

This document will answer common queries about infringement notices and the enforcement process of the Water Supply (Water Fittings) Regulations 1999 ('the Regulations') at Welsh Water.

What are the Regulations?

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. We enforce these Regulations on behalf of the Welsh Government.'

What is an Infringement Notice?

An infringement notice identifies where the Regulations are not being adhered to and outlines details of the works needed to address it, along with timescales for completion.

Why am I receiving this Notice?

As our customer you are responsible for ensuring your plumbing system and water fittings comply with the Regulations. We, as your water supplier, are duty bound to enforce these Regulations and must ensure infringements are rectified where they have been identified.

How can I get evidence that a product or fitting complies?

You can request evidence of compliance and relevant technical datasheets from the manufacturer or supplier of the product.

Who can carry out the works required?

We advise that you always use WaterSafe Approved Plumbers when carrying out works. WaterSafe is a free directory of plumbers who have certified knowledge of the Regulations and regularly have their work inspected by us. It's free to use and you will be able to find a choice of Approved Contractors within your local area – www.watersafe.org.uk

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What happens if I do not rectify the infringements?

We'll do everything we can to work closely with our customers to resolve issues and help put things right. However, the Regulations are a legal requirement so if the identified infringements are not rectified within the allotted time period then there is a risk of prosecution and financial penalties.

For more information on our enforcement policy or details of how we work with our customers to resolve issues please visit our website:

www.dwrcymru.com/WaterRegulations

