



**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 more than 2.4 million households across Scotland. Working with you, we will continue to improve and develop the range of services that we provide. As part of our service we have an obligation to explain to you, your responsibilities under the Water Byelaws legislation.

We continually aim to deliver a high service level to all our customers. This leaflet will provide you with basic information on what Water Byelaws are and what they mean for you.

Should you need any more detailed information, then please call our **Customer Helpline** on **0800 0778778** and ask to speak to a member of our Water Byelaws team.

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 the Water Byelaws is to prevent contamination of the public water supply, and also to help you prevent waste, misuse, and undue consumption of water.

how do the water byelaws affect you?

It is important for Scottish households to note that Water Byelaws can protect:

- **You, your family and neighbours** – by protecting your drinking water and therefore the safety of everyone
- **You** – from criminal prosecution and potentially substantial fines.

As a household customer, you also need to ensure that your whole plumbing system is correctly installed and maintained to comply with the Water Byelaws. You must take measures to prevent the contamination of drinking water and give advance notification of any major installation work to Scottish Water, prior to starting any work required.

where do water byelaws apply?

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

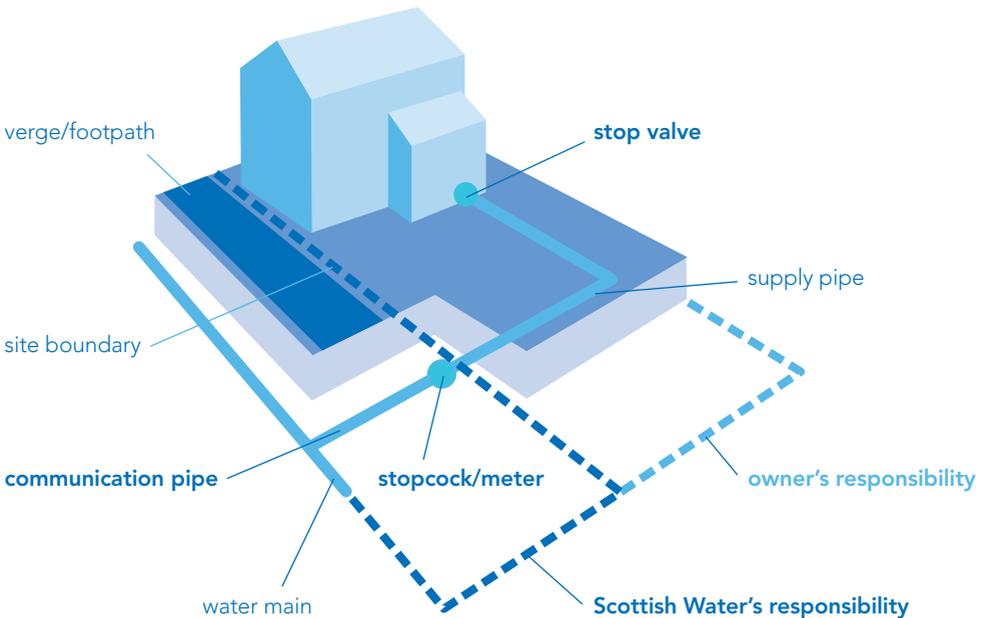
who needs to meet the requirements of the water byelaws?

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 the 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 your street and all the pipework up to, and including the stopcock at the boundary of your property. The owner/occupier will then normally have responsibility for any pipework from the stopcock into the property and all your indoor and external plumbing. Please see a typical example below.



advance notification

In some 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). 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 our 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 the 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 the 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
- Should any dispute arise, 'Complaints Resolution Procedures' are in place (This applies to the SNIPEF (Scottish and Northern Ireland Plumbers Employers' Federation) scheme only).

continued on the next page

Licensed plumbers and contractors continued

These procedures are further enhanced by an Independent 'Complaints Panel'. 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 Plumbers' 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

how Scottish Water can help you

General information on Water Byelaw issues, frequently asked questions and useful links can be found by visiting our Water Byelaws webpage at www.scottishwater.co.uk/byelaws. If you need to speak to someone directly, please call our **Customer Helpline** on **0800 0778778** and ask for a member of our Water Byelaws team. Alternatively, you can email the team 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 Byelaw related issue.

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

We want to work with you to ensure that everybody does everything that they can to protect our 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



Scottish Water, PO Box 8855,
Edinburgh, EH10 6YQ



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