

CLEAN WATER RESPONSIBILITY GUIDANCE

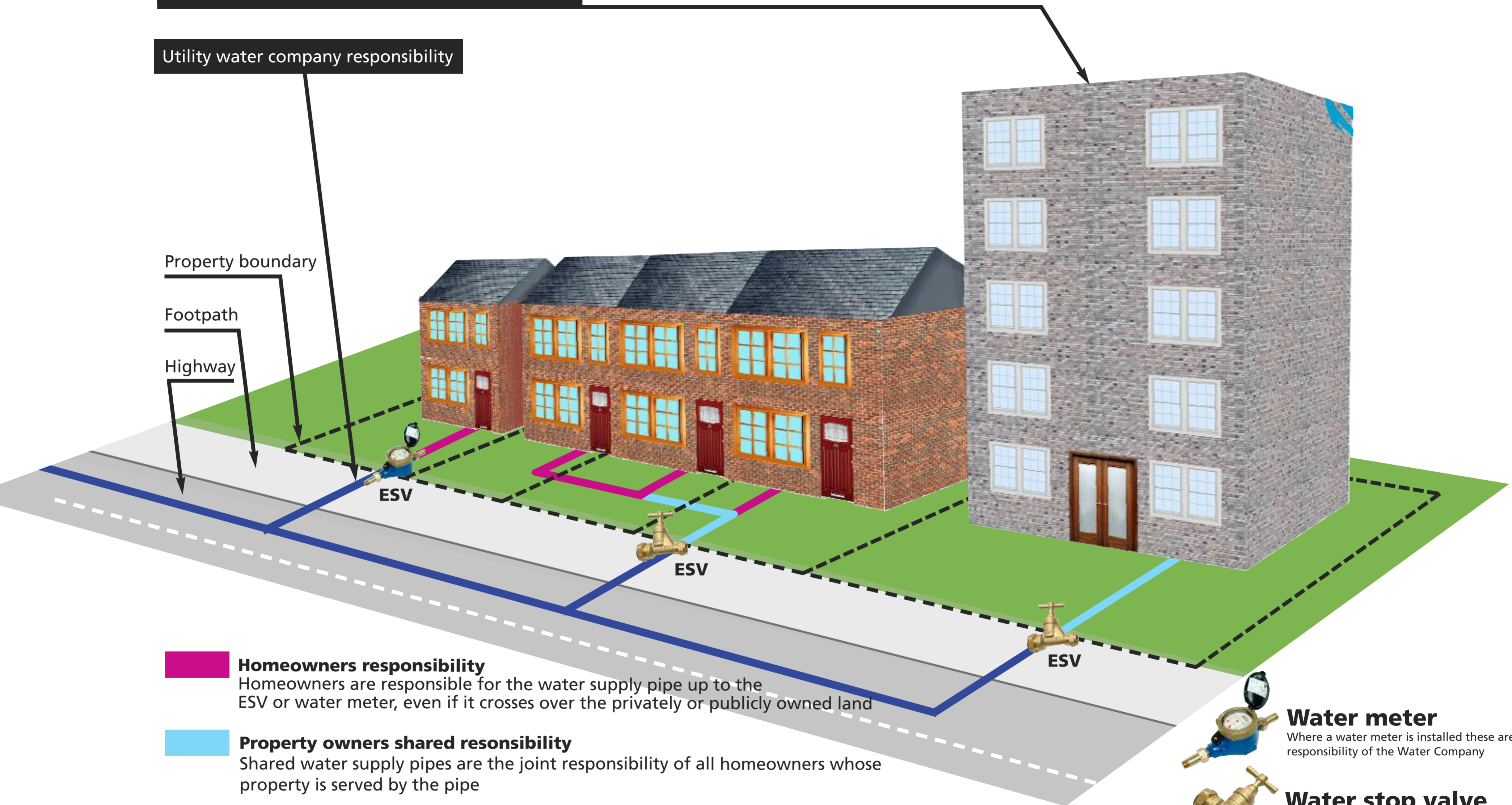
Apartments with shared owners responsibility

Utility water company responsibility

Property boundary

Footpath

Highway



Homeowners responsibility
Homeowners are responsible for the water supply pipe up to the ESV or water meter, even if it crosses over the privately or publicly owned land

Property owners shared responsibility
Shared water supply pipes are the joint responsibility of all homeowners whose property is served by the pipe

Utility water company responsibility (known as the communication pipe')
Most water companies accept responsibility for the pipe up to and including the water stop valve, even if located within the property boundary, however this can vary across the different Water Companies.



Water meter
Where a water meter is installed these are the responsibility of the Water Company

Water stop valve
Also known as an external stop value or 'ESV'. These are the responsibility of the Utility Company. There is usually another stop tap inside the property (known as an internal stop valve, or 'ISV') often located under a sink These are the responsibility of the home owner.

UKDN Waterflow (LG) Ltd, can repair or replace damaged water supply pipes from the external stop valve up to and including the internal stop valve.