

# How it works.

A step-by-step guide to what we'll do when we install your new supply pipes.

## 1 Inspection.

After you apply to have your lead pipes replaced, **we'll contact you** to arrange an inspection from our team.

**They'll call you** before they get there to make sure you're at home. When they arrive, they'll check some things inside and outside your home, such as:

- **Where your supply pipes and stop taps are.**
- **If you share your supply pipes with your neighbours.**

They'll also carry out a **flow and pressure test** on the taps in your home.

After that, they'll talk to you about what happens next and explain how they'll install the new **supply pipes and smart meter.**

## 2 On installation day.

On installation day, we'll put up any necessary barriers and road traffic signs to make sure the area is **safe for you, our team and people in the area.**

It's likely that we'll be replacing pipes for your neighbours at around the same time.

## 3 Installing your new pipes and smart meter.

There are two ways we can install your new supply pipes:

- **Tunnelling underground using a tool called a mole.**
- **Digging an open trench.**

## 4 Connecting your new supply pipes.

Once we've installed your new supply pipes, we'll reconnect your water supply to your new pipework and test everything, including your new smart meter.

## 5 Finishing Up.

After we've installed your new pipes, it's time for us to re-fill the holes and repair any ground surfaces - we call this **reinstatement.**

If we've had to dig up any part of your driveway, paths or any other part of your property, **we'll talk to you** about how we'll do this reinstatement and what materials we'll use.

For more information:

Call **0800 917 2477**

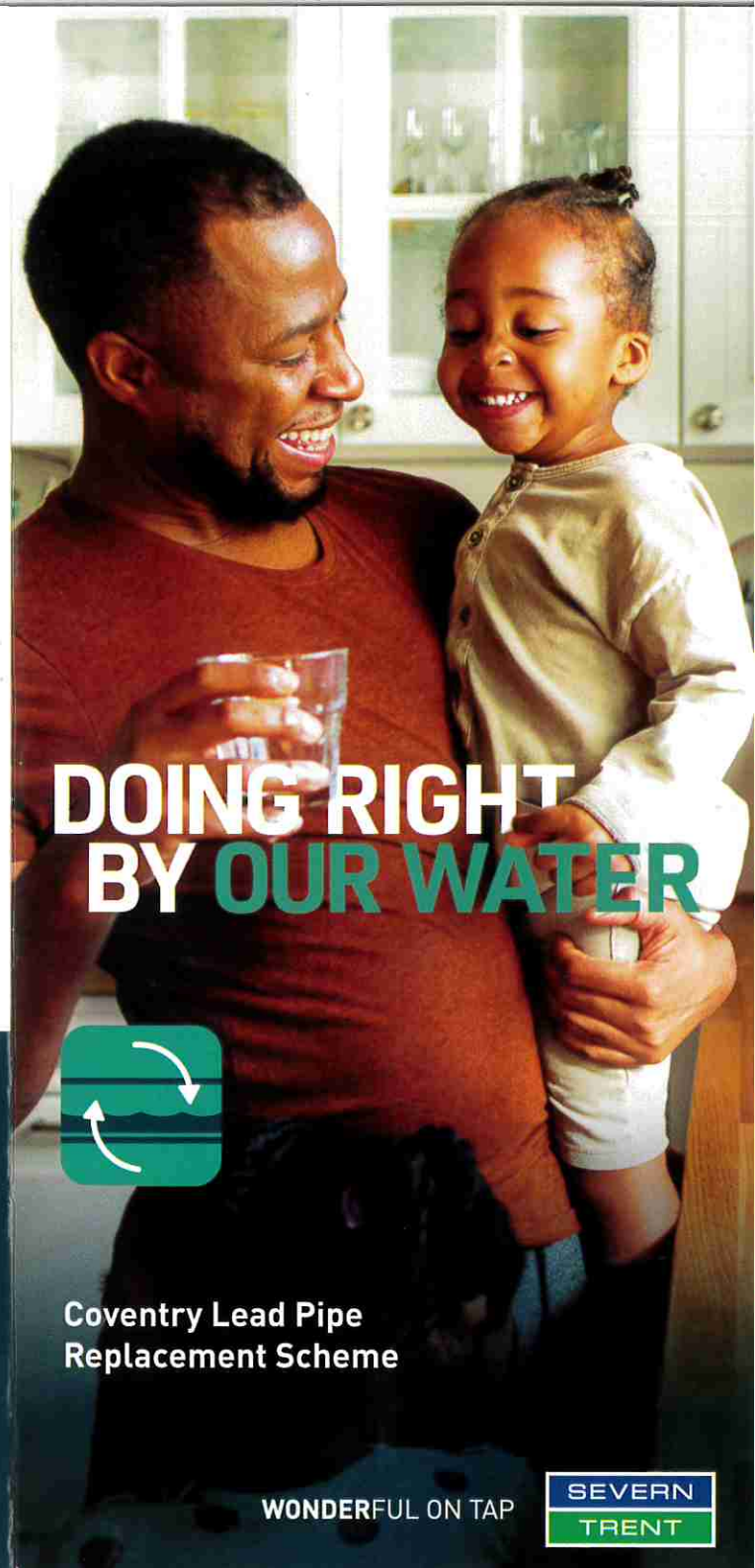
[stwater.co.uk/coventrylead](http://stwater.co.uk/coventrylead)

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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# DOING RIGHT BY OUR WATER



## Coventry Lead Pipe Replacement Scheme

WONDERFUL ON TAP



## Hey, Coventry

We're improving your water supply - and we need your help.

This year we're replacing thousands of older lead water supply pipes for our customers in Coventry.

You can have your pipes - and all fixtures and fittings - replaced with a new, modern and efficient supply.

**And it won't cost you anything.**

## Why should I have my pipes replaced?

### Save water.

Fewer leaks, less water wasted.

### Remove the risk of harmful lead.

Wonderful water for you and your family.

### Improve flow.

A more reliable water supply.

**Plus, by helping us to save water, you'll be doing your bit for the environment too!**

## To have your water supply pipes replaced for free, you must:

- Currently have lead supply pipes (lead was common in homes built pre-1970).
- Own your home or pay the mortgage - if you rent your home you'll need to get your landlord's permission first.

## How to find out if you have lead pipes.

You can check if you have lead water pipes in a few simple steps.

Before you begin, you will need:

**A coin, safety glasses and a facemask.**

- First, find your main water pipe. This is usually under your kitchen sink, by your downstairs toilet, or in a cupboard under the stairs.
- Check the colour of the pipe. If it's a brownish colour, it may be copper. If it's a dull grey, it's likely to be lead.
- If the pipe looks swollen at the joints, that's another sign it's lead. If the pipe is dull grey or swollen, make sure you put your safety glasses and facemask on before you do anything else.
- Next, use the coin to gently scrape the pipe. If the scratches are a shiny silver colour underneath, it's a lead pipe.

Visit our website for a how to guide.

[stwater.co.uk/coventrylead](http://stwater.co.uk/coventrylead)

If you do suspect you have lead pipes, we recommend running your taps for at least two minutes before using it for drinking.

## What are we doing?

Your supply pipes link the Severn Trent water main to your home. They belong to you (or your landlord if you rent) so if they need fixing you normally need to arrange this.

If your home was built before 1970, you may have lead pipes supplying your water. Replacing these with plastic pipes makes sure you can continue enjoying wonderful water for years to come.

Normally, changing supply pipes costs up to **£3,000**, however we can upgrade yours for **free**.

## A smarter way to use water.



When we replace your pipes, we'll also connect a smart meter, or upgrade your current meter if you already have one. A smart meter will identify if there are any problems, like a leak. It will show how your household uses water.

If you don't already have a water meter, you won't have to change how you get billed by us. But if you can save money by switching, we'll let you know.

## What do I do next?

It's really easy. Just go to:

[stwater.co.uk/coventrylead](http://stwater.co.uk/coventrylead)  
for more information and to register.

Or if you'd prefer to speak to us, give us a call on:

**0800 917 2477**

