

ESSEX & SUFFOLK
WATER *living water*

SOUTHEND LEAD PIPE REPLACEMENT SCHEME

Important information for you

www.eswater.co.uk

 [@eswater_care](https://twitter.com/eswater_care)

eswcustomerportal.net



LEAD PIPES IN YOUR AREA

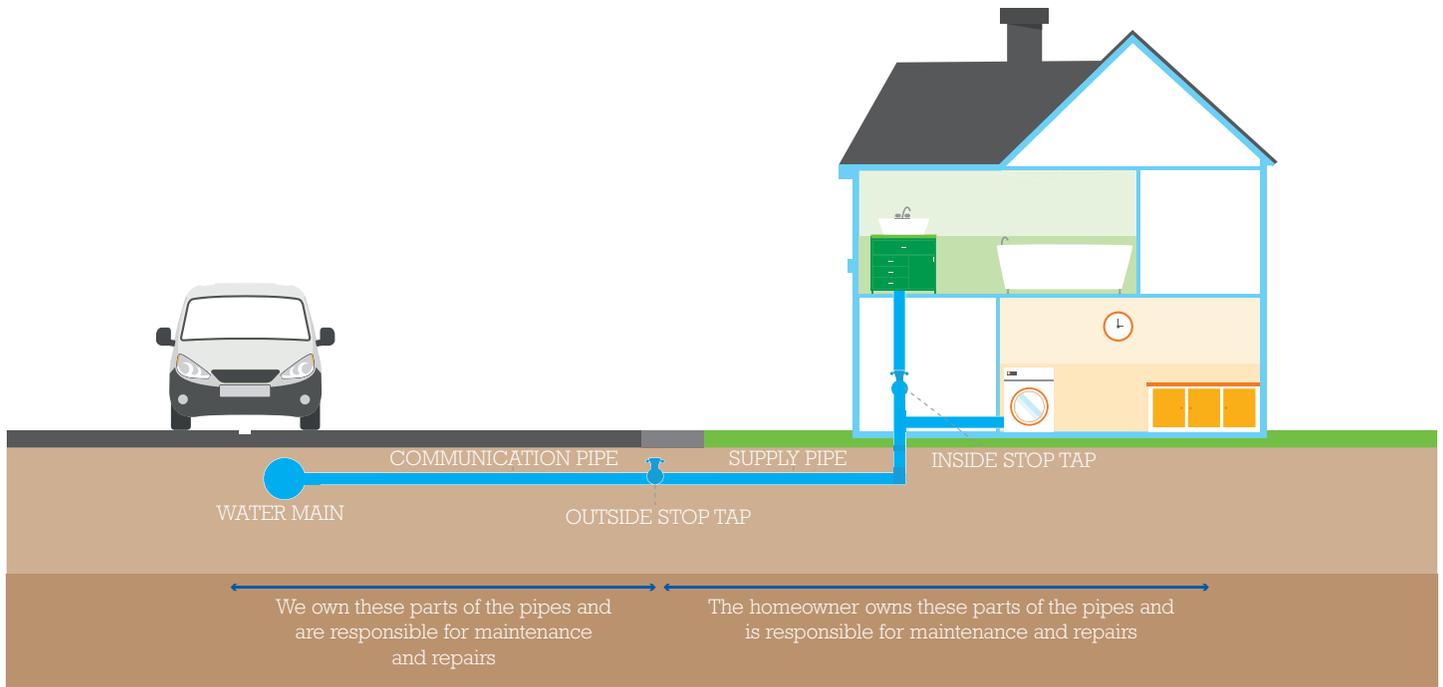
To continue to supply you with great quality drinking water, we are improving the water service pipes in your area.

We are replacing the lead communication pipe (the pipe which goes from the water main in the street to the boundary of your property) with a new plastic pipe. It is likely that your supply pipe is also lead. This is the pipe which is owned by you or by your landlord and goes from the boundary of your property, into your home.

If you wish to have your pipe replaced you would also be eligible for a number of other optional benefits at no extra cost to you.

WHAT'S ON OFFER?

We are trialling a scheme to replace your lead pipes **FREE** of charge while we are replacing our lead pipe. Your area has been identified for this limited time offer.



DOES YOUR HOME HAVE LEAD PIPES?

The majority of the houses in your street are built before 1970 and so your water supply pipe is likely to be made of lead.

Unpainted lead pipes are a dull or dark grey in colour with joints which look swollen. If you gently scrape the surface with a knife you will see a shiny silver colour underneath. The good news is, if you wish to take up our limited time offer you can have your lead pipe replaced with a new plastic pipe for **FREE** by Essex & Suffolk Water.

You might already know that you have a lead pipe. You might be able to see it behind the kitchen cupboards, in a cupboard such as under the stairs or where the internal stop tap is. If you're not sure if you have a lead pipe, one of our site surveyors can visit your home and check for you. As you are in the scheme area, there is no charge for this service.

LEAD AND YOUR HEALTH WHY REPLACE LEAD?

When water leaves our treatment works and water mains it doesn't have lead in it, but water can pick up lead if it goes through old lead pipe work. Lead can be found in the pipe work which goes from the water main and inside your home. Lead can also be found in brass fittings and lead based solder used on copper pipes.

Traces of lead in your water can be harmful because of the way it can build up in the body. Those particularly at risk are pregnant mothers and children under the age of six as lead can have an adverse impact on mental development. It may also be a factor in behavioural problems. The World Health Organisation advises that there is no safe level of lead in drinking water. As it is best to minimise your level of lead intake as much as possible we think it's best to remove the lead pipe and replace it which is why we are offering to upgrade your pipes at the same time we upgrade ours.

HOW CAN I REDUCE THE AMOUNT OF LEAD I DRINK?

Replacing your lead pipe with a new plastic pipe is the best way to get rid of the lead completely so we recommend that you take up this offer. If you choose not to, there are a few things you can do to lower the lead levels in your water:

Cold water: Only use water from the cold kitchen tap for drinking and cooking. Hot water dissolves more lead. Boiling water does not remove lead and you should empty and refill the kettle before each use so you are not reboiling the water.

Run the tap: Always run the tap before using the water for drinking, cooking or brushing your teeth. This is particularly important if the water has been stood for any length of time such as overnight or when you've been out of the house for several hours. Run the tap at a medium flow until the sink or washing up bowl is full. This would usually be enough to remove standing water in a pipe up to 40 metres. Flushing the toilet or having a shower will also remove the standing water.

Always be WRAS approved: By using WRAS (Water Regulations Advisory Scheme) approved water fittings you can guarantee that they are of a suitable quality and will help prevent the risk of your water supply being contaminated. By finding an approved plumber through WaterSafe (a free online directory) you can protect against poor plumbing practices or sub-standard products.

FURTHER INFORMATION

Further information about lead pipes and drinking water can be found on the Drinking Water Inspectorate website www.dwi.defra.gov.uk/consumers/advice-leaflets/lead.pdf.

WHAT'S ON OFFER?

For a limited time, we are offering to replace your lead pipe **FREE** of charge while we are replacing our lead pipe. This would normally cost around £1,500 if you were to replace the pipe yourself.

We are also offering a **FREE** pipework health check for your plumbed in appliances, plus a **FREE** water and energy saving visit and water saving products worth up to £130.

WHAT'S IN IT FOR ME?

Peace of mind – knowing that your pipework is lead free and that your new upgraded pipes are less likely to leak.

Hassle free – work is carried out by one of our qualified plumbers and engineers which comes with a two year guarantee. Plus we use trenchless technology to minimise disruption.

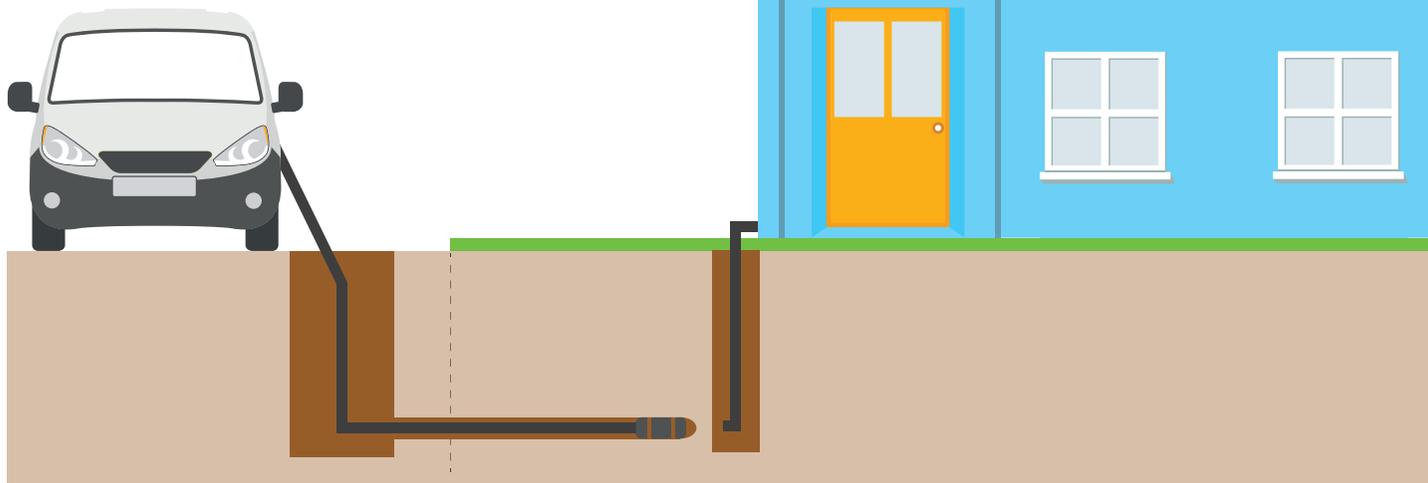
Money saving – with our water and energy saving advice your water bills could be reduced by up to £32 a year.

Pipework health check – knowing that the high standard of water quality is kept at this standard once it arrives at your taps.

Better flow – new plastic pipes are larger and smoother so you may notice better water flow at your tap and your shower.

Selling your home – lead pipes may put off some buyers.

TRENCHLESS TECHNOLOGY

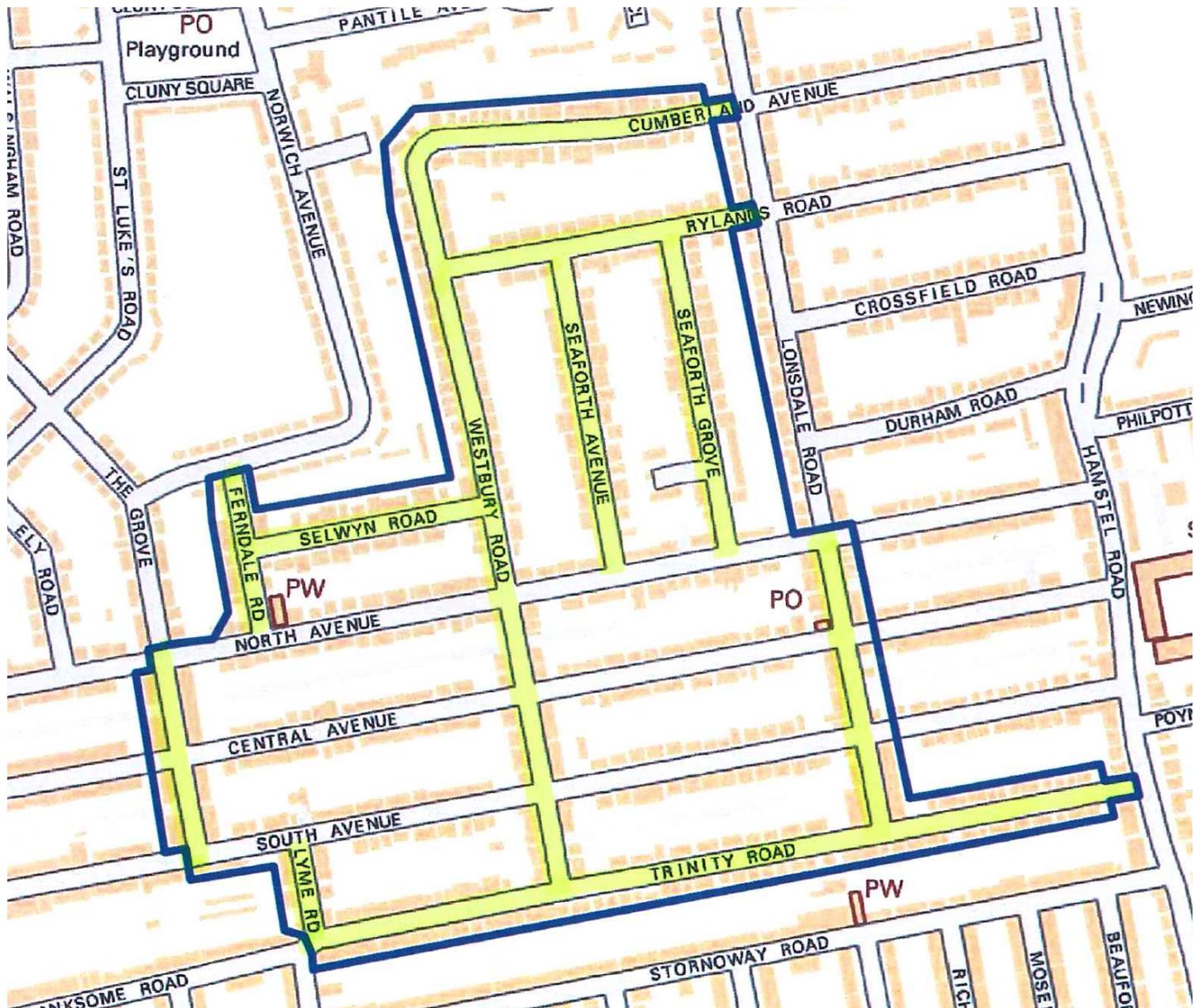


WHAT DOES THE WORK INVOLVE?

Our experienced partner, Lowman Limited, plans to carry out the lead pipe replacement on our behalf. Some traffic management will be necessary and this will be carried out in liaison with Southend MBC. We've marked out the streets we will be working in on the map on the next page.

To minimise disruption we plan on replacing your pipe using a technique called 'trenchless technology'. This means we don't have to dig one long trench but instead dig two smaller holes. Through one hole we insert the new pipe where it is moled underground and then pulled out through the second hole as close to your house as possible. If you wish we will also replace the lead pipe work to your kitchen tap at no additional cost to you.

Any areas which we have had to dig out will be put back as near as possible to the original condition, but cannot guarantee it will look exactly the same as to what you have at the present time. If there is an area of special surface, such as decking or imprint concrete, which may need to be removed, this will be discussed with you by our site surveyor at the time of the survey, as you may wish to employ your own contractor to remove/replace these areas. Any grassed areas will only be grass seeded and, if possible, the turf that was removed from the excavation. While we can assist you with the work inside your home unfortunately we won't be able to do any re plastering or painting. Our site surveyor will go through the work with you in detail and help you find the best option for your pipework for you.



KEY:

Trial scheme area

HOW IT WORKS FROM START TO FINISH

- 1** Even if you're not completely sure you have lead pipes, get in touch with us so we can arrange a free survey by one of our engineers. Phone our lead line on **01268 664 118** to arrange an appointment. If you are a tenant you will need to get agreement from the property owner.
- 2** During your visit, our site surveyor will explain what the process is for removing your lead pipework and be happy to answer any questions you may have. The surveyor will need your consent to proceed but you can change your mind at any point before the work starts.
- 3** We'll be in touch with dates when your street will have their lead communication pipes replaced. We'll also be organising a drop in session near you so you can come and talk to us and ask any questions you have.
- 4** Once we have confirmed a date with you our operatives will arrive at your home to carry out the pipe replacement.

Keep up to date with your customer portal and blog!
eswcommunityportal.co.uk.

FREQUENTLY ASKED QUESTIONS

Why should I replace my lead pipe?

Exposure to lead can affect all, with those most at risk being young children and pregnant women. As there is no safe level of lead in drinking water, it is advisable to replace lead pipes.

Why are you offering this work for free?

We are trialling the replacement of customer's supply pipes to understand your response to this process. This offer is free to you for a limited time while we are working in your area.

Who is eligible?

Anyone who lives within the identified area highlighted on page 6 and has not previously had their lead communication pipe replaced is eligible.

When will the work start?

We'll be starting the home surveys now. The work will start in February and due to finish by October. Nearer the time you'll receive a letter to let you know when the work will begin on your street.

What will be the disruption to my home?

Our technicians will work with you to find the best solution for your pipework including potential alternative routes to keep disruption to a minimum. If you choose not to have any of your lead pipework replaced we will only replace our lead pipe up to your boundary. While working along your street there will be an interruption to your water supply of between 30 minutes and one hour. We'll try to do this at the same time each day and warn you beforehand. Your heating will not be affected.

Is there someone I can discuss this with?

If you have any questions, please phone our lead line. Our home surveys to assess and discuss your pipework with you are free with no obligation.

Will I be put on a water meter?

We won't fit a meter unless you ask for one.

BOGUS CALLERS

Bogus callers are people who pretend to be someone they are not so they can steal from people's homes.

To help protect against bogus callers you can register a password by visiting our website at www.eswater.co.uk or call us on **0345 782 0999**.

Anyone from Essex & Suffolk Water who needs access to your home will know your password.

CONTACT US TODAY

Phone our lead line on **01268 664 118**.

www.eswater.co.uk

 [@eswater_care](https://twitter.com/eswater_care)
eswcustomerportal.net