

# Passing your new water supply regulations

Guidance notes



# What are the water regulations?

The Water Supply (Water Fittings) Regulations 1999 prevent the waste, undue consumption, misuse, contamination and erroneous measurement of the water supply. The regulations also specify the appropriate quality and standard that materials must comply with.

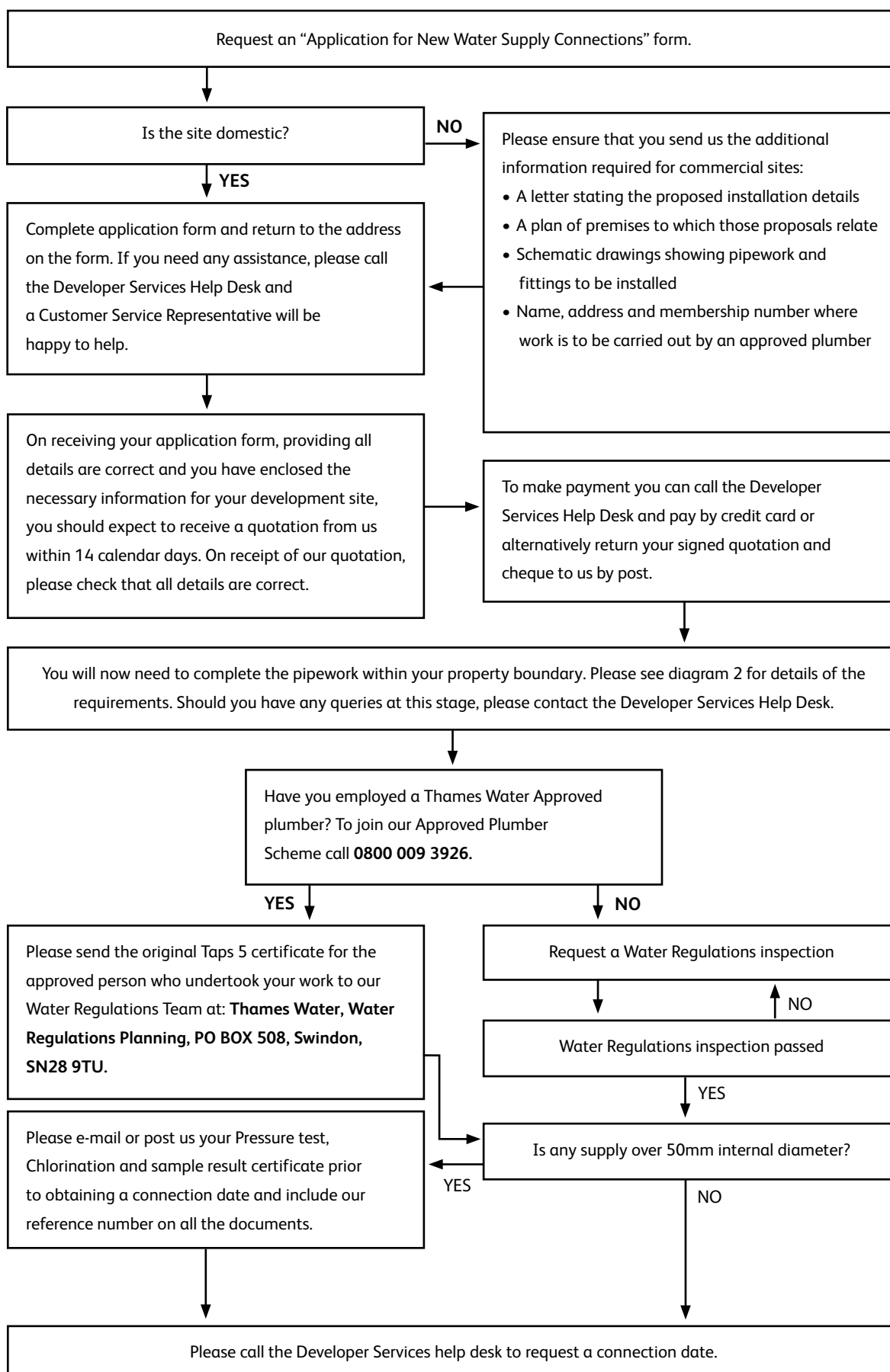
The Water Regulations are owned by the Department of the Environment, Food and Rural Affairs (DEFRA). Water Suppliers are responsible for enforcing them on behalf of DEFRA. Failure to comply with these regulations could contaminate both your water supply and the public water supply network, which may result in legal action being taken against you.

Prior to connecting any property to the mains supply, we must check that your new plumbing system complies with the Water Regulations. This is done either by Thames Water carrying out an external and internal inspection of the site, or by us receiving appropriate certification from an approved plumber/contractor. The internal inspection will now in most cases be carried out after the water connection has been made.

The Water Regulations cover all premises supplied by the Water Supplier and it is the responsibility of the owner of the premises to ensure compliance. Please note, failure to comply with the regulations will delay the final connection date.

Prior to Thames Water connecting your supply pipe, you must ensure that a number of steps are successfully completed. Please refer to the process flow chart on the opposite page.

## Developer Services help desk 0800 009 3921



### External inspection

The external inspection covers the pipework from the boundary of the premises to the inside stop valve which isolates the entire premises.

#### Inspection criteria:

- The pipe is laid between 750mm and 1350mm (to the crown of the pipe) below ground level, from the point of entry into the premises to the boundary (See Diagram 1).
- The pipe is ducted and insulated (BS 5422) where it enters the building, with both ends of the duct sealed (See Diagram 2).
- Where there is a suspended floor or where the pipe rises less than 750mm from an outside wall, the pipe should be lagged within the duct (See Diagram 2).
- An internal stop valve must be fitted within the property.
- Where you have more than one supply, please ensure that you tag each pipe with the plot number it is intended to serve.
- Where a building supply is required or building supply is to be retained, please ensure it is fitted with a double check valve, drain off tap, servicing valve and tap.
- Where the water supply pipe is laid with other services in the same trench, they need to be a specific distance apart. For example, Diagram 1 shows that the water supply pipe is not laid less than 350mm from the gas pipe.

Where compliance with the minimum depth of 750 mm is not practical, please contact Developer Services help desk on 0800 009 3921.

Diagram 1

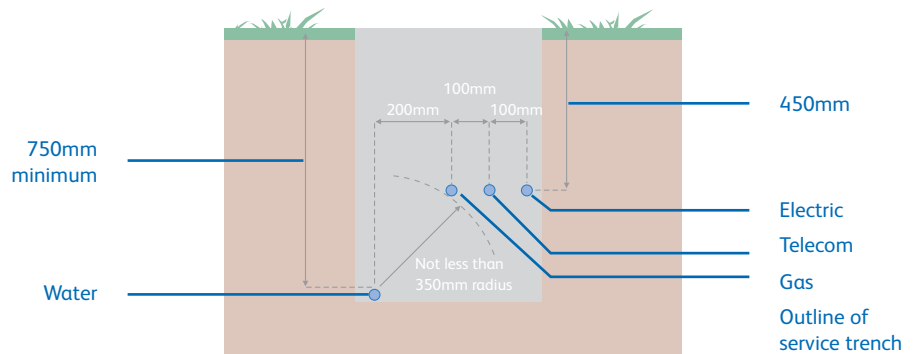


Diagram 2

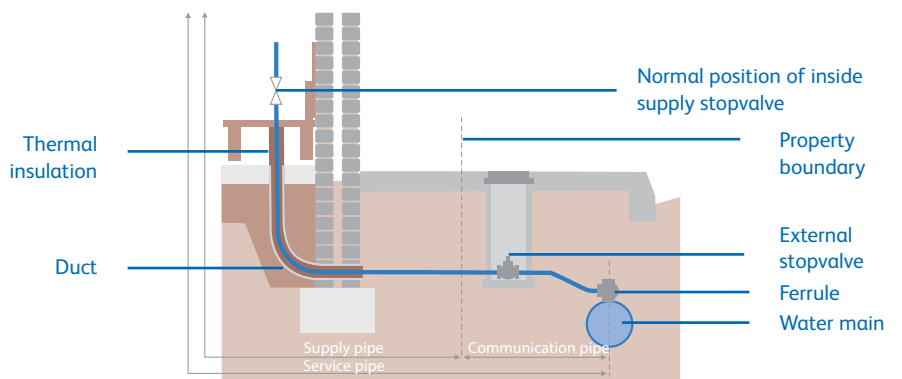
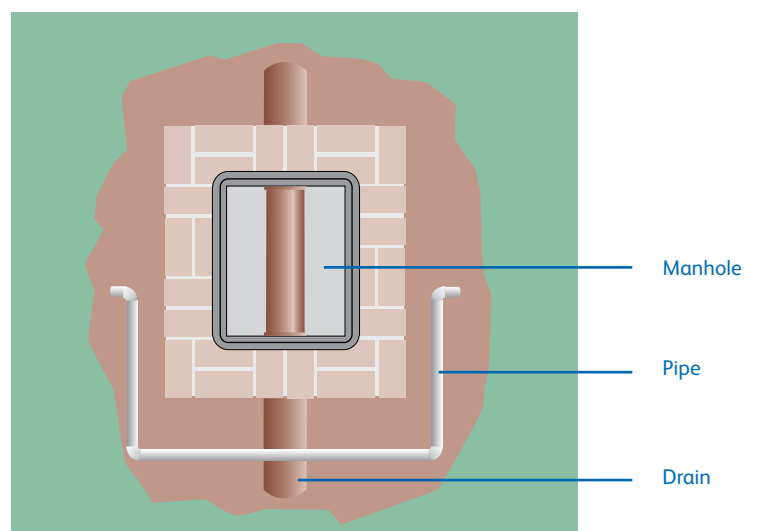


Diagram 3



### Prevention of contamination

The supply pipe should not be laid in, on or pass through any areas which will or are likely to cause contamination including the following; Foul soil, refuse, refuse chutes, ash pits, sewers, drains, cesspools or inspection chambers. Diagram 3 indicates correct installation around a manhole/inspection chamber.

Where the ground is classified as contaminated (e.g. reclaimed land sites) or the supply pipe is close to a petrol or oil source, an alternative to the blue MDPE plastic pipe is used. Please contact the DS Help Desk on 0800 009 3921 if you have any queries relating to the type of material to be used for the supply pipe.

### Chlorination

#### If your supply is of 50mm internal diameter and above:

Under the Water Supply (water fittings) Regulations 1999 (SI 1999, 1148), you will be required to disinfect your underground pipe work prior to connection.

The disinfection must be carried out to 'BS6700'. This is to ensure there is no detriment to public health.

For further details and clarification, please refer to section G13.1 of the Guidance Notes to S1 1999, 1148 and clause 3.1.10 of BS6700.

New supplies should be swabbed, flushed, filled with chlorinated water not less than 50mg/l and allowed to stand for 1 hour, following which the chlorinated water should be flushed out, the pipe refilled, and a sample taken.

The pipework must be disinfected with a 'hypochlorite' solution'.

The following must be submitted to our office prior to the connection being made:

- A disinfection certificate
- A method statement of the disinfection process carried out
- The sample results

The 'certificate' must indicate the name of the company performing the disinfection, date of disinfection, confirmation that the pipe has been swabbed and flushed prior to disinfection, a 'hypochlorite' solution has been used, the chlorine level of the source water, the chlorine level after dosing, the contact time, the chlorine level after contact, and the chlorine level after flushing. It must also detail the onsite test for appearance, odour and taste.

The certificate must clearly state that the disinfection has been carried out in accordance with BS6700.

The 'method statement' must indicate the details of the disinfection carried out, the diameter and length of pipe disinfected, the source of the water used, the sample location point, and a diagram.

The 'sample results' must include E-coli, total coliforms, turbidity, and plate counts taken at both 22°C and 37°C. The post flush chlorine level must also be confirmed by laboratory analysis.

The sample results must be from a 'UKAS' accredited laboratory.

It is the customer's responsibility to ensure that the designated disinfection company is aware of our requirements.

If this procedure is not met we have a right to refuse the final connection, and the pipework must be re-disinfected to meet our requirements.

Please note that we cannot begin the connection process until we have received these documents complete with all information.

The disinfection certificate, the bacteriological sample results, and the method statement should be sent to the above address.

If your supply is less than 50mm internal diameter (ID) and it has been stored in a safe place and the ends have always been sealed, there will be no requirement to chlorinate this supply. However it will need to be adequately flushed upon connection.

### Internal inspection

The internal inspection covers all pipework and fittings inside the property regardless of whether they are fed directly from the mains or from storage. The internal inspection will be carried out after the connection and requires all the installations to be completed at the time of our inspection, such that we can assess the risk to the supply and ensure point of use protection.

#### Inspection criteria:

- All internal plumbing is completed  
This means that the installation of all water fittings such as toilets, bathrooms, kitchens, heating systems, sprinkler systems and anything that will be affected by the new connection, is fitted and complete before inspection.

- Point of use protection  
Every water fitting or appliance should have the appropriate protection to stop water travelling back into the water system. When a water fitting does not provide protection, you will be required to fit an appropriate backflow prevention device suitable for the level of potential risk. Every fitting and appliance has a risk rating of 1 to 5, where 1 relates to drinking water (e.g. taps) and 5 relates to substances such as sewage (e.g. urinals). (See diagrams 4 & 5).

All appliances fitted or to be fitted must comply with current Water Regulations. You may be required to show documents and/or specifications confirming this.

Diagram 4

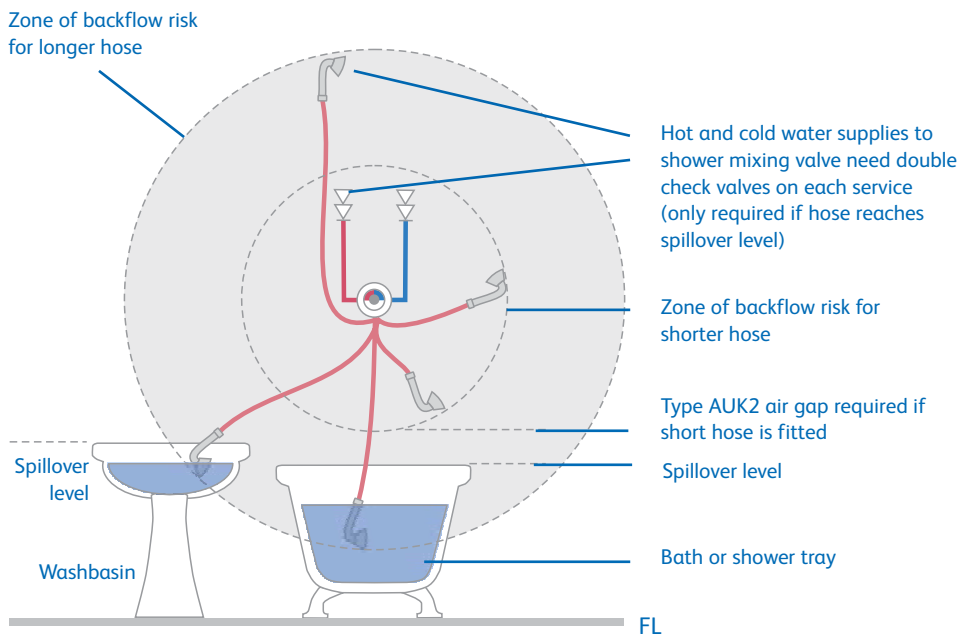
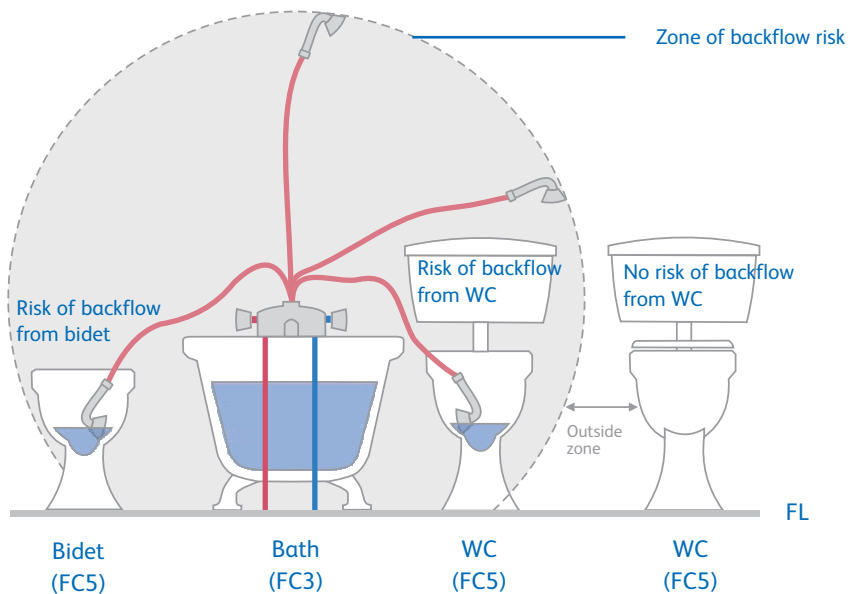


Diagram 5



# Approved Plumbers scheme

Did you know you could speed up the water supply connection process by taking advantage of Thames Water's Approved Plumber scheme (TAPS)?

Currently there are two parts to the scheme; 'Approved Plumber' and '3rd Party Approval'.

## 'Approved plumber' certifying internal plumbing installations

All plumbers on this section of the scheme have demonstrated the required level of competence in Water Regulations Standards. This means that they are able to self certify their own work and consequently you will not need to arrange an internal inspection with us.

An external inspection maybe required before connection unless the plumber has witnessed the installation of the external pipework, in which case he can issue a certificate of compliance (Taps 5).

## '3rd Party approval' Certifying External Pipework

Members of this section of the scheme are permitted to oversee the groundwork and installation of external pipes and certify that they meet the required standards. Once the pipework has been approved, an external inspection from Thames Water is not necessary.

## Other schemes

If your Plumber or Contractor is a member of another water industry approved scheme, they will need to send in their details of membership to our Water Regulations Team at the address shown below. All members of other schemes are audited in line with Thames Water's audit policy for approved contractors.

For further information on the Approved Plumbers scheme, please contact

**Thames Water**

**Water Regulations Planning**

**PO BOX 508**

**Swindon**

**SN28 9TU**

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