



JTMP Moling And Water Supply Services Ltd

JTMP Protect

**Your Water Supply Pipe Care
and Repair Service**

**Frequently Asked Questions
(FAQs)**



Q1. How do I know if I have a leak on my supply pipe?

- ◆ If your supply is metered, the meter dials will record a flow of water even when no water is being used inside the property – your local water company will send a technician to investigate this free of charge. You may receive a higher than usual water bill – your local water company will send a technician to investigate this free of charge.
- ◆ You may hear a hissing noise coming from the pipe when you aren't using water – your local water company will send a technician to investigate this free of charge.
- ◆ You may see damp or wet patches on your driveway or front garden – your local water company will send a technician to investigate this free of charge.
- ◆ You may be informed of a leak by your local water company. Often there is a time limit before legal action is taken against you for wasting water.

Q2. I have a water meter; will I be charged by my water company for the leaking water?

In some cases, water companies may offer an allowance for leaks that are repaired quickly. To make things easier, your JTMP Protect care and repair specialist will give the repair reading to your water company to speed things up (if you have given us prior permission to liaise with them on your behalf).

Q3. I have received a leak notification letter from my water company quoting legislation from the Water Industry Act 1991; what should I do?

Don't worry, we've got you. Contact us and your leak will be repaired/resolved within 10 days. Sooner (5 days) if it's visible. To make things easier, your JTMP Protect care and repair specialist will notify your water company once the leak is repaired (if you have given us prior permission to liaise with them on your behalf).

Q4. How do I get in touch for help, support and repairs?

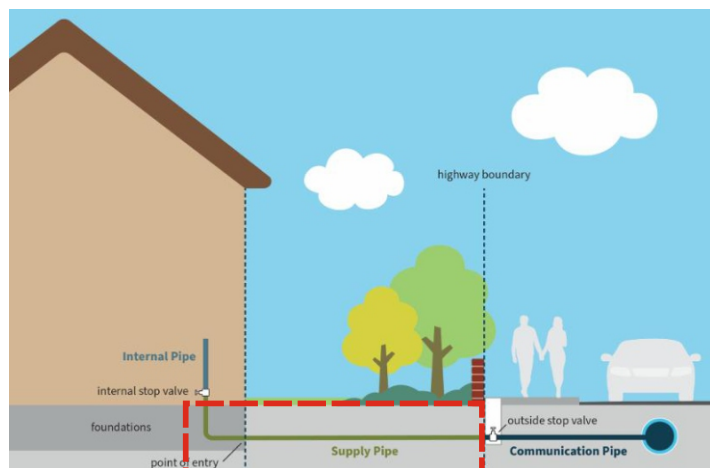
Simply; by calling 07389 804020 or via email at jtmp_services@outlook.com or by logging an enquiry on our website www.jtmpservices.co.uk. We will get back to you within 24 hours of receiving a new enquiry to organise convenient time to visit.



Q5. What information do I need to provide?

Before you contact us, we recommend contacting your local water company to confirm with a visit that the leak is on your section of the water supply pipe. You are only responsible for the section that is beyond the highway boundary, so they must first make sure the leak is not on or before their external stop tap. To make things easier, your JTMP Protect care and repair specialist will organise this for you (if you have given us prior permission to liaise with them on your behalf)

The red dotted area in this diagram is your supply pipe, theirs is the blue communication pipe



Once we have this information, all we need from you is your name, address, and agreement reference number. But don't worry if you can't find your agreement reference number, we will find you on our system easily enough

Q6. How long can I expect to wait for my leak to be repaired?

We prioritise visible leaks, so these will be repaired within 5 days. Non-visible leaks will also be repaired quickly, and certainly within 10 days

Q7. How many times can my pipe be repaired?

The number of times you can call upon us to repair a leak is unlimited. If the pipe can be repaired, we will repair it, simple as that! If the pipe is beyond repair, our honest and expert advice will be provided for the next best course of action. Discount will be offered for a full pipe replacement carried out by JTMP Moling and Water Supply Services Limited

Q8. Will my maintenance agreement automatically renew each year?

It's up to you. You can request automatic renewal at the time of signing up to the service to give you peace of mind that we're always here for you. Otherwise, we will tailor your agreement as you wish

Please note, opting out of automatic renewal doesn't cancel your agreement with us. If you decide the agreement is no longer right for you, you'll need to give us a months' notice to cancel it

Q9. I've had a leak repaired under my JTMP Protect agreement, will my monthly payments increase?

Absolutely not! Your monthly payment will never increase, no matter how many times we repair your supply pipe

Q10. How do I cancel my agreement?

Anytime, with a months' notice. But before you do, we'd like to remind you of the benefits of having JTMP Protect:

- ◆ Complete peace of mind for metered or non-metered water supply (non-metered water supply pipe leaks may not be visible and left undetected, could damage the footings of your home)
- ◆ Unlimited repairs to your water supply pipe
- ◆ No excess payment, and no monthly payment increase regardless of number of repairs
- ◆ Wear and tear included – many insurance policies don't cover your water supply pipe for this
- ◆ We will get back to you within 24 hours and promise a resolution to your leak problem within 10 days

If you still wish to cancel, please contact us (see Q4)

Q11. Isn't my water supply pipe covered by my household insurance?

It entirely depends on the terms of your household insurance policy as many policies do not cover wear and tear of the water supply pipe. JTMP Protect is not an insurance policy and is a repair and maintenance agreement only.

There is usually an excess fee on any claims made under household insurance whereas there is no excess fee associated with this service. Plus, monthly premiums typically increase once a claim has been made, your monthly payment with us will not increase no matter how many times we repair a leak





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