



**Scottish
Water**

Trusted to serve Scotland



Your water byelaws explained
Household version

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.



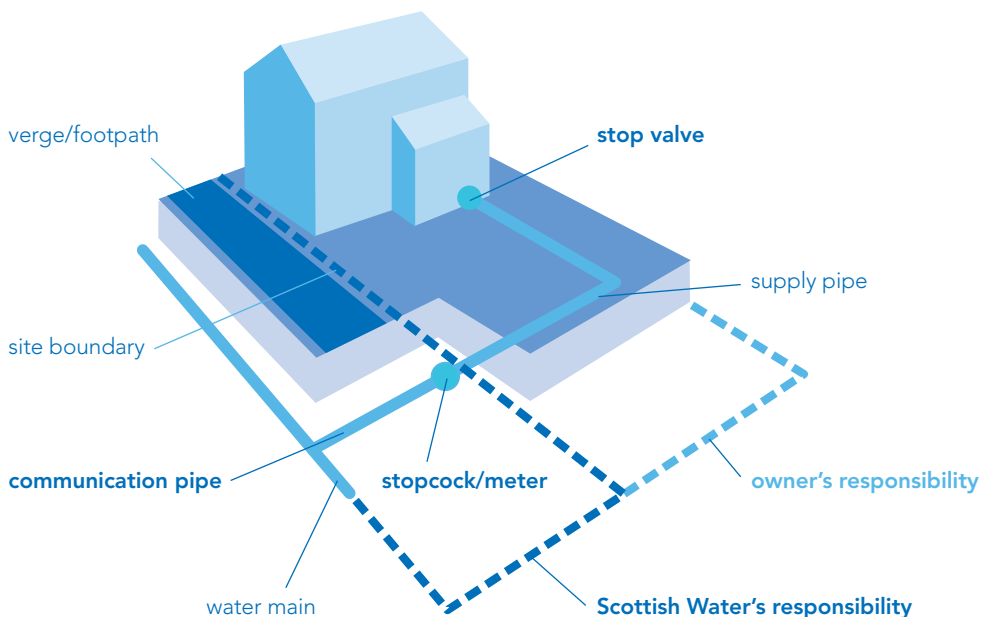
who needs to meet the requirements of the water byelaws?

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 submitting a Byelaw 5 notification form with supporting information. 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.

Full details of notification requirements can be found on our website at

www.scottishwater.co.uk/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 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

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.

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.