



NORTHAW AND CUFFLEY RESIDENTS ASSOCIATION

www.ncragb.uk



REPORTING WATER LEAKS



Reporting A Water Leak

Why do leaks happen? Some leaks in water pipes are inevitable as pipes can wear out or become damaged by freezing weather or the weight of traffic on roads. Water companies are expected to find and repair leaks and to replace pipes that wear out. Residents can help by reporting leaks to Affinity our local water company.

Affinity's Advice To Save Water

The water in the aquifers (porous rock where groundwater is stored) that we use to supply your water is below average despite recent rainfall.

This is important as 60% of the water we supply to you comes from these underground sources. Aquifers only usually fill up from rainfall during autumn and winter when there is less plant growth and evaporation.

Keeping us informed about leaks you come across in our supply area, ensures we're able to put them right as soon as possible.

Contact: Affinity on 0800 3765325 or online: www.affinitywater.co.uk/report-a-leak.aspx

Enter the postcode or town where the leak is in the search box to see if it has been reported already online. If it hasn't you can plot the location and details of the problem on a map.

We'll then send a member of our team to go and investigate and make sure it's put right. If you're able to take a photo of the problem, you'll also be able to upload this which will help us determine how serious it is.

Foul Water Issues Contact: Thames Water on 0800 3169800