

Wessex Water
YTL GROUP



WATER PRESSURE AND FLOW



wessexwater.co.uk

FOR YOU. FOR LIFE.

HERE TO HELP YOU

We supply water in your area and aim to always provide you with a constant supply of the best quality water at good pressure and flow.

We've put together this leaflet to help you with any questions or concerns you might have about water pressure and flow in your home.

What is water pressure?

Water pressure is the force that pushes water through pipes and determines the flow of water from your tap.

The amount of pressure at your property can depend on:

- The height of the service reservoir or water tower providing your supply above your home. Properties at the top of a hill may receive lower pressure than those at the top of the hill.
- How much water other customers are using.
- How close you live to one of our pumps.

Pressure can also vary at different times of the day – it is affected by the number of customers using the water supply at the same time.

We measure water pressure in 'bars' - one bar is the force needed to raise water through pipes to height (or 'head') of 10 metres.



Mornings and early evenings are the usual times of day when there is more demand on the water supply and this can result in low pressure.

The water pressure inside your property can also be affected by plumbing work, such as:

- Changing the width or texture of a pipe.
- Using a different pump/regulator, or pump/regulator setting.
- Increasing or decreasing the level of water in an attic water tank.

What else can affect your water pressure?

Some modern heating appliances and power showers won't work below certain pressure levels, so we recommend your plumber checks your internal pressures before any installation.

Speak to us if you're thinking of installing this type of equipment, we can check the pressure in your area to make sure it will work efficiently.

You can get in touch using the contact form on our website wessexwater.co.uk or call us on **0345 600 4 600** (Monday to Friday, 8am to 6pm; emergencies only at other times.)

Wessex Water is legally bound to provide all customers with a minimum pressure of 10 metres head, and a flow rate of at least 9 litres per minute at the boundary of your property, which should be ideal for day-to-day use. This should be powerful enough to fill a one-gallon (4.5 litre) container within 30 seconds.

What is water flow?

Water flow refers to the amount of water coming out of a tap, hose or other pipe fixture in a certain amount of time. This can range from a trickle to a gush.

Water flow depends on the size of your water supply pipe. In older properties water pipes are around 15mm - 20 mm in diameter and the flow through this may only be enough to run one tap. If there are several taps or appliances being used at the same time, there may not be enough water for them all, resulting in low flow.

Modern houses and flats usually have 25mm diameter water supply pipes which can give a higher flow rate, which is more suitable for modern appliances.

Water flow can also be affected by changing the outlet of the pipe fixture, such fitting a new showerhead, or taps.

Friction

Water flow and pressure are both related to friction (the force that makes it difficult for one object to slide along the surface of another).

As water moves through a pipe, friction will slow it to a certain degree, depending on the texture and diameter of the pipe. The smoother the pipe, the less friction there is and the faster water can move through the pipe, provided that the water pressure is sufficient.

With good water pressure, the friction in smaller pipes can be overcome so that the water flow remains high.



If there are several taps or appliances running at the same time, there may not be enough water for them all, resulting in a low flow.

WHAT YOU CAN DO

If you think you may have a problem with your water pressure or flow, but aren't sure what is it, consider which of these best reflects what you are experiencing.

Water flows more slowly at different times of the day, or when you turn on multiple taps.

or

Water flow is reduced to a trickle at all times, or water runs well along one pipeline and not another.

Low pressure

It is likely the pressure isn't high enough in your property to keep water moving through your system.

Low flow

It is likely you have a blockage in your pipe which is resulting in poor water flow.

What you could do

There are a range of ways to improve water pressure in your property, from basic plumbing to the more complex installation of booster pumps. We advise that you contact your plumber to discuss the options.

If your plumber thinks you have a low pressure problem, please call us - see page 5 for details of how we may be able to help.

What you could do

- 1 Stop tap check (see below)
- 2 Isolation valve (see opposite)

Improving low flow

1 Stop tap check

One of the first things to check when you have low flow is the condition of your internal stop tap and how well it is working.

The stop tap is normally located under the kitchen sink where the water enters your property. This may vary - if you live in a flat it may be located in the boiler cupboard.

If you live in a rented property there may be more than one stop tap inside the building - your landlord should know where yours is located.

Check the stop tap to see if it is fully open by turning it off (clockwise) then back on (anti-clockwise) a few times.

TOP TIP

When you have the stop tap fully open, turn back half a turn to avoid it sticking or locking in place.



2 Isolation valve

It may be worth checking your isolation valve as it may have been adjusted to reduce high pressure.



Washing machine/dishwasher isolation valve with built in check valve



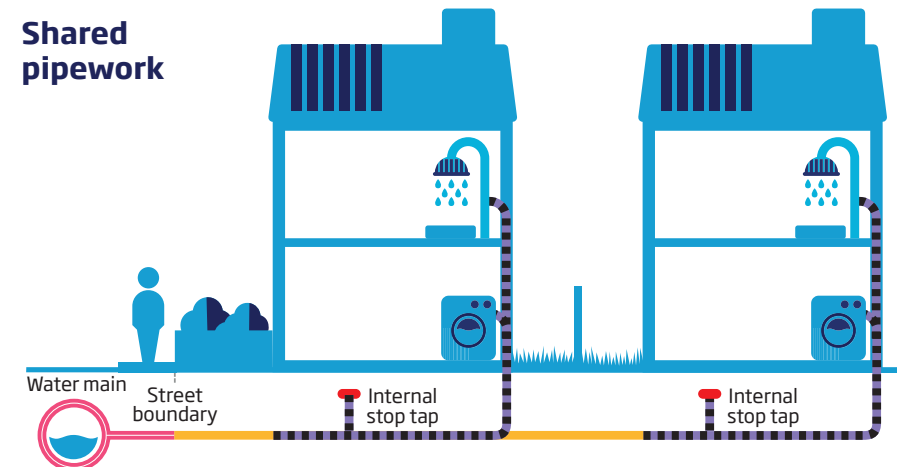
Isolation valve

Pipe size

If your flow issues are related to pipe width you can install a storage cistern which will help to provide a constant supply or re-lay your supply pipe in a larger size.

Alternatively, to improve flow you could consider a new water connection, if appropriate, especially if your water is currently supplied through a communal or shared pipe.

Shared pipework



Our pipework	Your private supply pipe	Your pipework and fittings
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We maintain it and fix leaks as quickly as we can.

Your responsibility, but we'll help you look after it.

Your responsibility, and you'll need to contact a plumber if you have any problems with them.

CHECK FOR LEAKS

It is worth bearing in mind that if you notice any of the following you may have a leak, and this could affect water pressure or flow:

- areas of lush vegetation
- damp patches on the ground
- a big drop in water pressure
- a 'hissing' noise near your internal stop tap
- an unexplained change to your bill.

Locating the leak

If you are on a water meter and the meter dial is turning when you are not using any water, it is likely you have a leak.

Turn off your internal stop tap and check the meter. If the meter dial has stopped turning you may have a leak inside your property. If the meter is still turning when the internal stop tap is off, it is likely you have a leak on your private supply pipe and you should contact us. See the back page for contact details.

HOW WE CAN HELP

Contact us if you have any concerns about low pressure in your home

0345 600 4 600

(Monday to Friday, 8am to 6pm; emergencies only at other times).

We'll start by checking to see whether it's related to any work we're doing in the area around your property that could directly cause your low pressure.

If there is no work going on in the area, we'll arrange to visit and check the water pressure at your property.

We'll normally need to make an appointment because we'll require access to your kitchen cold tap to start the process.

We will:

- check your internal stop tap
- check for leaks on your private supply pipe
- check the pressure at your cold kitchen tap (or the nearest cold tap to our main)
- check for any issues or leaks on our pipe and mains
- check the pressures at our controlling stop tap - normally located in the footpath.

At all points of the survey we will discuss the results, explain why these checks are needed and provide you with written confirmation of the test results - see opposite.

YOUR WATER PRESSURE TEST

Customer reference number

Dear Customer

Today we have carried out water pressure tests at your property after a recent report of low pressure.

We test the pressure at the property boundary, where the external stop tap is usually located, and / or internally to enable us to give you the best results.

We are legally bound to provide all customers with a minimum pressure of 10 metres head, and a flow rate of at least 9 litres per minute at the boundary, which should be ideal for day-to-day use. This should be powerful enough to fill a one-gallon (4.5 litre) container within 30 seconds.

Address

Static pressure

metres head

This is the pressure reading we take when no water is being used.

Simultaneous pressure

metres head at

litres per minute flow

This is the pressure reading we take when water is running, plus a reading of the flow.

Time of test

Meter number

Date

Technician's name

Notes

CONTACT US

Get advice about a possible leak or for any other questions on water supply or sewerage services

Call: **0345 600 4 600**

(Monday to Friday, 8am to 6pm, emergencies only at other times)

Submit an online enquiry via our website: wessexwater.co.uk/contactus

Report a leak

Visit: wessexwater.co.uk/leaks

Call: **0800 692 0 692** (24 hours)

We welcome calls via the Next Generation Text service.

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. We may record telephone calls into our contact centres for quality, security and training purposes.

Wessex Water is not responsible for the content of external websites.