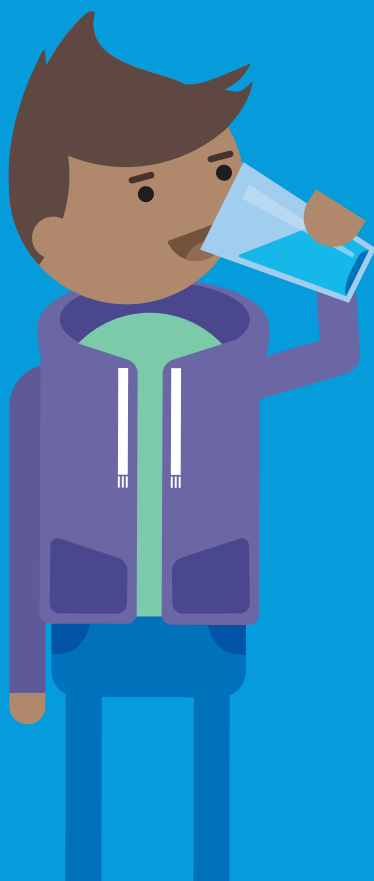




Dŵr Cymru
Welsh Water

Water Regulations

How they
affect you.



Keeping our water safe
and our customers safer.

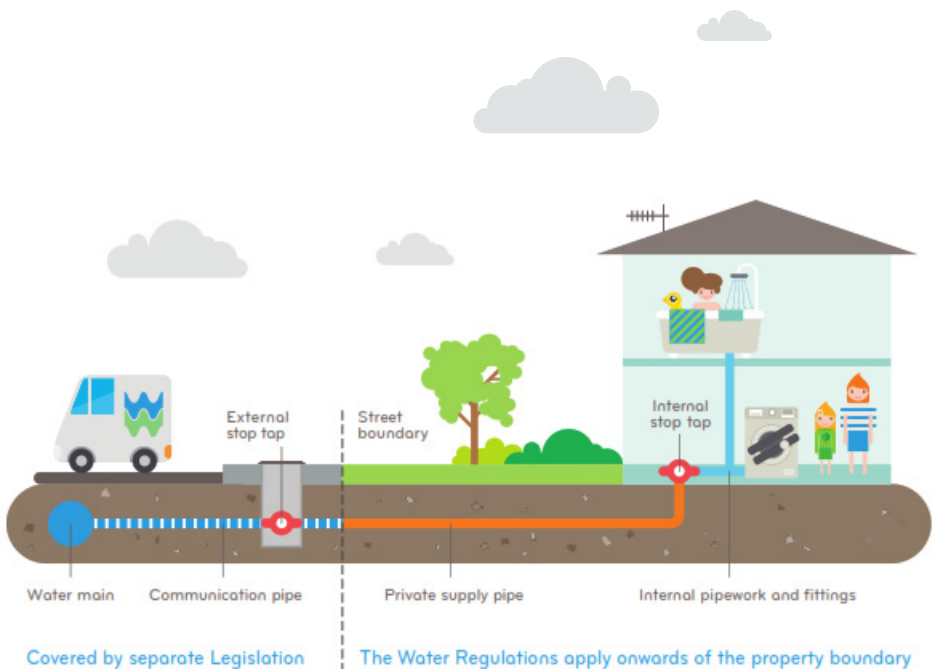
What are the Regulations?

The Water Supply (Water Fittings) Regulations 1999 (the Regulations) apply to premises which are supplied with a wholesome water supply by Welsh Water.

They are the national requirements for the design, installation and maintenance of plumbing systems, water fittings and water consuming appliances across Wales and England.

The main purpose of the Regulations is to protect public health by preventing the waste, misuse, undue consumption, erroneous measurement and, most importantly, contamination of the water that we supply to our customers.

The Regulations typically apply from the point where our supply enters the supply pipe to our customers' premises, and up until it is used in taps, valves and appliances.



Who must comply with the Regulations?

Our customers, as the owners or occupants of premises which we supply, are required to comply with this legislation.

The Regulations also talk about the persons installing the water fittings; meaning that anyone who installs or maintains water fittings is required to ensure their work satisfies the requirements.

Welsh Water's role

As your water supplier, Welsh Water is duty bound to enforce the requirements of the Regulations in your premises. Our Regulators audit us on how we operate in this role to ensure that the approach to our customers is consistent, fair and in line with the requirements of the Regulations.

At Welsh Water we are proud to put our customers first and we'll do everything we can to work closely with our customers to resolve issues and help put things right.

Welsh Water publishes an enforcement policy on our website where you can learn more about how we work with our customers to encourage compliance across our supply area.



What can you do to comply?

We don't expect all our customers to know the requirements of the Regulations, but you can do your part by purchasing compliant products more on this below and using qualified professionals who have a knowledge of the Regulations to carry out any plumbing work.

If in doubt, our team of Water Regulations experts are there when you need us to provide guidance on how you might be able to comply.

You can find your local approved plumber by heading to our website at www.dwrcymru.com and using the handy WaterSafe search toolbar on our Water Regulations page.



Approved contractors

Members of Approved Contractors schemes, such as WaterSafe, have recognised qualifications and insurance. This means by using them you can have confidence that the work will be done correctly and to a suitable standard. Members of these schemes are audited regularly by Welsh Water to ensure they remain compliant.

An Approved Contractor will provide you with a certificate which states that their work complies with the Regulations. They are also exempt from having to notify us in advance on some types of work that they carry out. We would otherwise require notification of work and give prior consent.

You can find your local approved plumber by heading to our website at www.dwrcymru.com and using the handy WaterSafe search toolbar on our Water Regulations page.

Compliant products

When looking to purchase plumbing fittings and appliances, it's always best to make sure the product you are choosing is of an appropriate quality and standard. You should also consider whether what you want to install is suitable for the circumstances in which it will be used.

The Regulations provide requirements for water fittings and provide a list of ways that a fitting or product can demonstrate compliance. This is known as Regulation 4 compliance.

The legislation covers all fittings which will convey or use water which we supply. This includes things like taps, showers, combination boilers and even household appliances that have a mains water connection.

We encourage our customers and their installers to ask their suppliers for evidence of compliance for products they intend to use as you may be asked to provide evidence that your product complies with the Regulations.

Alternative water sources

If you have a private water supply as well as a supply from us, or use rainwater or greywater on your property, there are important things you need to know in order to ensure you do not pose a risk of contamination to the water supply and that you comply with the law.

Private water supplies, or systems using rainwater/greywater, can never be directly connected to our mains water supply. Where both systems exist separately, they should be labelled up and installed in such a manner that prevents the possibility of future cross connections. If you need to top-up your private water supply or alternative water system, then you need to let us know. We will be happy to provide you with advice on how to do this correctly.



Notification

It is a requirement for many types of plumbing work be notified to us before the work can start. This is to ensure that the drinking water supply stays safe at all times.

We review all notifications sent to us and we may specify conditions on any installation where appropriate. The table below includes a list of work that requires prior notification, as set out in the Regulations.

TABLE OF NOTIFIABLE WORK	
1.	The erection of a building or other structure, not being a pond or swimming pool.
2.	The extension or alteration of a water system on any other premises other than a house.
3.	A material change of use on any premises.
4.	The installation of – a) A bath having a capacity, as measured to the centre line of overflow, of more than 230 litres; b) A bidet with an ascending spray or flexible hose; c) A single shower unit (which may consist of one or more shower heads within a single unit), not being a drench shower installed for reasons of safety or health, connected directly or indirectly to a supply pipe which is of a type specified by the regulator; d) A pump or booster drawing more than 12 litres per minute, connected directly or indirectly to a supply pipe; e) A unit which incorporates reverse osmosis; f) A water treatment unit which produces a waste-water discharge, or which requires the use of water for regeneration or cleaning; g) A reduced pressure zone valve assembly or other mechanical device for protection against a fluid which is in fluid category 4 or 5; h) A garden watering system unless designed to be operated by hand; or i) Any water system laid outside a building and either less than 750mm or more than 1350mm below ground level.
5.	The construction of a pond or swimming pool with a capacity greater than 10,000 litres which is designed to be replenished by automatic means and is to be filled

The failure to notify any of the above work is a criminal offence under the Regulations.

Where can i get more information?

The Water Regs UK are a company that provides published guidance and advice on the requirements of the Regulations.

Their website contains a number of useful documents that are freely available and their technical enquiries services are on hand to try and answer any questions that you may have.

You can contact Water Regs UK by heading to **www.waterregsuk.co.uk** or calling them on **01495 983010**.

Contact us

If you have questions relating to a specific installation or something to do with our enforcement of the Regulations, it's probably best to contact us directly.

We include some information about the Regulations on our website, which you can find by heading to: **www.dwrcymru.com/en/help-advice/water-advice/water-regulations**



You can get in touch with our Water Regulations team by e-mailing **WaterRegulations@dwrcymru.com**

