



**United
Utilities**

Water for the North West

Quality on tap

Looking after the water
in your home



Understanding the water pipes in your home.

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The water in your home is connected to the United Utilities' water main (normally found in the road) by a pipe called the supply pipe. Most homes have a stop tap near the boundary of the property and the road – usually in the footpath. Your water meter could be located here but, if you have one, will usually be found inside your home. You will also have an additional stop tap, known as the internal stop tap, this is usually located under the kitchen sink. You need to know where this is, in case you need to turn your water on or off.



Who looks after these water pipes?
The part of the supply pipe which links our water main in the street to the boundary of your property (often called the communication pipe) and is our responsibility look after. The part of the supply pipe leading from the boundary of your property to the point where it enters your home is the responsibility of the homeowner or landlord along with all the internal plumbing. Any leak on the supply pipe or internal plumbing is therefore the responsibility of homeowner's or landlord's to repair.

Did you know?
It's a good idea to know where your internal stop tap is and to check that it works. Test it works by turning clockwise and anti-clockwise. The stop tap can usually be found on the pipe work under the kitchen sink or in the downstairs loo, garage or the cellar if you have one.

Your water quality

If your tap water doesn't smell or taste right

This section looks at taste and odour issues that could occur in your home.

Reasons for taste or smell issues

Our customers occasionally report that their tap water has an unusual taste or smell. There could be several reasons for this and the most common ones are described below. If you get a sudden or unusual taste or smell to your drinking water please follow our advice given below.

Chlorine taste

A chlorine-like smell or taste is often described as being similar to a swimming pool or bleach. Chlorine is added continuously during water treatment as a way of getting rid of harmful germs and a small amount of chlorine remains in your tap water. This is to ensure that the quality of your drinking water is maintained as it travels through our network of pipes and to your home. Some people are more sensitive than others to the smell or taste of chlorine and may become aware of occasional changes in chlorine levels in their tap water. This could be because we are having to supply you with water from a different water treatment works for operational reasons.

Antiseptic / TCP taste or smell

An antiseptic like taste or smell is sometimes described as chemical or medicinal. This taste is often associated with rubber or plastic materials used in the plumbing in your home, such as tap washers, washing machine and dishwasher

hoses or other flexible hoses. Flexible hoses can deteriorate over time and release traces of chemicals that can sometimes make your tap water taste and smell different, more so in hot drinks.

Connections for dishwashers and washing machines should be fitted using approved products. The addition of an approved single check valve will prevent water within the flexible hoses, or the dishwasher or washing machine itself, returning to your drinking water tap or back to the mains supply, which may alter the taste.

You can check if the taste is caused by your washing machine or dishwasher hoses by turning off the valves which control the flow of cold water into the machine overnight, if they are easy to reach.

Then, run the tap which you use for drinking water for a short period and taste the water. If this solves the taste problem, exchange the hose(s) for new approved replacements. Or fit an approved single check valve on the end of the machine hose where it connects to the household pipe work.

Remember to open the valve again before using your washing machine or dishwasher.

Our top tips

- If you find the taste of chlorine unpleasant, a good tip is to put a jug of tap water in the fridge. This will naturally reduce any chlorine smell or taste. Cover the jug and use within 24 hours, any leftover after that can be used to water your plants or wash your dishes.
- If you notice unusual medicinal or plastic tastes only in hot drinks this can often be due to the seal within the kettle. This is particularly noticeable in new kettles. Tastes can also be caused by repeatedly boiling water in the kettle. To confirm whether the kettle is the problem, try making a hot drink with water boiled in a microwave or saucepan. If the taste has gone away then the cause is likely to be your kettle. It is best to use freshly run water each time. To save water, only fill your kettle with the amount of water you need using the cold water tap.

Earthy, musty or stale taste or smell

Water collected in lakes and reservoirs may naturally contain microscopic plants (algae) or other organic matter. Drinking water treatment processes remove most of these but occasionally traces of the harmless materials can remain and give an earthy or musty smell or taste to your water. This is not harmful but some people are sensitive to even the tiniest amounts.

A musty or stale taste or odour may also be caused by water standing in your pipes for too long, either due to the design of the plumbing, or not being used for some time. If your house has been modified you may have unused lengths of pipe known as “dead-legs”.

Petrol oil or solvent taste or smell

This type of taste or smell can be associated with spills of chemicals (paint thinner, cleaning solvents) or fuels (such as heating oils, petrol or diesel) on the ground near any water pipes.

If you notice a petrol-like taste or smell to your water, contact us immediately.

Did you know?

- If you have been away from your home for two weeks or more, then the quality of water in your home may deteriorate. This can lead to a stale taste or smell. It is therefore a good idea to run your drinking water taps for a short period if you haven't used them for a couple of weeks. To reduce the waste of water you could flush your toilet or use the washing machine to use up the water sat in the pipes. If you continue to experience an earthy musty taste or smell, you can contact us so we can try to help identify the cause.



If your tap water doesn't look right

Your water can, on rare occasion, appear discoloured. This can include water having a cloudy or milky appearance, being brown, orange, yellow or grey in colour or even having a blue, green or pink colour.

The following sections indicate why this may be and suggests steps you can take to address it.

Cloudy (or milky) water

If your drinking water has a cloudy or milky white appearance, the most common cause of this is tiny air bubbles. You can check if this is the cause by running a glass of water and standing it for a few minutes. If the water clears from the bottom upwards then the cause is trapped air. Air in drinking water is completely harmless. It can be caused by internal plumbing, such as faulty taps or by water being warmed. If you have air in your hot water you may wish to contact your WaterSafe plumber or GasSafe heating engineer. Cloudy water due to air can also be caused by a burst water main or when we have been carrying out maintenance work on pipes and should clear in a day or two.

Tiny white particles that clear from the top down may be caused by natural minerals in the water.



Did you know?

If you run your tap for a few minutes and then fill another glass and it runs clear then it is most likely due to warming in your internal pipework. Try lagging your cold water pipes to prevent warming. Sometimes air can get trapped in your internal plumbing if your internal stop tap isn't fully open, so it is always worth checking.

Brown, grey, orange or yellow water

Occasionally you may find that your cold water looks slightly brown, orange or yellow. Over time deposits can build up in the water mains, these deposits usually sit quite happily, undisturbed at the bottom of the main, not making their presence known. However, in some instances these deposits can be disturbed, stirred up in the water and make their way to your tap. This can happen for a number of reasons which include:

- a burst on the water main
- bringing a water main back into use after repairs
- having to move water from one area to another to cope with changes in demand
- a third party like the fire brigade or a road sweeper.

We will normally warn you in advance of any planned work on the water mains, if there is a risk of discoloured water then we will advise you of the actions to take.



If you have not been warned and you notice brown water you should run the tap on a shoe string trickle to see if this helps the water to clear. If the water does not clear after a short time and you have seen no-one working in the area then let us know. If you see someone other than us working with water in the area at the same time as experiencing issues with your tap water you can let us know and we can investigate.

If you have brown deposits in your hot water only then this is likely to be an issue with your own plumbing and you may wish to contact your WaterSafe plumber or heating engineer. Brown water may also be caused by the deterioration of your storage tank or the condition of the supply pipe connecting your house to the water main in the street. If this is the case your neighbours may not be experiencing the same issues. You may wish to contact your WaterSafe plumber who can advise you on the next steps to take.

Blue or green water Copper plumbing

Hot water storage or cylinders as well as most household pipes are often made from copper. In buildings with new plumbing small quantities of copper can dissolve into the water until a natural protective layer builds up on the inside of the pipes. Usually this does not cause a problem other than the risk of slight staining, especially with white baths and sinks. Sometimes the water can develop a blue/green tint which is especially noticeable in the bath. This may be associated with water that has remained in contact with copper pipes for a long time or poorly installed plumbing. The blue-green water will disappear when the tap is run.

Did you know?

We put information about live events which maybe affecting your water supply on our website and our social media channels so it is a good idea to check these out first, before giving us a call. It is not recommended that you do any laundry if you are experiencing any discoloured water until the water is clear as this may result in staining. If staining occurs keep the items damp until the discoloured water is gone and then re-wash using a biological washing powder.

Loo block

Faults with the plumbing in your toilet cistern can sometimes cause water from the toilet cistern to siphon back into the plumbing system. If you use coloured toilet cleaning blocks that you drop into your cistern, the colour will match. This is more likely if your water has not been used for sometime – for instance if you have been on holiday, or if there has been a sudden loss of water pressure, for example due to a burst main. If you experience blue or blue-green water, contact United Utilities immediately for advice and, if necessary, to arrange an inspection of your plumbing system.

Did you know?

Always use approved products and a WaterSafe approve plumber for any plumbing work.



Staining of fixtures and fittings

Pink/red stains

The reddish-pink colour sometimes seen on shower curtains, bath sealant, or around taps is not caused by the water itself, but by the growth of common bacteria or other microorganisms. These can thrive in moist, warm environments like those found in bathrooms. Their presence does not indicate a problem with the quality of the mains water supply. The solution to the problem is to wipe down wet surfaces and increase air circulation by opening a window or fitting an extractor fan to ensure that affected areas are quickly dried out after use.



Mould

Black or grey staining around taps in the kitchen, bathroom or showers, on the grout between tiles and in washing machine powder drawers is quite common. This can also appear as a thin black film or jelly like substance from your tap. It can be caused by the presence of airborne mould that can grow in damp areas. The problem is made worse if the area is poorly ventilated, or if aerosol deodorants or other sprays (which provide a food source for the mould) are used.



Did you know?

- Regular use of a dilute bleach solution will help minimise problems. Make sure you follow manufacturers cleaning instructions to ensure you don't cause any damage.
- Remove any residues left by cleaning products, soap, shampoo, hairspray or deodorants as they can provide a source of food which encourages growth of bacteria or other microorganisms.
- Make sure affected areas are well ventilated.
- Repair dripping taps to avoid staining on baths and basins.

Looking after the plumbing in your home

This section will cover what you can do to make sure that your plumbing fixtures and fittings don't impact the quality of your tap water.

Did you know?

- It is actually the responsibility of the owners and occupiers of premises connected to a public water supply and anyone who installs plumbing systems or water fittings have a legal duty to comply with the Regulations.
- In most cases, before a new plumbing installation starts, the installer, owner or occupier must give us advanced notice of the work. More detail about which work requires prior notification can be found on the United Utilities website.



Using the right products and materials

It's important that the pipes and fittings used are fit for purpose. Any work on plumbing systems using unsuitable, non-approved or incorrectly installed products can affect the quality of your drinking water or result in leaks that could damage your home. Whenever you make changes to your plumbing or connect appliances to the water supply (e.g. washing machines or dishwashers) in the home, you should only use those which comply with The Water Supply (Water Fittings) Regulations (England, Wales and Northern Ireland) and The Water Supply (Water Fittings) Byelaws (Scotland).

Did you know?

- To make sure that approved products are installed properly, always use a WaterSafe plumber.

Keep those taps clean

Did you know it's important to keep any tap you might use for drinking, or cooking, clean. Bacteria and other microorganisms can be found all around us and within our homes. Not all bacteria are bad for us, but the pathogenic kind (which we will call germs) can make you ill. Other microorganisms can cause unpleasant mould or slime to grow, or nasty odours in the water. In the right conditions germs can grow both on the outside of the tap and inside of the spout. You can't see them, but the tap can become contaminated from food or items washed in the sink.

Did you know?

- Regular cleaning of your household taps, including any attached fixtures or fittings helps ensure no nasty germs can grow in or on the tap spout. Use a dilute bleach solution, ensuring that you wash inside the spout. Make sure you follow manufacturers cleaning instructions to ensure you don't damage the tap.
- After cleaning the tap, run the water for a few moments to remove any remaining disinfectant.
- To prevent possible contamination do not leave items such as flannels and dishcloths on the tap to dry and never allow food or animals to come into contact with taps.

Treating water in the home

The quality of tap water in the UK is very high and is routinely monitored by us to ensure it meets drinking water quality standards. As a result there is no need to further treat your water. However some people choose to use filters to remove traces of chlorine or softeners to remove or reduce hardness.

The following sections provide advice on how to using these safely:

Water filters

Water filters can either be connected to the domestic plumbing (plumbed in) or separate such as jug filters. Some filters also reduce hardness in the water that can cause scale build up in kettles. With all types of filter, you should follow the manufacturer's instructions for installation, maintenance and use. Jug filters are designed to be small and portable and filter the water into a glass or plastic container. The water they produce should be treated like any food and used as soon as possible. Water in jug filters is best stored in a refrigerator and consumed within 24 hours after which it should be replaced as there will be insufficient chlorine to prevent growth of bacteria or other microorganisms. Care should be taken with filter cartridges to ensure that they do not become damaged or split. If this occurs, tiny beads or small black particles may appear in the filtered water. If this happens the filter cartridge should be changed immediately. Always follow the manufacturer's instructions and change the filter at the recommended frequency.

Plumbed in filters are permanently installed in the cold water supply and are connected to either the existing taps or a dedicated tap. The installation of a plumbed-in filter must comply with The Water Supply (Water Fittings) Regulations and Byelaws.

Water softeners

Water hardness is a measure of the naturally occurring calcium and magnesium salts in the water. Harder water, contains more of these essential minerals. Harder water typically comes from underground aquifers, water from upland reservoirs is some of the softest water. Some people living in hard water areas choose to artificially soften their water to boilers, kettles and other water heating appliances to prevent the build-up of limescale. Softening will also reduce the amount of detergent required for washing clothes. Most softeners replace the calcium and magnesium that causes hardness with sodium.

Did you know?

– If you have a water softener installed, it is recommended that you have a separate un-softened mains fed tap for drinking water.

It is particularly important that artificially softened water is not used for powdered milk for babies' feed. This is because powdered milk already contains sufficient sodium, and very young babies have a limited tolerance to sodium. Anyone on a sodium-restricted diet should follow their doctor's instructions. In addition, calcium and magnesium are essential minerals in our diet. The water supply to any plumbed-in softener in domestic premises must be via a single check valve to prevent backflow into the mains supply. Further information can be obtained from the Information and Guidance Note "Installation of Ion Exchange Water Softeners" on the Water Regulations Advisory Scheme (WRAS) website.

How can I find out how hard my water is?

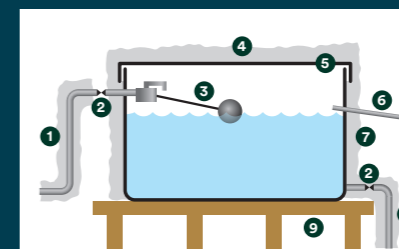
Go to www.unitedutilities.com and search 'water quality' for more information on the hardness of the tap water in your area.



Drinking water storage (tanks and cisterns)

Our top tips

- If you are not sure whether a tap is connected to the mains supply a quick check is to place your thumb over the tap outlet. If you are able to hold back all the water with your thumb when the tap is fully open then the tap is likely to be connected to a tank not the mains. If in doubt ask a WaterSafe plumber to check if your tap is connected to the mains.
- If you are concerned about whether your storage tank is suitably supported you should contact a WaterSafe plumber.



Key

1. Insulated inlet pipe
2. Servicing valve
3. Ball valve
4. Insulation to lid
5. Closely fitting lid
6. Overflow/warning pipe
7. Insulation to sides (for frost protection)
8. Insulated outlet pipe
9. NO insulation beneath tank

Do I have a water storage tank?

Most homes have cold water taps supplied directly from the mains supply which is preferable. In older houses the kitchen cold water tap maybe the only tap connected directly to the mains. This section provides advice to help you if you have a cold water tank. If your home has a cold water storage tanks it is normally located within your roof space.

Is your tank in good condition?

Traditionally tanks were made of galvanised iron and these will rust over time resulting in rust particles and iron dissolving into the water. This can lead to 'bits' in your drinking water or the water having a brown or yellowish tinge. It can also give the water a metallic taste. Modern tanks are constructed of plastic and are unlikely to cause problems provided that they are approved for drinking water use and are properly installed and maintained.

Does your tank have a close fitting lid?

Ensure your tank has a close-fitting lid of a suitable material that will not deteriorate or allow microorganisms to grow on it and drip into the water. The lid prevents debris falling in and polluting the water supply. It is not uncommon for birds, rodents or insects to find their way into tanks that are uncovered or only partially covered. This can cause anything from particles in the water, to unusual tastes and smells and could even make you ill. Any vents or other openings should also be screened with fine mesh for the same reason.

Is your tank insulated?

Your tank should also be insulated along with the pipes in the roof space to avoid freezing and bursting in the winter and warming of the stored water during summer, when the roof space can get very hot.

Does your tank have an overflow?

The tank should have an overflow pipe to warn you about a potential flood and divert any excess water safely and conspicuously out of the property otherwise it could flood your home. If you notice water coming out of the overflow it means your tank is filling too much. This probably means the ball valve in the tank needs repairing or replacing and you should contact a WaterSafe plumber straight away.

Is your tank adequately supported?

Modern approved tanks should be able to contain water without collapsing or splitting, provided they are adequately supported. It is not appropriate to stand a plastic tank directly on the joists of the ceiling because the weight will not be uniformly distributed. Check that it is standing on a platform, which is of suitable thickness and constructed from a material that can support its weight when filled with water to the rim of the tank. The platform should extend a minimum of 150mm in all directions beyond the edge of the tank so that no part of it overhangs the support. Check also that the support is not rotten or distorted due to leakage or condensation. National standards exist to ensure that tanks are designed and installed correctly. For example British Standard (BS 4213:2004) states that the minimum support for plastic storage tanks, of a capacity up to 500 litres should be at least 15mm thick marine plywood to provide a durable, rigid, flat and level platform beneath the whole of its base.

Outside your home

Outside taps and hosepipes

A hosepipe connected to an outside tap can present a serious risk to water quality in the home, unless it is protected against backflow to prevent water returning to your drinking water tap or to the mains supply. In most cases this is easily achieved by fitting an approved double check valve which should prevent any contaminants being drawn back into the pipe work.

Our top tips

- Turn off the hosepipe at the tap and ideally fully disconnect when not in use.
- Hosepipes should be fitted with a selfclosing flow control (such as a trigger spray gun) to prevent use when unattended.
- Hosepipe outlets should never be placed into drains, garden ponds, buckets or watering cans so that they become submerged in water as this may result in water being siphoned back into your drinking water supply.
- Ensure any outdoor taps or pipework are properly insulated in winter.

Lead pipes

Lead is present in our environment and comes from a variety of sources. It may be present in low concentrations in air, food, soil or water. It can build up in the body and it can be harmful, especially to young children. Lead can be released into water from lead pipe work, brass water fittings, lead-based solder or other water fittings containing lead.

How do you know if there are lead pipes in your home?

If your home was built before 1970 it may have lead pipes. If it was built after 1970 it is unlikely to have lead pipes as their use in drinking water systems became illegal. Even in properties with no lead pipe work it may be that there are other sources of lead in drinking water such as brass fittings or improperly used lead based solders. Each property is different. However it is worth checking behind the cupboards in your kitchen to look at the incoming pipe work. You may also need to look in other places, e.g. under the stairs. Find the pipe leading to the kitchen tap. Check along as much of its length as possible to see if it is made of lead. Unpainted lead pipes are dull grey in colour. They are also soft. If you scrape the surface gently, you will see the shiny, silver-coloured metal beneath.

If in doubt, ask a WaterSafe qualified plumber or your local water company for advice.

Did you know?

That always using a WaterSafe plumber means that they will only use approved materials suitable for drinking water and never use lead solder on your drinking water plumbing.

Did you know?

Your existing lead or copper supply pipe may have been used for electrical earthing purposes even though this has not been allowed for new installations since 1966. Therefore if you alter or replace your metal pipe-work you may need to seek advice from your electricity supply company or an approved electrical contractor.

What can you do to reduce lead in your water?

If your home has lead pipes there are short term measures you can take to reduce the amount of lead in your water. Run the tap to remove water that has been standing in the pipes for long periods, for example, overnight, or if no one has run the taps for several hours. In these circumstances, draw off a washing-up bowlful of water from the kitchen tap to clear the water which has been standing in the pipes. This need not be wasted but can be used on the garden or for something other than drinking or cooking.

In the long term, lead pipe replacement is the best solution and you should discuss this with the LCSP team at United Utilities who may be able to coordinate with replacement of their section of the pipe.

Chemical spills on your driveway or garden

You should take care not to spill any chemicals or fuel on the ground. Products such as heating oil, petrol, diesel and creosote contain chemicals that can soak through the driveway or soil and permeate plastic water pipes, causing unpleasant tastes and smells.

If you become aware of a chemical spill, for example, if a vehicle leaks a lot of oil or fuel on your driveway or you have a spillage of heating oil, remove as much as possible straight away and inform us. If the spillage is extensive you should contact your local authority which may have specialised services to help you dispose of any waste material.

Once soil and plastic pipes become contaminated in this way, the only solution is to completely replace the pipe with either a metal or barrier pipe system (a plastic pipe with a layer of metal foil for added protection). This is a job for a WaterSafe plumber or a member of an approved contractor scheme who specialises in underground installations, groundwork or external services.

Water reuse



Water reuse systems

Your house might be connected to an individual or a communal water recycling system. Individual systems are normally fed by rainwater or by grey water reuse. A rainwater harvesting system collects rain water from your roof, and a grey water reuse system collects water from sinks and baths. This water is then saved in a storage tank and can be used for outside taps or flushing toilets. Communal water recycling systems may use a variety of sources and do not necessarily feed a storage tank. Pipes carrying recycled water should be appropriately labelled. It is vital that these water reuse systems are kept completely separate from your drinking water supply. If your water reuse system is accessible, checking it regularly is advisable as you will notice if there are any changes, such as it looking murky or starting to smell. If these issues do occur, contact the manufacturer to get a professional to check it over and have it cleaned.

If you have any problems with your rainwater harvesting or grey water system, do not attempt to connect the mains water supply to your toilet's supply.

Always use a WaterSafe plumber who understands reuse systems and tell them you have a rainwater or grey water system as they will know how to fix it.

Check your normal plumbing system to make sure the rainwater system is not directly connected to your drinking water. Ensure any mains water back-up goes through an appropriate, properly installed backflow prevention device. Make sure the garden tap and pipes carrying rainwater in your house have been labelled to remind your visitors or tradespeople that this is not regular drinking water. Don't remove this labelling, as it is there to keep you and your family safe and to let your plumber or other workers know the plumbing in your house has a rainwater harvesting or grey

Did you know?

- If you have a water meter, check and read it regularly. If you notice an increase in the amount of water that is being recorded, it could be that the mains back-up water is being used a lot more, especially if there has been no rain. This could be normal, but it's worth checking, if accessible, to make sure that the increase isn't due to a problem with the rainwater system..
- If your toilet cistern is not filling, keep your toilets working by using a bucket of water to flush them or fill the cistern so you can flush it normally.
- Have all filters (or UV disinfection units, if you have one), serviced at the times recommended.
- Keeping gutters clear of leaves, moss and debris will keep the rainwater cleaner.
- Don't use rainwater to fill your swimming pool or children's paddling pools as you can't guarantee the rainwater will not have harmful germs in it.

water system. If you have a rainwater harvesting system and your drinking water tastes odd or appears cloudy or discoloured, call United Utilities immediately so that they can arrange an inspection of your plumbing.

Preparing for freezing weather

If your home suffers a burst pipe during periods of cold weather, you could be left with no water and a hefty bill to repair the damage to your home. Safeguard your water supply by searching 'winter' on our website for tips on how to look after your pipes and keep your home warm.

Did you know?

- It is a good idea to know where your internal stop tap is and to check that it works. Turn clockwise then anti-clockwise to check it works. The stop tap can usually be found on the pipe work under the kitchen sink or in a downstairs bathroom or cloakroom, or the cellar if your property has one.
- If you get a leak or burst pipe inside the property you will need to turn the internal stop tap off to prevent any flooding or damage.
- Ensure any outdoor taps and pipework are properly insulated in winter.



Approved plumber schemes

To ensure that any work is done properly it is recommended that you use a professionally qualified plumber for any plumbing work. When you are looking for a plumber select a business that is a member of an Approved Contractors' Scheme, such as WaterSafe.

WaterSafe is a dedicated online search facility bringing together thousands of qualified contractors employed by plumbing businesses from seven existing Approved Contractors' Schemes across the UK. These schemes aim to raise plumbing standards by helping customers find the nearest qualified plumbing and heating professionals. To search for a plumbing business near you visit the WaterSafe website and enter your postcode.

Members of Approved Plumbers schemes have a recognised plumbing qualification and knowledge. They give their customers legally recognised

certificates, confirming that the plumbing work they have carried out complies with The Water Supply (Water Fittings) Regulations and Byelaws. All members of the WaterSafe Contractors' Scheme carry agreed levels of Public Liability Insurance and operate a customer complaints scheme.

To ensure that members continue to provide excellent service, approved contractor schemes not only investigate any technical complaints from customers but also regularly audit members' workmanship to make certain that it meets the requirements of The Water Supply (Water Fittings) Regulations and Byelaws. The seven Approved Contractors' Schemes that form part of WaterSafe are:

- The "Water Industry Approved Plumbing Scheme" (WIAPS) administered by Water Regs UK,
- "Aplus" administered by AWG Limited,

- "TAPS" administered by Thames Water Utilities Limited,
- "Water Mark" administered by Severn Trent Water Limited,
- Water regulation approved contractor or person schemes administered by SNIPEF Management Limited, the Association of Plumbing and Heating Contractors Limited (APHC) and the Chartered Institute of Plumbing and Heating Engineering (CIPHE).

To contact an Approved Plumber, look on the websites of the organisation which runs the scheme, or search the WaterSafe website. The seven Approved Contractors' schemes also run specialist sector schemes for ground workers, underground workers or external services. These professions are qualified for external work only such as leakage detection or service pipe repairs and renewals.

Your water company is
United Utilities.

If you want to get in touch:

Chat to us on:
www.unitedutilities.com

Ring us on: **0345 672 3723**

Or find us on socials:

