

Replacement Water Main

Customer Guidance



Why do we need to replace your home's water main?

- To maintain a safe and clean water supply for your family.
- To pro-actively prevent fractures and bursts leading to wastage.
- To meet duties as a property owner.
- Maintain water pressure and flow.
- Modernise old service pipework to current standards.

What types of water main supply pipe cause issues?

- Black alkathene (a type of plastic) – brittle and fractures easily.
- Cast iron – small in diameter that corrodes and leads to restricted flow.
- Lead – small in diameter, soft and easily damaged.
- Galvanised steel – small in diameter that corrodes and leads to restricted flow.

If my water main is being replaced, how long will this work take and what will be involved?

- Installations can vary but work takes an average of three working days to complete.
- Excavations in the street and gardens of your property.
- Internal plumbing connections.
- Collaborative working between Coastline contractors and South West Water.
- Coastline's contractor will contact you to arrange a convenient day for the work to start.

What should I do if I believe I have a leak or if I think there is a problem with my water main?

You need to contact Coastline to book an appointment for a plumber or water engineer to visit and complete any remedial works needed.

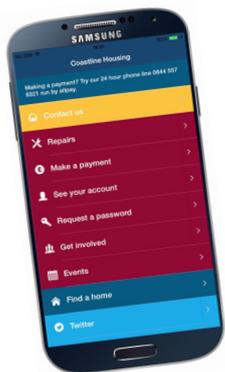
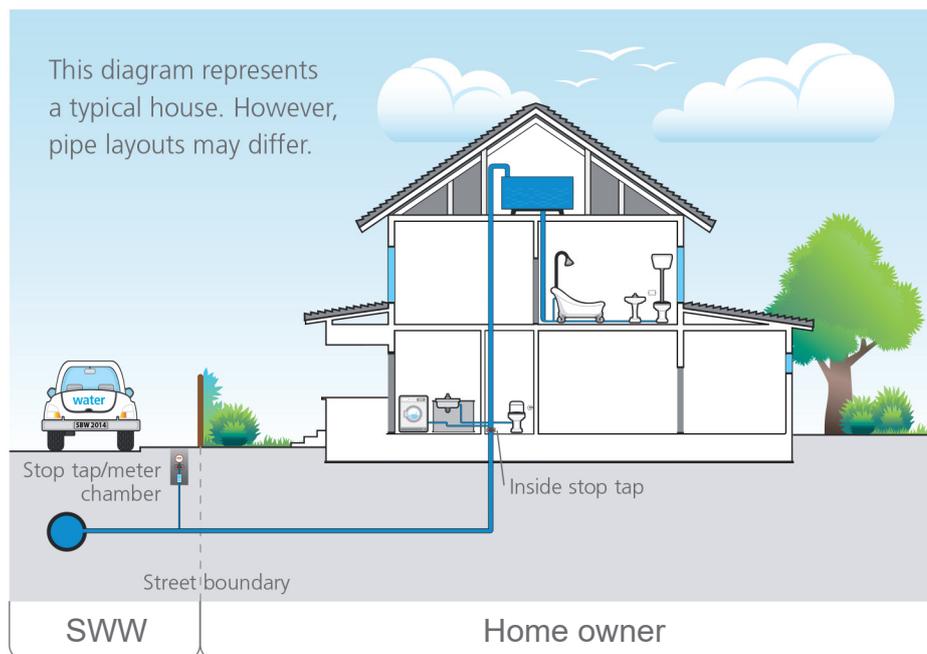
Contact us

My Coastline - on app or at www.coastlinehousing.co.uk
Email - customer.service@coastlinehousing.co.uk
Telephone - 01209 200200

Please let us know as soon as possible if you have updated your phone number and email address.

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	Laid under	Responsibility for pipe
Water main	Highway	South West Water
	Property owner's land	
	Land owned by someone else	
Communication pipe	Highway	Private owner
Supply pipe serving a single property	Highway	
	Property owner's land	
Shared supply pipe serving more than one property	Highway	South West Water
	Land owned by any of the property owners served by the pipe	Joint responsibility of all property owners served by the pipe
	Land owned by someone else	



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