

Don't Suffer in Silence

What to expect if your water supply is interrupted

If you have no water, this could be for a number of reasons. The most common causes are:



If your water company is planning work in your area, which could affect your water, they should let you know in advance

Repair work by your water company in your local area.

If there is a planned interruption to your water supply lasting more than four hours, your water company must give you



written notice

48hrs

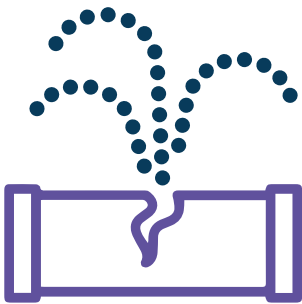


Your company must restore the supply by the time stated in the notice. If it does not, you may be entitled to compensation under the **Guaranteed Standards Scheme (GSS)**.

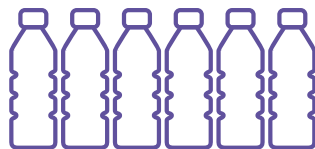


Unplanned Loss of water supply

When there is an emergency, such as a burst water main, it is not always possible to let customers know in advance about a water supply incident.



If you are without water for **more than 12 hours**, your water company may provide an alternative supply – such as bottled water or bowsers.



There is no automatic right to receiving bottled water when there is no water; however, if you make your water company aware that you require water due to a medical need or a health condition that would make it difficult for you to get bottled water yourself they will arrange to have water delivered to you.



However, there are certain things your Water Company should still do. **Your water company must restore your water within 12 hours of becoming aware of the problem.**



12hrs

You can let your company know you would like to register for this and other free additional support by signing up to your company's Priority Services Register.



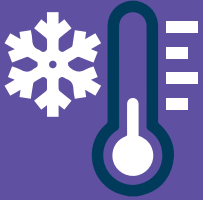
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Problems with your home plumbing

Freezing temperatures can cause damage to water pipes, both at home and in the wider water supply network. Look at our [Winter Advice](#) page for some simple steps you can take to reduce the risk of pipes freezing or bursting.



All customers are entitled to certain levels of services under the **Guaranteed Standards Scheme (GSS)**. If your company fails to meet any of these promises, they must make payments to affected customers. You will be entitled to payments for:

The first 12 hours that you are without water



12hrs

Every additional 24 hours you are without water



24hrs

These payments are automatic – you do not need to contact your water company.



What should you do if you have no water and you cannot see why?

Check if the cold tap in your kitchen is working, as this is usually where the main water supply enters your home.



Check your stop valves are open. Your inside stop valve can usually be found under the kitchen sink but may also be in the airing cupboard or under the floorboards by the front door.



To see if the stop valve is fully open, turn it anti-clockwise as far as it will go.

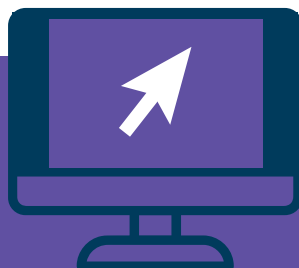
If the issue isn't affecting your cold kitchen tap, the problem is with your internal plumbing.

This means you will need to contact a plumber to resolve the issue. If you need a plumber, you can find one using the [Trustmark approved traders site](#).



Speak to your neighbours. If there is a problem with your neighbour's water supply too, there may be an issue with your water company's network.

For information and regular updates on issues in your area, check your water company's website or contact them directly. Find your Water Company details via the [CCW website](#).



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