

FAQ: What do I do if water is pouring out of my tap/toilet/pipe, while I'm waiting for the MDDC workman to arrive...I don't want my floor to get ruined!

ANSWER: Good question, leaks happen to a lot of us, and it's better that you and your family know what to do before an emergency happens.

1. ISOLATOR VALVE

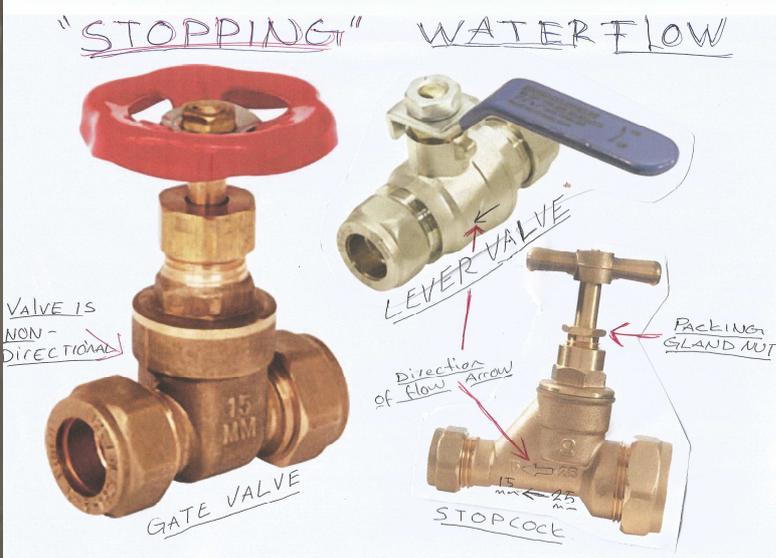
Most sinks, basins and WCs have an isolator valve that will isolate the supply to that item. Follow the pipe back from the bath/basin/sink/WC until you see something like this. You can turn it with a flat head screw driver, which mean that you can stop the leak to the affected tap or toilet, but can still use water in the rest of the house.



TIP: Righty tightey, lefty loosey (turn clockwise to stop the water, turn anti-clockwise to allow water in)

The internal stop cock will turn off the whole supply to the house. It is often under the sink or in a kitchen cupboard somewhere. There is a section in your repairs handbook to record the location of this stop cock

2. INTERNAL STOP COCK





3. EXTERNAL STOP COCK

The external stop cock will turn off the whole supply to the house. It is often in the garden or just at the edge of the boundary somewhere, and is often in the same place as your water meter (if you have one). This needs to be prised up and there is a stop cock to turn inside.

If you live in a block of flats, South West Water will be able to tell you roughly where your external water meter and stop cock is, and your serial number.

