



Bournemouth and West Hampshire Water - period July 05 to Jan 07.

Faulty flush valves accounted for about 6% of the confirmed leaks beyond the water meter the rest were underground leaks on the company's pipe up to the property boundary or the customer's supply pipe. As the leaks on the cisterns were not on pipework underground they should have been noticed by the customer so no refund (leak allowance) was given.