
Overview

This unit is designed to demonstrate competence in liaising with customers about leakage related issues. This may involve dealing with abnormal meter readings, seepage of water, water damage, and water pressure or water noise. It includes domestic and non-domestic customers, where the supply may be single or joint. You will need to decide what problem the customer is experiencing and to explain the position regarding legal responsibilities, and company policy for dealing with leakage related issues. You will also need to decide whether the customer or the company must take responsibility for dealing with the problem, and will need to make sure the customer understands what this entails. You will then agree what needs to be done to resolve the issue with the customer, this may include arranging to have a leak located or repaired, having a meter reading taken, or having a meter installed. You may need to refer to your manager or other relevant person to deal with a problem which the customer refuses to accept, and must record the information and decisions taken.

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Resolve leakage related issues with customers

Performance criteria

You must be able to:

Inform customers about leakage related issues

- P1 deal with customers in line with organisational requirements for customer contact
- P2 ensure customers are treated in a courteous and helpful manner
- P3 confirm the detail of the leakage related issue with the customer
- P4 provide accurate information about legal obligations and organisational policies regarding water pipes and leakage issues
- P5 determine who has responsibility for leakage in accordance with approved procedures and practices
- P6 where the customer has responsibility for leakage, confirm they have understood what this entails
- P7 record relevant information according to organisational requirements

You must be able to:

Agree a course of action to deal with leakage related issues

- P8 confirm the details of the leakage related issue with the customer
- P9 check and confirm customers understand their legal responsibilities and those of the organisation
- P10 confirm responsibility for service pipe maintenance in accordance with approved procedures and practices
- P11 agree a suitable course of action with the customer to meet legal and organisational responsibilities and requirements
- P12 in cases where the customer refuses to accept the defined course of action, refer the matter as required, and inform the customer of the details
- P13 deal with the customer in line with organisational requirements
- P14 record relevant information according to organisational requirements

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Knowledge and understanding

You need to know and understand:

Inform customers about leakage related issues

- K1 codes of practice and organisational requirements for customer contact
- K2 methods for deciding responsibility for leakage, and repair methods
- K3 customers' legal obligations for leakage on service pipes
- K4 organisational policies and legal obligations regarding leakage on service pipes
- K5 the importance of checking that the customer has understood what their responsibility entails
- K6 recording requirements

You need to know and understand:

Agree a course of action to deal with leakage related issues

- K7 organisational legal obligations and policies regarding leakage on service pipes
- K8 customers' legal obligations for leakage on service pipes
- K9 the importance of checking that the customer understands the legal position regarding leaks on service pipes
- K10 organisational requirements for dealing with leaks on service pipes and for dealing with customers
- K11 recording requirements

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Additional Information

Glossary

Approved procedures and practices

Regulatory, Health, Safety and Environment, relevant company procedures, emergency

Course of action

Arranging for location of a leak, arranging meter reading, arranging repair of leak, arranging installation of a meter

Customers with

Domestic supply, non-domestic supply, joint supply, single supply

Leakage related issues

Service pipe leakage, abnormal meter readings, water seepage, water damage, water pressure, water noise

Relevant information

Customer details, statutory and non statutory reports, company documentation, job instructions, client documentation

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