drinking – even before filling a kettle to boil or brushing your teeth.
- You could also consider using the water that has been standing for non-drinking purposes. Do you have a garden or any plants that could be watered for example?

More information can be found on the Welsh Water website, or by using the contact details supplied at the end of the document which can include requesting a drinking water sample to be taken and analysed.



What happens if we can't contact you

If we are unable to contact you during certain parts of this process or unable to undertake the replacement on agreed dates, we will update our records to reflect this. If in the future you wish to contact us again to arrange the work we will be happy to help, although depending on timescales we may have adopted a different policy on how we can support you or we may need to re-survey the work.





Bogus Callers

We want you to feel safe in your home and our advice to customers is not to let anyone into their property until identification has been confirmed.

- Welsh Water or our contract partners will only attend your premises after we have spoken with you and made an appointment for a suitable date and time.
- Even if you are expecting a visit from us, ensure the staff member produces their ID card as they all carry one and this will automatically be shown to you.
- Staff members will be dressed in Welsh Water / contract partner branded uniform, and vehicles should also be similarly branded.
- If you are concerned we can adopt a Password Scheme. You can choose a password for us to use when we need to visit or contact you. The password can be confirmed when making the appointment with the Customer Service Advisor and we will always confirm your password first. This will help protect you from bogus callers who claim to be working for us. Try to choose a password that is easy for you to remember but make sure no one else knows it. You can also visit www.dwrcymru.com/mywater for more information or call **0800 052 0145**.
- If you still have concerns, please call **0800 281 141** and provide as much information as possible to allow the advisor to confirm the identity of the staff member visitor.





How to get in touch:

For any other information about Welsh Water and how we may be able to help you, you can visit the website (including having Live Chat) at:

www.dwrcymru.com

Or call 0800 052 0145
during opening hours
(Monday to Friday 8:00am – 8:00pm,
Saturday 08:30am - 1:30pm).

For emergencies please use
0800 052 0130 which is open
24 hours a day, 7 days a week.



You can also keep in touch
with the latest news on:

Twitter:
[@dwrcymru](https://twitter.com/dwrcymru)

Facebook:
[/dwrcymruwelshwater](https://www.facebook.com/dwrcymruwelshwater)

Youtube:
[/dwrcymruwelshwater](https://www.youtube.com/dwrcymruwelshwater)

