

**Supporting you
with leak detection
and repair**



business stream
A SCOTTISH WATER COMPANY



Helping you to identify and repair leaks

A water leak can be costly to your business so it's important it's spotted and repaired quickly and efficiently. We're here to help.

Not only do we provide a proactive approach to leak detection with our teams continually monitoring water usage for any unusual spikes, but we also provide non-intrusive leak assistance surveys.

Once we've confirmed a leak, we can provide an end-to-end repair and reinstatement service. Our qualified Civil Works team will use the output from the leak report to pinpoint and repair the leak. They'll liaise with you to undertake the repair at a convenient time to minimise disruption.

**We'll work with you
to apply for a leak
allowance from
your wholesaler.**



How we can support you

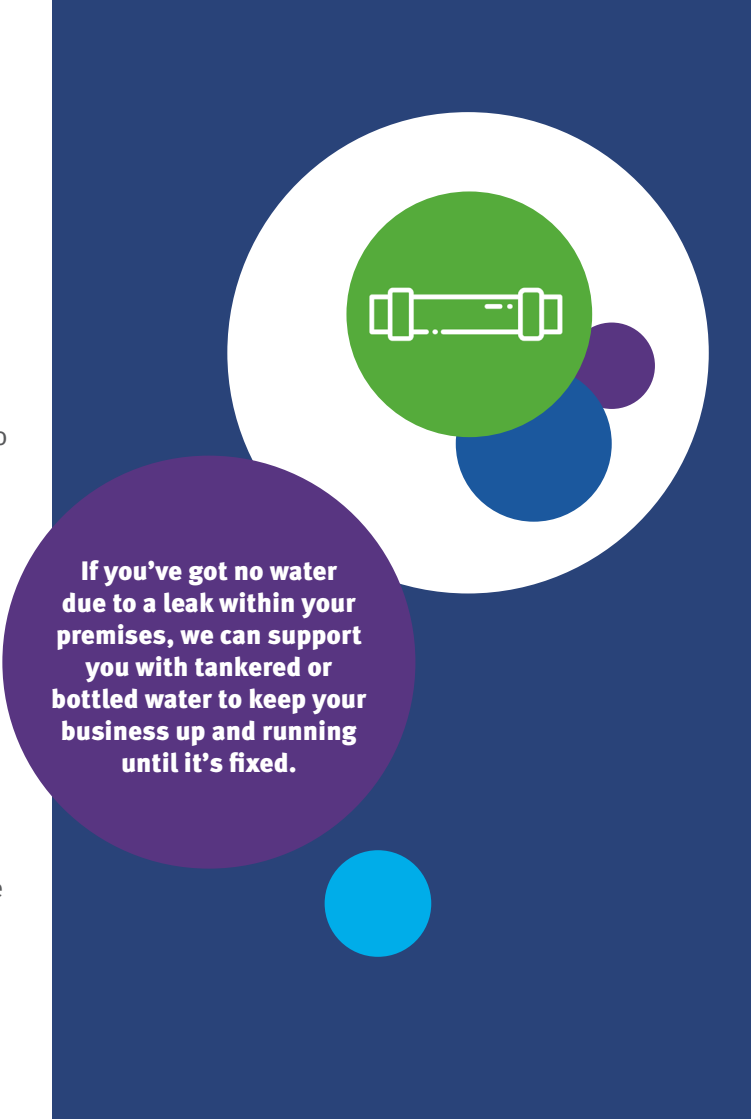
Leak detection

Leaks waste money by wasting water and can also cause serious damage to your premises over time. General wear and tear or extreme weather can affect your pipes and cause leaks, often when you least expect it. Our team will proactively monitor your water usage to identify unusual spikes but it's important you also check your premises regularly for signs of potential leaks, like evidence of dampness in walls, floors and ceilings.

Leak repair

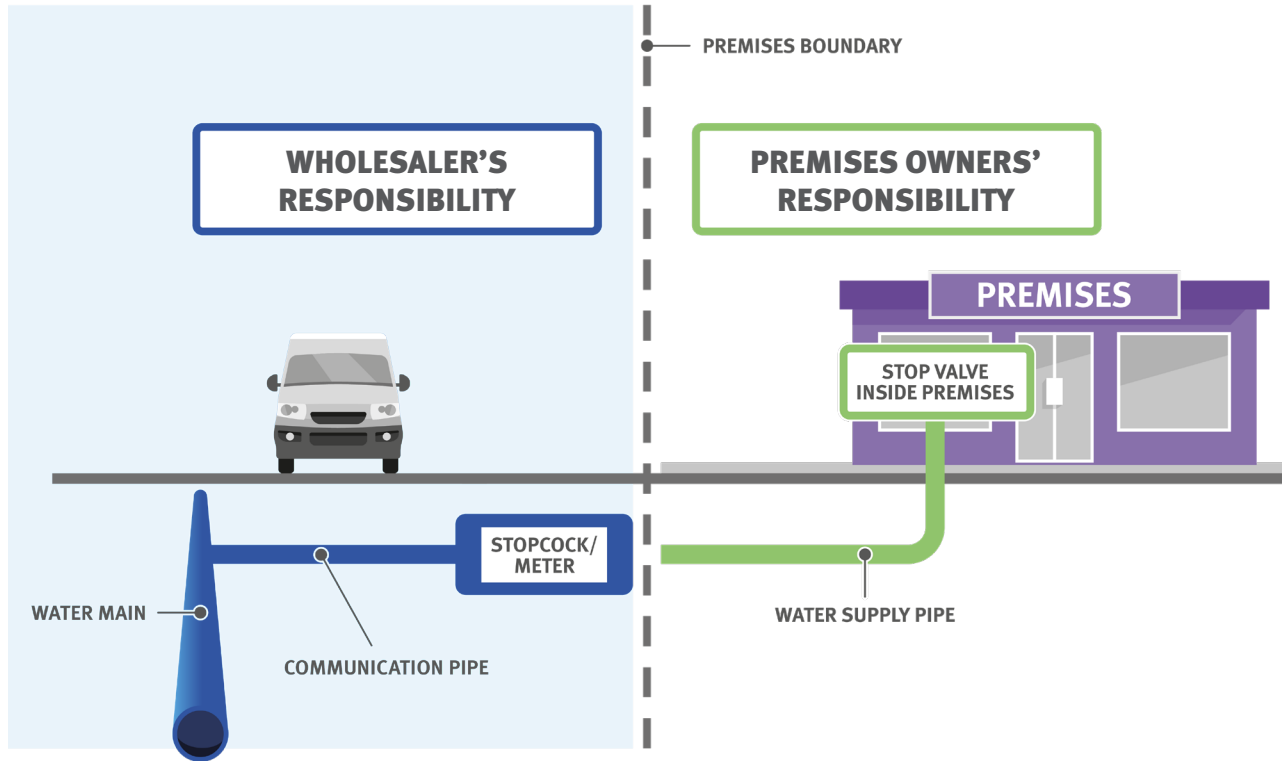
If we find a leak, we can manage the full repair process, regardless of the size and scale of the leak. We aim to have specialists on-site within one to two business days for a disruptive leak and within four to five business days for a non-emergency leak. We're skilled in dealing with complex issues and can reroute pipework or renew entire sections of mains if required.

We'll generally need to cut the water supply to the pipe while the repair is underway. The methodology of repair will depend on the nature of the issue and the pipe set-up. To minimise interruption to the water supply, we can arrange an emergency water supply via tanker or bowser, provide pallets of bottled water, or use overland mains if available.



If you've got no water due to a leak within your premises, we can support you with tankered or bottled water to keep your business up and running until it's fixed.

Who's responsibility is a leak?



Please note, this is the typical leak responsibility map for Scotland. For sites in England, responsibility can vary per wholesaler region.

I would like to thank Business Stream for identifying the problem and alerting us to the situation so quickly. As soon as we were notified and carried out an investigation on site, the problem was found and addressed within a couple of days of starting. Over and above the water saving, the ongoing cost saving was approximately £45 per day or £16,000 per year.

Kenny Allen
Head of Building Services | Glasgow Caledonian University

[**Click to read our case studies**](#)



For support with leak detection:

Find out more or get in touch:



business-stream.co.uk/leak-assistance



solutions@business-stream.co.uk

business stream

A SCOTTISH WATER COMPANY

