Dŵr Cymru
Welsh Water

Enforcement Policy

Water Supply (Water Fittings) Regulations 1999

dwrcymru.com

WE ARE DŴR CYMRU WELSH WATER

Our company vision is to earn the trust of customers everyday by delivering high quality essential services that protect the customer's health, our communities and the environment around us. One of the many ways we can earn that trust is by ensuring that any changes that are made to the customer's water supply or the installations of new water systems, comply with the Water Supply (Water Fittings) Regulations 1999 (the 'regulations').

The regulations make provision for preventing waste, misuse, undue consumption, contamination and erroneous measurement of water that we supply to our customers, and failure to adhere to the regulations is a criminal offence.

The regulations apply to all plumbing systems, installations, water fittings and equipment that is served by the public water supply. Premises without a public water supply connection are not governed by these regulations.

Our customers or anyone installing plumbing systems or water fittings must also comply with the regulations, which means, in most cases, providing us with advance notification of your proposed work and applying for approval.

We are duty bound to enforce the regulations under the Water Industry Act 1991, and we can be audited by the Drinking Water Inspectorate (DWI) to ensure we are enforcing correctly.

POLICY AIMS

This policy explains how we enforce the regulations to show that we are working in the right way that meets government, regulatory and best practice requirements, and follow key enforcement principles.

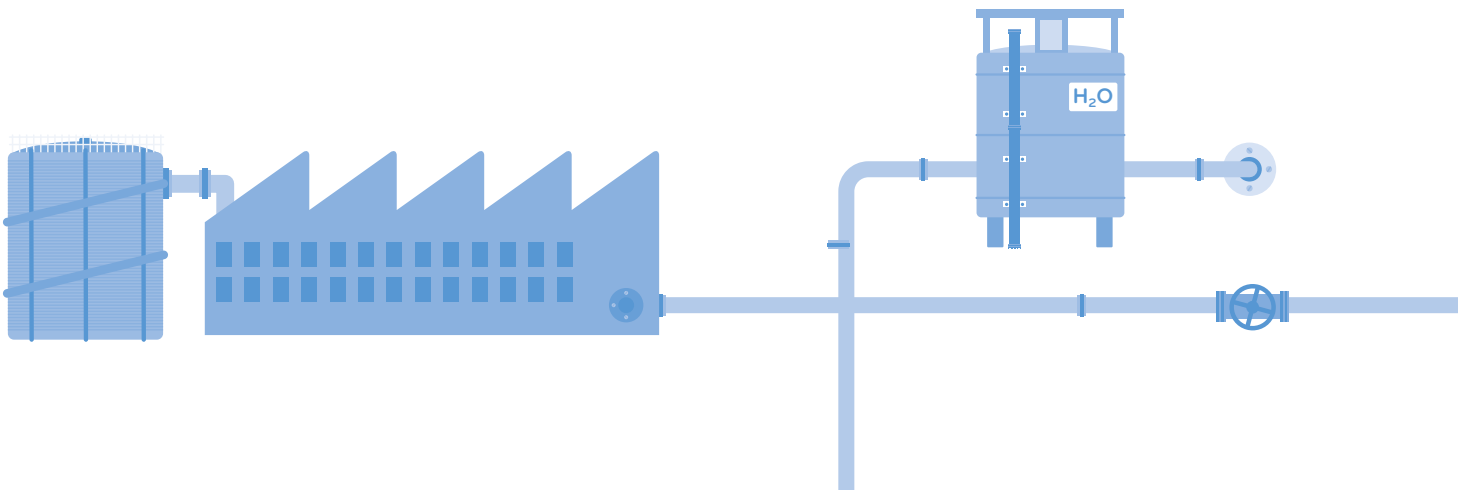
This policy will also act as a guidance tool for anyone involved in water regulation and its enforcement.

WHY DO WE DO ANYTHING?

The implications of not following the regulations could be very serious, and as a result we are allowed to enter and inspect premises to ensure that the regulations are being followed.

In summary, we enforce the regulations to protect our customers, the environment and ourselves, by:

- Complying with the law.
- Limiting the risk to public health from contaminated water entering the public water supply.
- Managing the safety of the public water supply.
- Safeguarding the environment and our water resources by reducing misused or wasted water and supporting efficient water use.
- Protecting our company's public water supply and assets from damage.



ENFORCEMENT

If we find something which does not meet the requirements of the regulations (a 'contravention') we will work with the customer to resolve it.

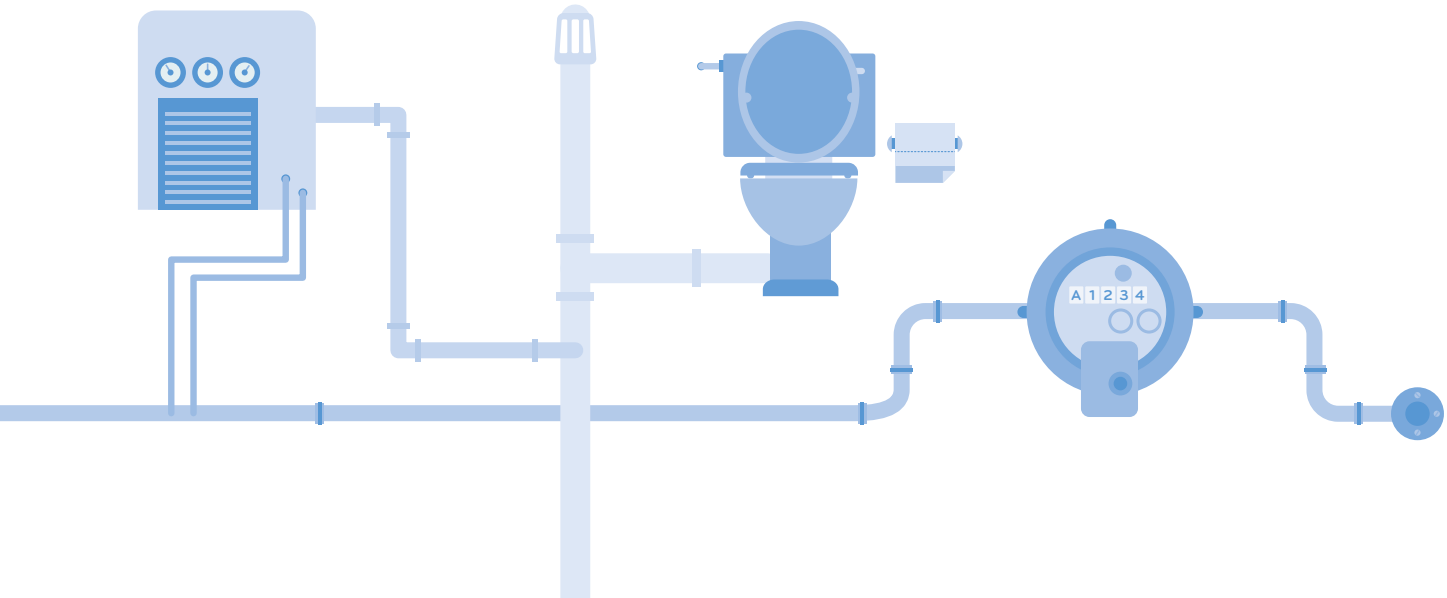
Our enforcement methods range from simple guidance through to formal enforcement notices, court action and prosecution. The way we work with the customer will take account of the severity of the risks and information.

We believe that most people want to do the right thing and that the best way to help make sure that the regulations are followed, and to earn the trust of the customer is to work with them, provide guidance and education about the regulations, and to clearly outline everybody's responsibilities. This also goes hand in hand with taking strong action against those who show contempt or act irresponsibly by not following the regulations.

Enforcement Principles

Our enforcement approach is based on a number of enforcement principles. The principles ensure that we are working in the right way, which is effective and also fair. This approach includes:

- **Proportionality**. The way we enforce will consider things like how serious the contravention is, and the frequency of contraventions,. Additionally, if we find something that may cause harm in the future, we may also require remedial action.
- **Transparency**. We will support those who need to comply with the regulations by providing clear and accessible information about our regulation enforcement policies, everybody's responsibilities, and other related guidance. Should any contraventions be found, we will provide clear and concise information about the contravention, the options available to resolve it, what we are responsible for, and the timelines involved.
- **Consistency**. Although no situation is ever the same, and may require discretion and judgement, our working methods are consistent. To ensure we are consistent, we base our working on nationally established methods, internal policies and procedures, and regular dialogue with other water companies.
- **Targeting**. We undertake planned and reactive inspections that are prioritised towards the premises and situations that present the highest potential risks to our customers and our network, with highest risks being visited more frequently.
- **Accountability**. We are accountable for the actions we take, and take our customers feedback very seriously. We are also regulated and audited to ensure that we are working in the right way.



ENFORCEMENT AND PROSECUTION METHODS

Our enforcement and prosecution methods follow the general Dŵr Cymru Cyf policy on enforcement and prosecution. The following list shows the range of methods available:

Infringement Notices
An infringement notice is issued when a contravention of the regulations has been identified by the water regulation officer. The infringement notice outlines the remedial work that needs to be undertaken to address the contravention, with timescales for completion.

Warning Letter
A warning letter may be issued to anyone when it is felt that an infringement notice, caution or prosecution is not thought appropriate.

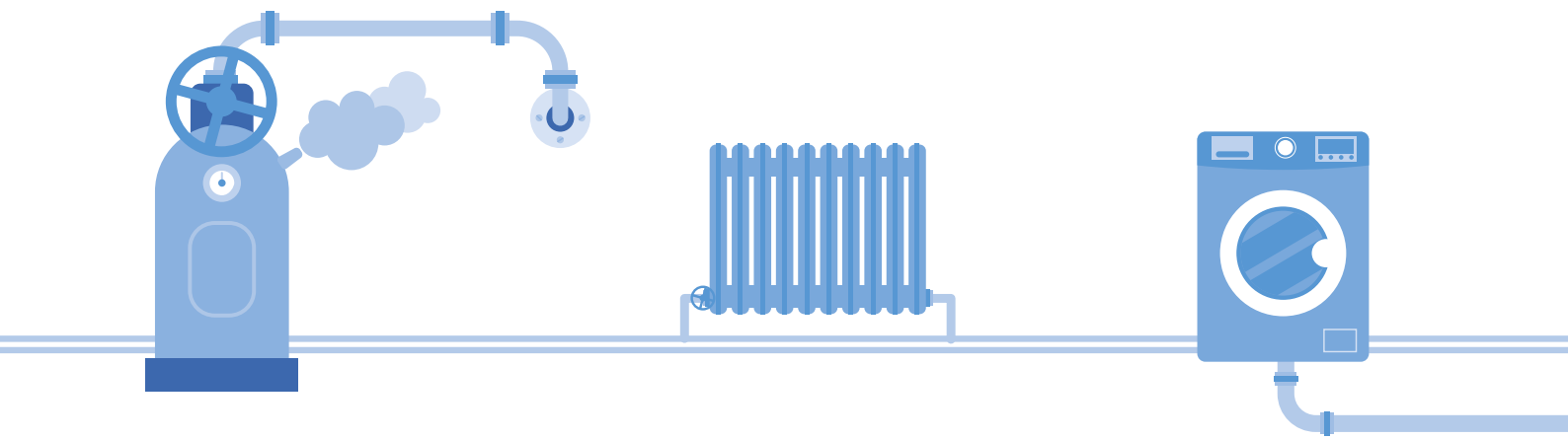
Formal Cautions
A formal caution will be considered when there has been a breach of the regulations. A formal caution is kept on file and may be used in any subsequent prosecution of the offender. This is dependent upon the nature of the breach, remedial works undertaken, previous history and attitude of the offender. Any formal caution will be considered in accordance with Dŵr Cymru Cyf's general policy on enforcement and prosecution.

Prosecution
A prosecution will be considered when there is a serious breach of the regulations, there is risk of harm, there has been a delay in undertaking remedial works and the previous history will be taken into consideration. Any prosecution will be considered in accordance with Dŵr Cymru Cyf's general policy on Enforcement and Prosecution.

Penalties
A prosecution for contravention of the regulations carries a maximum penalty of £1,000 per offence.

Company Action
If the remedial work required under the infringement notice is not completed in the specified time frame, we may complete it ourselves. If the contravention found is very serious, we may decide to disconnect the premises from the public water supply until the contravention is rectified. We are authorised to enter premises at any reasonable time of day, following the giving of notice. In an emergency situation, no notice may need to be provided. If we are refused entry to premises then this could result in an application being made to a Magistrates Court for a Warrant of Entry, and this allows entry to be made by force if necessary. We would charge the costs for undertaking any remedial works back to the company or person concerned.

Publicity
Should a person or company be found guilty of a contravention of the regulations, consideration will be given to publicising this offence. The reason we would publicise the offence would be to highlight the regulations, their importance, and to deter others.



WELSH WATER COMMITMENTS

Our Workers

Only staff who have undergone established training processes, and who have been deemed suitably qualified, experienced and authorised are allowed to undertake inspections and enforce the regulations. Ongoing training also includes being informed of and adhering to new and emerging requirements from regulation, best practice and policy changes. We fully expect and support our staff in acting respectfully to the customer, and expect customers to provide respect in return.

Customer Commitment

Our customers are our first priority, especially in terms of their health and well-being from the water they receive from us, and we are committed to providing a wholesome water supply.

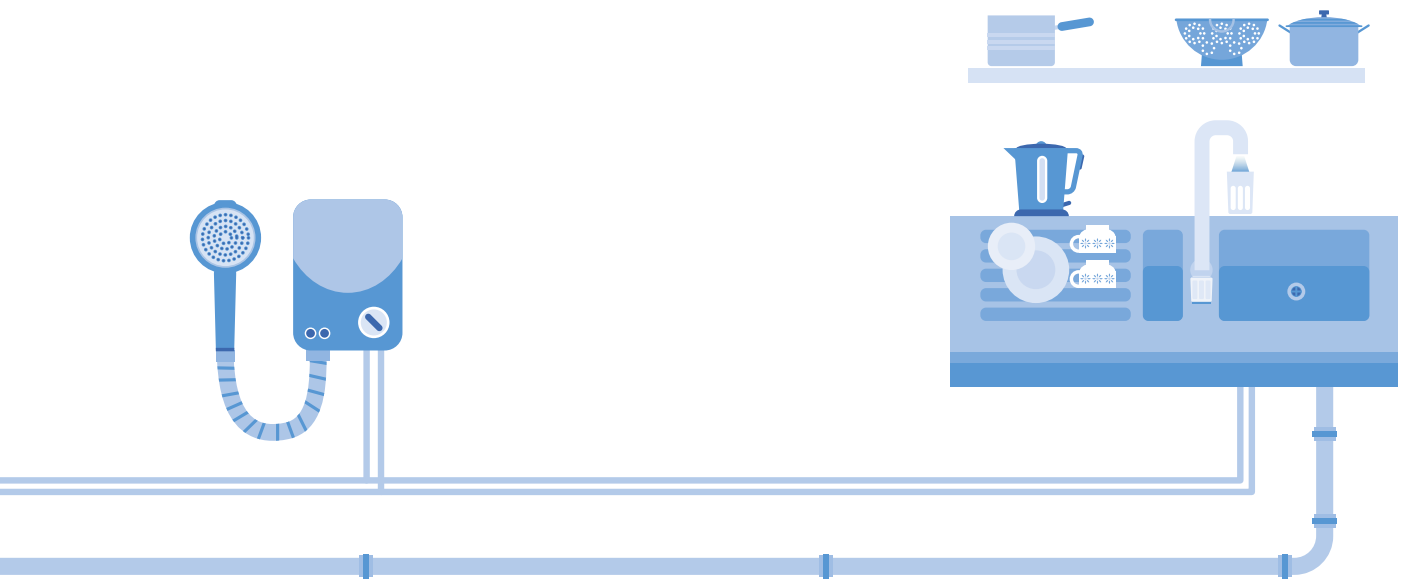
Underpinning the way that we deliver services to our customers is a company code of conduct that outlines the key behaviours and values we need to uphold, ensuring we earn the trust of our customers.

We believe that providing our customers with information, support and guidance is the best way to raise awareness of the importance of following the regulations, and to best achieve compliance. Additionally we will raise awareness by working with associated designers, manufacturers, installers and the users of water systems, which includes site visits and inspections, involvement in trade fairs, community education and presenting.

Water Regulations UK Limited (Water Regs UK)

Water Regs UK is the industry body that provides guidance and communications around the interpretation of our legal duties. We work closely with them, and this helps us, along with other water companies to be consistent in our approach to implementing the requirements of the legislation and the regulations.

Further information about Water Regs UK and the publications and guidance documents available can be found on their website which is detailed in our 'key information and contacts' section.



Approved Contractors/Installers

Ensuring compliance requires suitably qualified and experienced personnel. To this end we actively support and promote the use of approved contractors and installers under the WaterSafe Scheme and the Water Industry Approved Plumber Schemes (WIAPS).

We audit approved contractors and installers to make sure that they are working in the right way that meets the regulations, and when they complete work they must issue a certificate of compliance to you and in some cases to us.

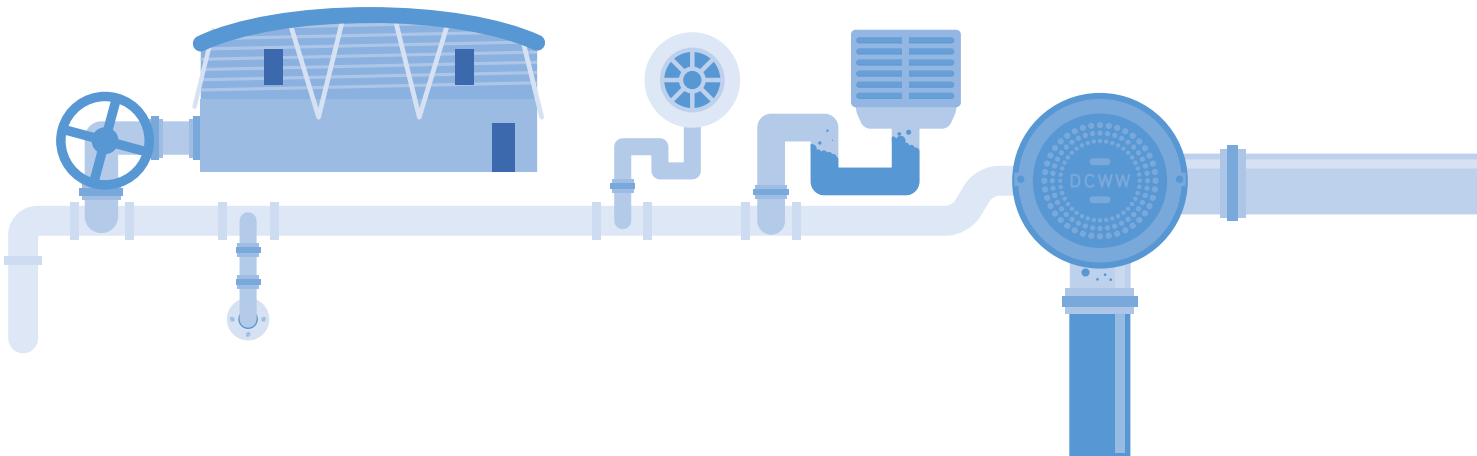
Should you have concerns regarding your approved contractor or installer, our role is to provide advice on matters of compliance with the regulations, we are not able to comment on or become involved with contractual matters.

If You Need More Help

We are here to help our customers comply with the regulations. Should you need any further information, we will do our best to help you, and our contact details are at the end of this document.

We can also provide:

- More detailed guidance regarding compliance with the regulations;
- More guidance to plumbers and interested parties on the WaterSafe Scheme and the Water Industry Approved Plumber Scheme;
- Supporting documentation provided by us, or key industry bodies such as Water Regs UK (including relevant email links); and,
- A presence at site visits/meetings, should this be warranted.



KEY INFORMATION AND CONTACTS

This document represents our customer enforcement policy for the Water Supply (Water Fittings) Regulations 1999.

The Water Supply (Water Fittings) Regulations 1999 make provision for preventing the waste, misuse, undue consumption, contamination and erroneous measurement of water that we supply to our customers. This document is available from www.legislation.gov.uk.

The table below summarises the remaining key relevant information:

Company	Key Details
Dŵr Cymru Welsh Water	**Web:** www.dwrcymru.com **Contact details:** www.dwrcymru.com/contactus **Customer contact centre:** 0800 052 0130 **Complaints** Complaint handling is included in our code of practice at the below web link, alternatively you could write to: Water Customer Services, Dŵr Cymru Welsh Water, PO BOX 3118, Cardiff, CF30 0BY https://corporate.dwrcymru.com/en/library/leaflets-and-publications/how-we-handle-your-complaints-and-compliments **Water regulations team email address:** waterregulations@dwrcymru.com **Water regulations notification form for proposed plumbing installation:** https://www.dwrcymru.com/en/help-advice/water-regulations/notification-and-testing-of-works
Water Regs UK	**Web:** www.waterregsuk.co.uk **Phone:** 01495 98 30 10 **Email:** info@waterregsuk.co.uk **Address:** Unit 13, Willow Road, Pen y Fan Industrial Estate, Crumlin, Gwent, NP11 4EG.
WIAPS	Information regarding the Water Industry Approved Plumbers Scheme (WIAPS) can be found through the Water Regs UK website: www.waterregsuk.co.uk/wiaps Or the Welsh Water website at: www.dwrcymru.com/en/help-advice/water-regulations/finding-an-approved-installer Watersafe approved scheme can be found on www.watersafe.org.uk

Review Process
This policy will be subject to an annual review. Last review 9th February 2022.