

Roscommon County Council

NON-DOMESTIC METERING

GUIDANCE ON DEALING WITH LEAKS

Water is a precious resource and it is in all our interest to use it as efficiently and wisely as possible. Roscommon County Council is continually working to reduce the level of leakage from our supply network. However, some of the water loss comes from customers' own pipework and as a metered customer you may be paying for water you haven't used. A water leak on your property is a waste of a valuable resource and if left running may damage your property, so it's in everyone's interest to prevent and repair leaks as quickly as possible.

No allowance is given for water that is leaked on the customer side of the meter. You will be charged for all water going through the meter, whether consumed or wasted by leakage.

Responsibilities for Pipes and Pipework

Who is responsible for pipework?

Roscommon County Council is responsible for looking after the water main and the pipe that runs from the main to the boundary of the property, including the meter box. This is known as the 'communication pipe'.

The property owner is legally responsible for repairing all leaks that occur within the property. The detection and repair of leaks beyond the meter box and on your property are your responsibility.

If you notice a leak from the public water mains, please contact Roscommon County Council, Water Services Section, Time House, Roscommon - Tel (090) 6637165.

As a customer you are responsible for any pipework between the meter box at the road boundary (or from the water main if it is not laid in the road) and your building. This is called the 'supply pipe'. You are also responsible for the plumbing inside your buildings. You should regularly check your supply pipe and meter to identify any leaks and repair them immediately. Failure to fix a leak on your property in a timely manner may result in a legal notice under the Water Services Act 2007.

We expect non-domestic customers to monitor their consumption as part of their business practices.

Shared Supply Pipes

Sometimes, properties share a supply pipe. This means that a supply pipe can cross a number of properties, and all (or some) of the properties are connected to it. If there is a leak in a shared supply pipe the occupier (or in some case, if different, the owner) of the property or properties served by that pipe are required to repair the leak.

How to Detect a Leak

Customers are advised to regularly check that their pipework is in good condition as this helps identify any leakage early. You can spot a leak in various ways:

- 1. Your meter is registering flow when no taps/appliances/processes are in use.**
- 2. Your water bill is much higher than you were expecting**
- 3. In the worst cases water may gush from the ground.**
- 4. Sudden loss in water pressure.**
- 5. Plumbing may make a constant noise when no-one is using water.**

Customers are recommended to make regular checks on their meter reading to help detect leaks. If your reading rises for no apparent reason, you may have a leak on your supply. If you regularly use a large volume of water you should read your meter daily.

Agricultural customers should check troughs and over ground pipework regularly especially during frosty weather and should consider shutting off the supply at the meter when land is not stocked.

Here are a couple of suggestions on how you can check for a leak:

- If you think your supply pipe may be leaking, you can check by turning off all the taps and appliances that use water in your property and making**

sure no water is going into cisterns or storage tanks while this check is being made. Then read all the dials on the meter, leave the water turned off and, one hour later read the meter again. If the second reading is higher than the first, you may have a leak.

- To check that the leak is on your underground pipe and not inside your buildings, you should turn off your inside stop tap and check the meter again. If the dials have moved again, or are moving when the stop tap is turned off, the leak is probably on your supply pipe.
- If you think your supply pipe is leaking, you will need to hire a plumbing contractor to find the leak and repair it. You should also contact Veolia Water to inform them of the suspected leak. Veolia Water offices are located at Castle View, Castle Street, Roscommon. Tel: Locall 1890 836 542. It is important to remember that some old supply pipes are in poor condition and it may be cheaper to replace the supply pipe to prevent expensive leaks in the future, instead of just repairing the leak.

If you think your supply pipe is leaking, you will need to hire a plumbing contractor to find the leak and repair it.

Some Water Usage Facts

- We use on average 150 Litres (33 gallons) of treated water every day
- A running tap can use up to 10 litres (2.2 gallons) of water a minute
- A dripping tap can waste up to 40 litres (8.8 gallons) of water a day
- A leaking ball valve in a water trough can waste up to 150 cubic metres (33,000 gallons) of water per year
- A dishwasher uses between 10 and 40 litres (2.2 and 8.8 gallons) per cycle whether full or not
- A more efficient dishwasher will use as little as 15 liters per wash cycle, compared with some older models that use up to 50 liters.
- A toilet can use between 5 & 15 litres (1.1 and 3.3 gallons) of water depending on the size of the toilet cistern. This further increases with urinal flushing

Average Demand Typical Figures

Item - Domestic & Miscellaneous	Average Daily Demand (Litres) per Head
Houses	150
Hotels	150
Offices & Factories	50
Primary Day Schools	25
Secondary Day Schools	50
Boarding Schools	140
Hospitals, including laundry & Cooking	600 ltrs. per Bed
Restaurants	10 ltrs. per Meal
	Average Daily Demand (Litres) per Head
Agricultural:	
Dairy Cows	70
Cooling, Cleaning, etc	70
Bullocks & Dry Cows	50
Horses	40
Pigs	15
Sheep	7

NOTE: It is the consumer's responsibility for maintenance and prevention of wastage from the meter.