

Supply pipe leak checklist

For homes in Nottingham and Nottinghamshire supplied by Severn Trent Water. Use it to confirm a leak, work out whose it is, and keep the evidence that gets money back.

1 Confirm the leak on the meter

- ☐ Turn off every tap and every appliance that uses water.
- ☐ Close the internal stop tap (usually under the kitchen sink).
- ☐ Watch the meter for five minutes. Still moving? The leak is on the buried supply pipe.
- ☐ For the full flow test, read the meter, use no water for three hours, then read it again.

First reading and time: _____

Second reading and time: _____

2 Whose side is it on?

Severn Trent owns the water main, the communication pipe, the boundary stop tap and the meter. You own the supply pipe from the boundary to your house, even where it crosses someone else's land. A shared supply pipe is the joint responsibility of every home it serves.

- ☐ Water in the road or pavement: report it to Severn Trent free on 0800 783 4444.
- ☐ Meter moving with the internal stop tap closed: the leak is on your supply pipe.
- ☐ Supply shared with neighbours? Check your deeds and ask the water company.

3 Before any work starts

- ☐ Find both stop taps: the internal one, and the boundary one in the pavement or drive.
- ☐ Check your buildings insurance for trace and access cover, its limit and the excess.

Insurer and claim reference: _____

- ☐ Had a letter about the leak? Note the deadline. The law allows at least 7 days.

Notice deadline: _____

4 Evidence to keep

- ☐ Photos of any damage, before anything is moved or opened up.
- ☐ Meter readings from before the repair, with dates.
- ☐ The leak detection report: where the leak was, how it was found, what caused it.
- ☐ The repair invoice, with the date the leak was fixed.
- ☐ A meter reading one to two weeks after the repair, showing normal use.

5 After the repair: claim the lost water

Severn Trent offers a one-off leakage allowance once the leak is repaired, covering up to 12 months or two bills based on actual meter readings. Business customers claim through their water retailer instead.

Date the leak was repaired: _____

Reading after the repair: _____

Date claimed with Severn Trent: _____

Useful numbers

Severn Trent (leaks on its side, 24-hour):	0800 783 4444
Notts Leak Detection (Monday–Sunday, 9am–7pm):	0115 839 0791
Lead Replacement Scheme:	0800 917 2477

Sources

<https://www.stwater.co.uk/my-supply/tap-water/my-water-pipes/water-pipe-responsibility/>

<https://www.stwater.co.uk/my-supply/leakage/leakage-allowance/>

<https://www.stwater.co.uk/help-and-contact/customer-information/metering-fixing-faults-policy/>

<https://www.legislation.gov.uk/ukpga/1991/56/section/75>

Checked 2026-09-28. This checklist is general guidance, not legal or insurance advice.