



Pipe ownership and responsibility

Icosa Water owns and maintains the network of water mains which carry water to the homes and businesses in your area. Your property is connected to our water main by a pipe known as a 'service pipe'.

This service pipe is made up of two sections, the 'communications pipe' and the 'supply pipe'. The communications pipe is the section of pipe between the water main (in the street) and the boundary of your property. This pipe work usually ends in the footpath outside your property and is where we would install a stop-tap and water meter. The communications pipe is our responsibility. The supply pipe is the section of pipe which runs from the boundary of your property (the company stop-tap) to the first fitting or stop-tap in your home. You are responsible for the supply pipe and any and all other internal fittings.

In some instances, you may share a supply pipe with your neighbour(s), in which case you are all responsible for it. You must maintain your supply pipe in good order. Most properties have a separate stop-tap where the supply pipe enters the building. You are advised to know the location of this stop-tap so that it can be shut off in an emergency. This is particularly important in advance of any planned works you are undertaking inside your property.

What if I am on a joint supply?

A joint supply pipe is very common in older properties, sharing a supply pipe means as a homeowner or your landlord, will have equal responsibility with your neighbour(s) for the maintenance and repair of your joint supply pipe.

If you have a leak or an issue with your supply pipe, we are happy put you in touch with a plumber, who has been approved by us, but we are not responsible for replacing or repairing any damaged joint supply pipe.

If you are in rented accommodation and there is leak on your joint supply pipe, your landlord be responsible. If you are considering installing an individual supply pipe to your home, please do not hesitate to get in touch with us.

Who is responsible?

The homeowner is responsible for the water pipes within a home as well as the supply pipe up to the boundary stop tap, after that point your water company is responsible for maintaining the pipes.