



**Scottish
Water**

Trusted to serve Scotland



Your water byelaws explained
Business version

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 create and enforce 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.

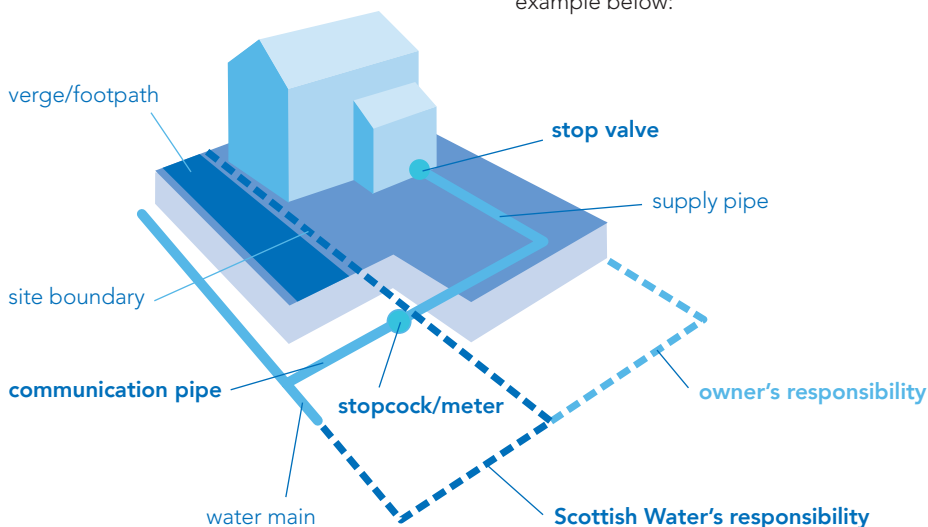
who needs to meet the requirements of water byelaws?

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 visit www.scottishwater.co.uk/byelaws for more details). 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

Scottish Water recommends that customers use a SNIPEF approved plumbing contractor based in Scotland, who are listed within the online WaterSafe Register.

The legal responsibility to certify any plumbing work to ensure that this meets the requirements of the Water Byelaws, rests with the approved contractor not the property owner or occupier.

Benefits of using SNIPEF approved contractors in Scotland, or members of other UK based schemes include:

- Work is certified as complying with Water Byelaws
- Contractors are suitably trained and qualified
- Members are audited on a regular basis
- They hold public liability insurance
- They must submit Financial Integrity Statements every year

To find a licensed plumber in your area, visit www.watersafe.org.uk



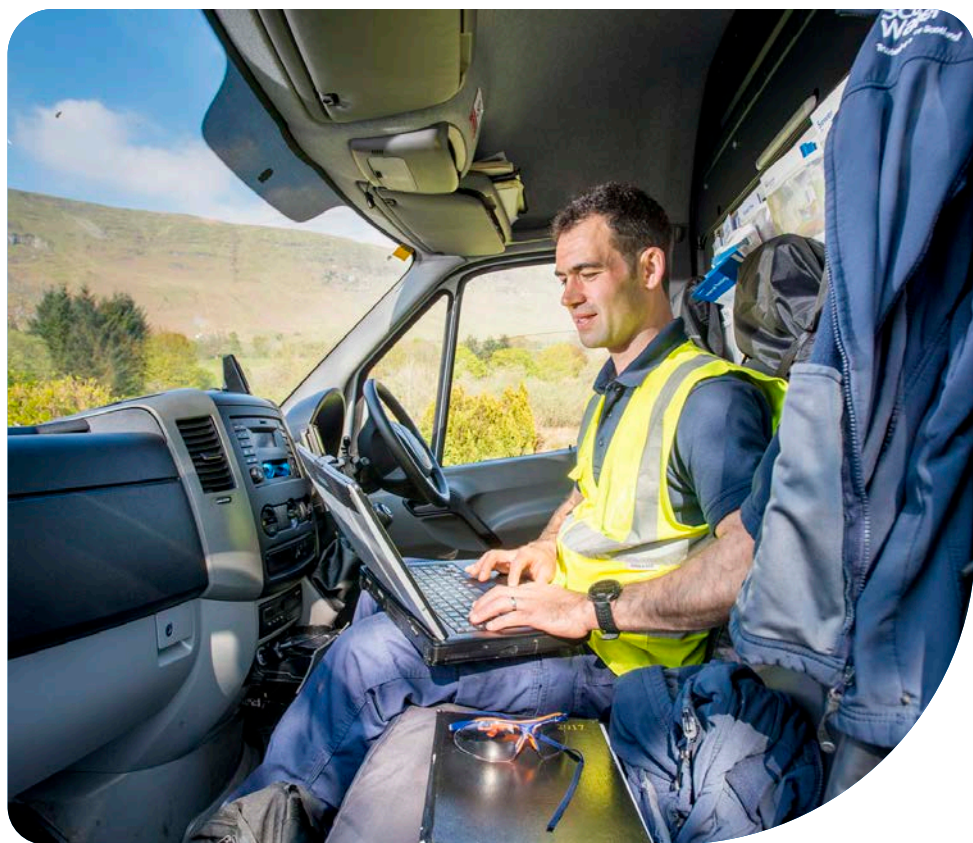
how Scottish Water can help you

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 via email at **byelaws@scottishwater.co.uk** 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.

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.



Keeping up to date and getting in touch

Find out more about Scottish Water, our services, and keep up to date with what we are doing in your area:

Visit



www.scottishwater.co.uk/byelaws

Email



byelaws@scottishwater.co.uk

Customer Helpline free 24/7



0800 0778778*

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We're here for you

For customers with medical, disability, caring, or communication needs, our free Priority Services Register offers extra support during water disruptions. Sign up today: www.scottishwater.co.uk/Priority

* Calls may be recorded for quality and training purposes.