



**Scottish
Water**

Trusted to serve Scotland



Your water byelaws explained

welcome to your water byelaws explained

Scottish Water provides clean, safe and high quality drinking water to over 150,000 business premises across Scotland. Every day we provide over 1 billion litres of clear, fresh drinking water through our network of water mains and pipes and we strive to ensure that the quality of water is maintained to the highest standards.

We use many measures to maintain and protect water quality and, among these, are Water Byelaws. As part of our service, we have an obligation to explain to you, your responsibilities under Water Byelaws legislation.

This leaflet will provide you with basic information on what Water Byelaws are and what they mean for you and your business. Should you need any more detailed information, then please contact your Licensed Provider. For further information, frequently asked questions and useful links to other relevant sites, visit our Water Byelaws webpage at www.scottishwater.co.uk/byelaws

what are water byelaws?

Scottish Water creates and enforces Water Byelaws, which must be adhered to in all properties that have a public water supply.

The main aim of Water Byelaws is to ensure the quality of drinking water is to the highest standard and to prevent contamination of the public water supply.

where do water byelaws apply?

Water Byelaws apply to **ALL** plumbing systems, water fittings and appliances connected to the public water supply in Scotland.

how do water byelaws affect you?

Businesses should note that compliance with Water Byelaws can protect:

- **You** – from criminal prosecution
- **Your employees and visitors to your premises** – by protecting the drinking water they may consume and therefore their safety in the workplace

- **Your business** – from criminal prosecution, adverse publicity, potentially substantial fines or disconnection from the water supply

As a business, you also need to ensure that your whole plumbing system is correctly installed and maintained to comply with Water Byelaws, and take measures to prevent the contamination of drinking water.

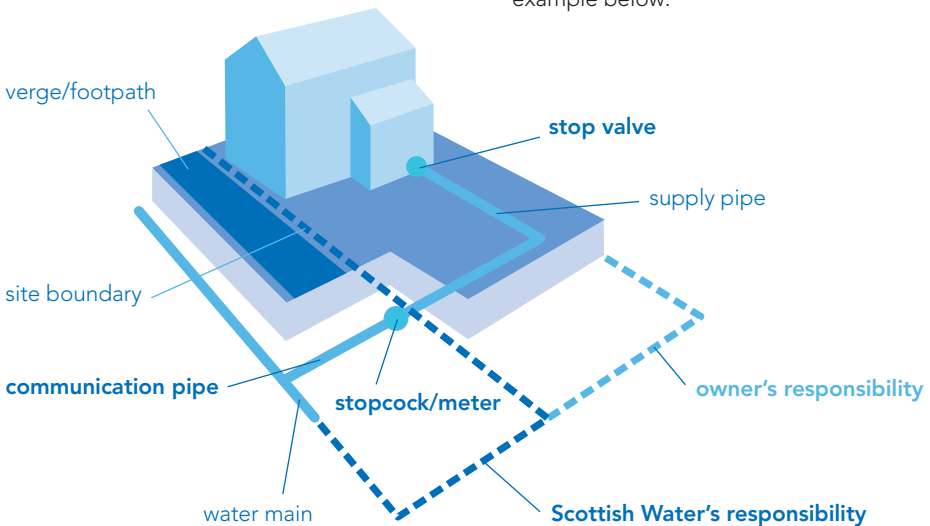
who needs to meet the requirements of water byelaws?

Owners and occupiers of premises, and anyone who installs or maintains plumbing systems and water fittings, have a legal obligation to ensure that the systems and fittings meet the requirements of Water Byelaws.

In addition, architects, developers, plumbers and builders need to ensure the requirements are met for any future owners or occupiers.

Failure to do so could lead to criminal prosecution.

Scottish Water is responsible for the water main in the street and all the pipework up to, and including the stopcock at the boundary of your business property. The owner/occupier will then normally have responsibility for compliance with Water Byelaws for any pipework from the stopcock into the business property and all your indoor and external plumbing. Please see a typical business example below:



advance notification

In most cases, before you start work on the installation or undertake any changes to your water system, you as the owner or occupier must get approval/consent from Scottish Water to carry out this work. This is done by giving us advance notification in writing of your intentions (please see our address details at the end of this leaflet and clearly mark your envelope 'Water Byelaws'). However, in many cases the use of a licensed plumber means that you are not required to give advance notification direct to Scottish Water.

We cannot 'unreasonably' withhold consent for your work. If you have not heard from us within 10 working days of writing to us, consent is 'deemed' to have been given and you can proceed with the work. Please note, even if consent is deemed to have been given, ALL work must be in compliance with Water Byelaws.



licensed plumbers and contractors

We would always recommend the use of licensed plumbers. A licensed plumber will certify that his or her work meets the requirements of Water Byelaws. If any breaches are subsequently found in the certified work, the legal responsibility would fall upon the plumber and not you, as the owner or occupier.

Scottish Water advises the use of professional plumbers and plumbing contractors who are members of recognised national licensing schemes. There are a number of benefits in using members of such schemes. These include:

- Their work is certified as complying with Water Byelaws
- Properly trained and qualified personnel are available
- Members are audited/inspected on a regular basis
- They hold public liability insurance
- They must submit Financial Integrity Statements annually

how Scottish Water can help you

General information on Water Byelaws issues, frequently asked questions and useful links can be found by visiting our Water Byelaws webpage at www.scottishwater.co.uk/byelaws.

Alternatively, you can contact the Water Byelaws team by email at byelaws@scottishwater.co.uk or write to the Water Byelaws team at the address on the back of this leaflet.

Our Water Byelaws team is responsible for the enforcement of Water Byelaws and carry out inspections of premises. They also provide an advice service to anyone seeking information or clarification on any Water Byelaws related issue.

Scottish Water supports and promotes the WaterSafe scheme. WaterSafe is a dedicated online search facility to help customers to find the nearest qualified plumbing and heating professionals in their area.

Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF) runs the Plumbing Industry Licensing Scheme and this is part of WaterSafe.

To find a licensed plumber in your area, visit www.watersafe.org.uk or call SNIPEF on **0845 224 0391** who will be able to recommend a plumber. Office opening hours are Monday – Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm. For out of hours, please visit the website or refer to your telephone directory.

We also support the national Water Industry Approved Plumbers' Scheme (WIAPS). For full details of the scheme and to obtain a list of registered plumbers in your area visit www.wras.co.uk/plumber_scheme

Although we cannot provide a design service for plumbing systems, we will be happy to provide information on how you can ensure compliance with Water Byelaws – **prevention is better than cure.**

We want to work with you to ensure that everybody does everything that they can to protect public drinking water supplies in Scotland.

we want to make it easy to **contact us** – here's how:

We always have someone here to take your call, you can write to us or alternatively you can contact us through our website.

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you will need special assistance from Scottish Water then please contact us and we can add your name, address and special requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.



Customer Helpline **0800 0778778**



www.scottishwater.co.uk



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