

Your Guide to Lead Pipe Replacement

May 2023



YorkshireWater

Replacing your lead pipe supply

How do I know if I have a lead pipe?

Take a look at the pipe where it enters your property (this could be where your internal stop tap is – under the kitchen sink or where it rises inside your property). If the incoming pipe is a dull grey colour it's possible it is lead. You'll need to take a photo of the exposed pipe and send it to us with your application so we can confirm it's lead.

Who replaces lead pipes?

Under our lead renewal scheme, you can apply for us to replace the lead pipe in the public highway for free. This covers pipework from the public water main in your street up to the boundary where the street meets your property.

You are responsible for replacing the lead pipe within your property boundary.

This includes the external area, such as your garden or driveway. We strongly recommend using a professional, industry-approved plumber to replace your private pipework to make sure it meets our connection requirements.







Can any property have a lead pipe replacement?

To qualify for our lead renewal scheme, you need to meet the following criteria:

- You must be the owner of the property requiring lead pipe replacement
- You must be able to provide photos of the lead pipework at your property
- Your property must use water for domestic use (drinking, washing, cooking, etc.)
- If your supply pipe is shared by multiple properties, you must get the consent of any property owner(s) who will be affected by the lead pipe replacement.

For more information or advice about replacing your lead pipe supply, please visit yorkshirewater.com/your-water/drinking-water-standards/lead-in-yorkshire-s-water, email wbu.servicecentre@yorkshirewater.co.uk or call us on 0345 1 20 84 82 (Option 2).

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1. Applying for lead pipe replacement

What do I need to do?

Identify the lead pipework at your property

Expose a section of lead piping at your property and take a photo of the lead pipework to include with your application. This could be a section of pipe under your kitchen sink, for example. If you're unsure how to do this, we recommend hiring a professional plumber to help you.

Send in your application

Fill out an application form for lead pipe replacement — you can find this at yorkshirewater.com/your-water/drinking-water-standards/lead-in-yorkshire-s-water/ — and email a copy of your completed form to wbu.servicecentre@yorkshirewater.co.uk. Remember to include a photo of your lead pipe with your application!

What will Yorkshire Water do?

Process your application

We'll process and review your application and attached photo. Once we've reviewed your application, we'll arrange for one of our site surveyors to visit your address. They'll assess the property to help us understand what work is needed.

Send you a confirmation letter

After we've visited your property, we'll send you the following within 28 days of receiving your application:

- a letter confirming what you need to do next
- our delivery team's phone number
- a job reference to use when you contact us
- a plan showing where we'll lay our pipe to.

Sometimes, we need to investigate further before we can start the work and this can cause a delay, but we'll let you know if this is the case in advance.

Where can I find an application for lead pipe replacement?



Visit yorkshirewater.com/your-water/drinking-water-standards/lead-in-yorkshire-s-water/



Email wbu.servicecentre@yorkshirewater.co.uk



2. Lead pipe replacement work

What do I need to do?

Contact our delivery team with your job reference

You'll need to phone our delivery team and give them your job reference to arrange a date to have the lead pipe outside the property boundary replaced and the connection made. The phone number and job reference are on the letter we'll send you with the plan after the survey is done.

Replace your private pipework

Before we can connect your pipes, please make sure you've laid your pipework up to the boundary of your property (where the end of your garden meets the street outside, for example). We highly recommend hiring a professional, industry-approved plumber to carry out this work as it needs to meet our requirements before we can make the connection.

What will Yorkshire Water do?

Arrange a date to replace the lead pipework

When you call our delivery team, they'll arrange a date for replacing the lead pipework in the public highway that's within 21 days of receiving your call.

It may take longer if work needs to be done outside normal working hours or if we need to make arrangements to manage traffic. We'll let you know in advance if this happens.

Replace the lead pipework in the public road

On the agreed date, our delivery team will disconnect the old lead pipe in the public highway from our water main and replace this with a new pipe up to the property boundary. We'll then connect the pipe on our side of the boundary to the pipe on your side and make sure the water supply is ready for use.



Just so you know

Some parts of the work may be done on different days. Digging up the area, connecting the pipe, backfilling and reinstating the ground and clearing the site are carried out by different teams and they may not be able to come on the same day, but we'll let you know about this at the time.



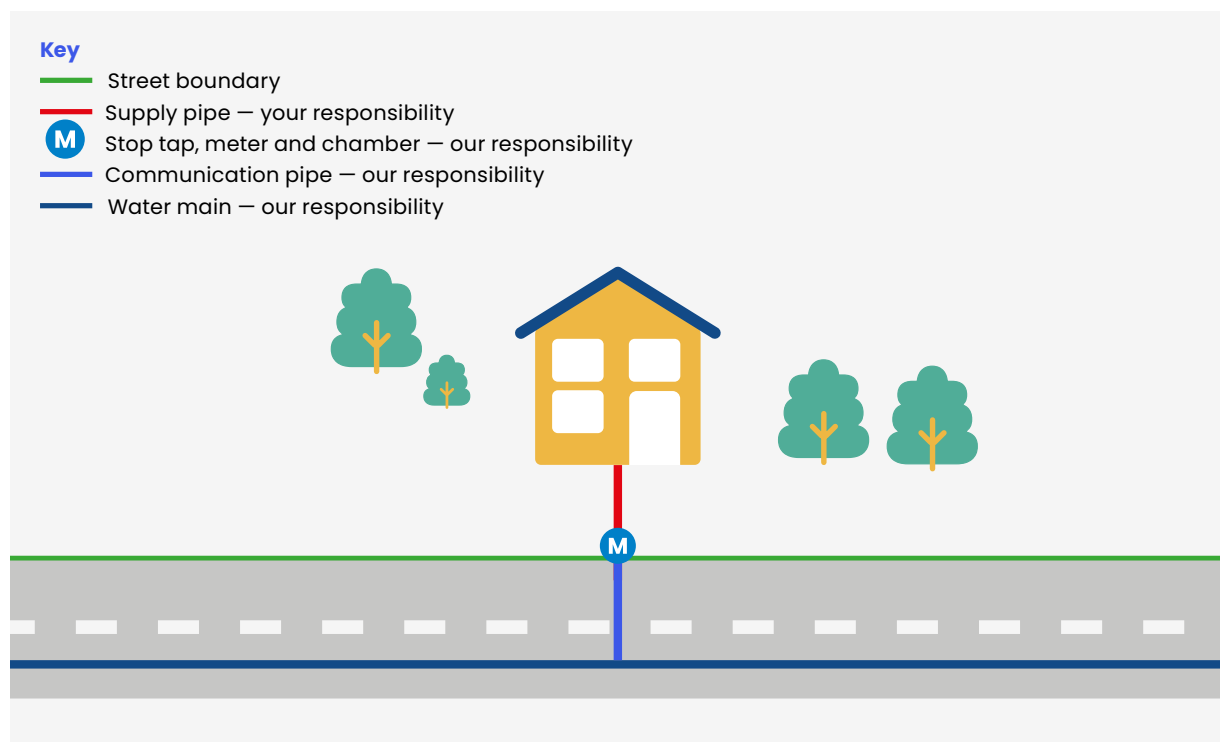
3. Who's responsible for replacing the lead pipes?

What you're responsible for:

- Replacing the supply pipe (see the **red pipe** below) from your property to the street boundary
- If the water main is on your private land, you'll need to replace the entire length of pipe from your property to the main.

What we're responsible for:

- Disconnecting and replacing the communication pipe from the public water main to the boundary of your property
- Reconnecting the communication pipe on our side of the boundary to the supply pipe on your side
- Reinstalling the stop tap, meter and chamber at the street boundary.



For more information on pipework responsibility

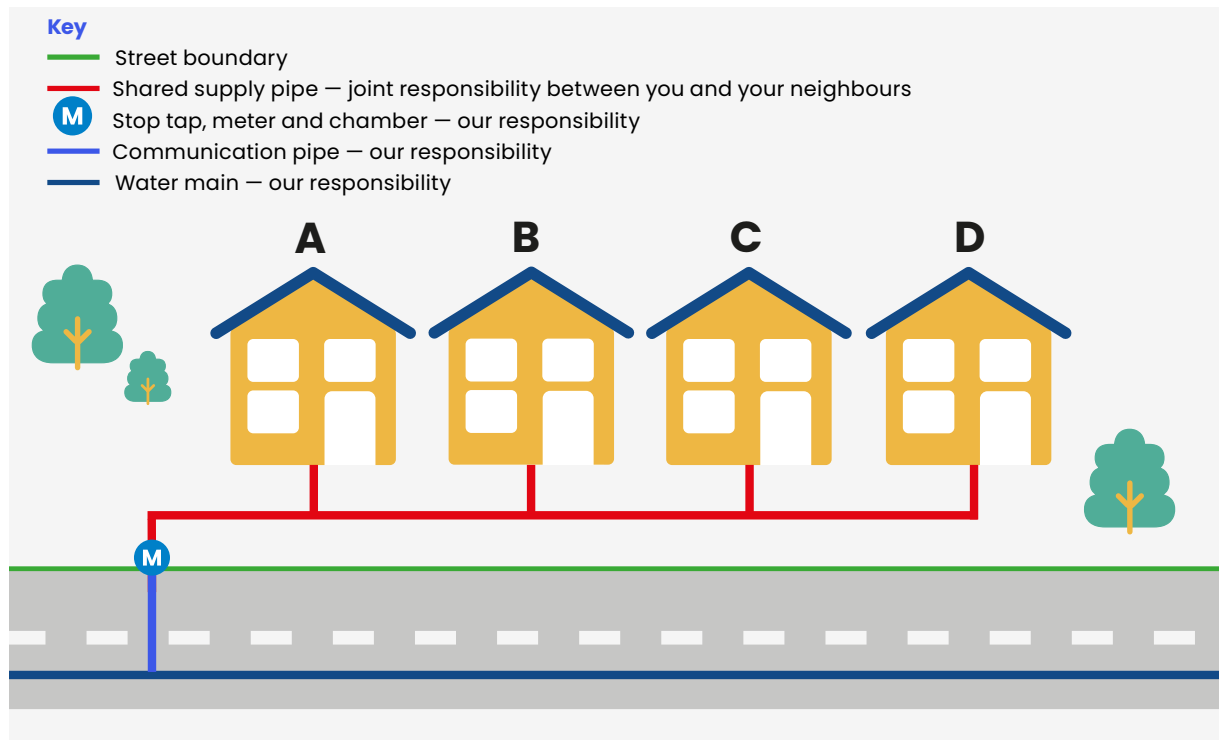


Visit yorkshirewater.com/your-water/whose-pipe-is-it



4. What if I'm on a shared supply?

If you're connected to the public water main by a pipe that also supplies your neighbours, you are on a shared supply. You and the owners of each property served by the shared supply pipe (see the **red pipe** below) are jointly responsible for it.



Can I have a lead pipe replacement if I'm on a shared supply?

Looking at the diagram above, if you are the owner of property A, you can replace the lead supply pipe between your property and the street boundary. You'll need to let your neighbours know about the work and make sure that their supplies are reconnected to the new supply pipe that you lay.

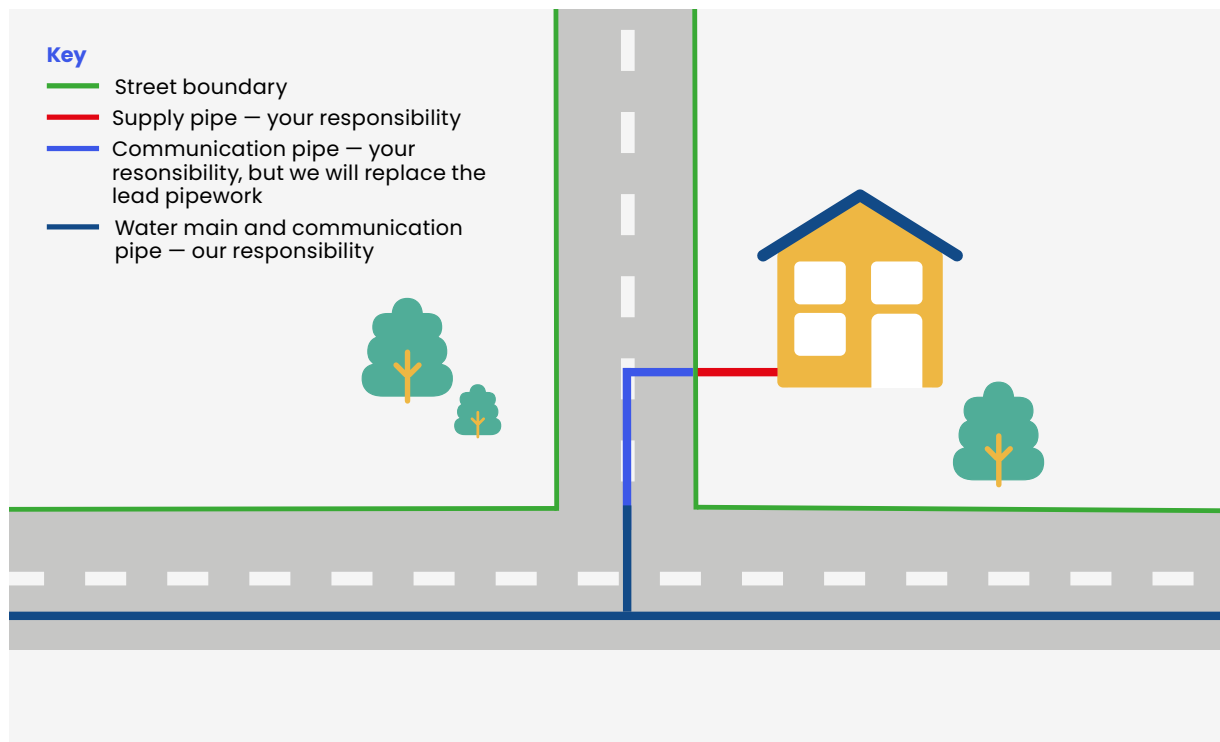
If you are the owner of property B, C or D, you'll need to get consent from the owner(s) between your property and the street boundary before you can replace the supply pipe, as this will involve pipework in your neighbours' land. This consent needs to be provided at the application stage.

If you're unable to get consent from your neighbour(s), you might want to consider applying to come off your shared supply instead to ensure you have your own independent supply. Please bear in mind this comes with an application fee and a charge for installing the new connection. You can find this application at yorkshirewater.com/developers/water/water-connections/



5. What if I'm on a different street to the water main?

Occasionally, properties are supplied by a water main in a different street. If this is the case, Yorkshire Water only has a statutory responsibility for the pipework up to the boundary of the street in which the main is laid. Please see the diagram below for more details.



Can I have a lead pipe replacement if I'm on a different street to the public water main?

Yes, we will replace all of the pipework up to the boundary of your property, provided that you replace the supply pipe (the **red pipe** above) within your property boundary.

Technically, we are only responsible for the pipework in the street that the water main is laid (the **dark blue pipework** above), but we will also replace the lead communication pipe in the public street adjacent to your property (the **lighter blue pipe** above) – once we've done this, you will be responsible for any future repair and maintenance to this section of pipe.



6. How much will lead pipe replacement cost?

How much will it cost for Yorkshire Water to replace the lead pipe in the public road?

We'll replace the pipe from the public water main to your property boundary for free, provided that you replace the private supply pipe within your property boundary first. You'll need to replace this in the same place as the existing supply pipe.

What if I can't replace the lead pipe in the same place?

If you can't install your new private supply pipe in the same place as the old lead pipe, we'll carry out the work on our side of the boundary for free provided that this work doesn't incur any additional costs (such as extra digging, pipe laying or traffic management) above what it would cost to do a like-for-like replacement. If any additional costs will be incurred, we'll provide you with a quote in advance of the work covering the additional activities required.

Do I need to have a new meter installed?

If your property isn't changing and currently doesn't have an external water meter, we won't install a meter. However, if you'd like a meter to be installed, please call 0345 1 24 24 24 to arrange for this to be done.

If your property is already on a meter, it will need to stay on a meter.

If your meter is currently on private land, or inside the property, you'll need to reinstall it yourself on your new private pipe.

What if there's an embargo on the road?

If the public road outside your property has recently been resurfaced, there may be an embargo on the road. This means the local council may not let us dig up and replace the pipe until the embargo is lifted, which could be several years from the date the road was resurfaced.

In some cases, the council will allow the work to go ahead sooner as long as we are willing to cover the additional costs of reinstating the road. These reinstatement costs are not covered by the lead renewal scheme. In this case, you could either wait until the embargo is lifted or pay the additional reinstatement costs to get the work done sooner.

For more information



Visit
[yorkshirewater.com/your-water/drinking-water-standards/lead-in-yorkshire-s-water/](https://www.yorkshirewater.com/your-water/drinking-water-standards/lead-in-yorkshire-s-water/)



Email
wbu.servicecentre@yorkshirewater.co.uk



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0345 1 20 84 82 (option 2)

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