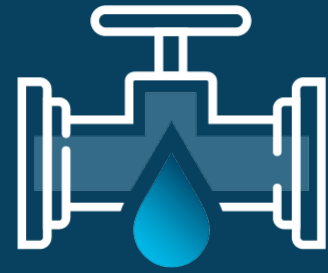# Don't let water drain your bottom line

A guide to completing a Leak and Flow Test

If you've noticed your water consumption is unusually high, there might be a leak somewhere along your supply. This will be either on the external underground pipe or within your building internally, which are both your responsibility. To help identify this quickly, we've got some simple steps that you can follow:

1. Locate your meter chamber and check that the serial number on the meter is the same number as the one shown on your bill

2. Turn off your internal stop tap then take a meter read (you can usually find your internal stop tap at the point where the water supply enters the building)

3. After 10-15 minutes, return to the water meter and look at the digits on the dial

4. If the digits are not moving, this suggests there's an issue internally that will need investigating

5. If any of the digits have moved, or are moving, you have an external leak that needs repairing

Need some help?

If you're unsure how to complete the test, or discover a leak and would like a quote for our Leakage Find and Fix service, please email **leakagefindandfix@wave-utilities.co.uk** or call **01733 830 728** and ask for our Leakage Find and Fix department.

If your issue is internal, we offer a High Consumption Investigation - a one hour service to check for any visual signs of high consumption that may be contributing to high bills.

Watertight Utility Support

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