

WaterSafe FAQ Sheet

Customers

What is WaterSafe?

WaterSafe is the national register for approved contractors, such as plumbers and water supply pipe installers. The scheme is funded by the water industry and helps customers find competent and qualified plumbers in their area.

What is a WaterSafe Plumber?

WaterSafe plumbers are suitably qualified and insured professionals who also hold a water industry recognised Water Fittings Regulations qualification, meaning they understand their legal responsibilities when carrying out work for our customers.

What type of work can a WaterSafe plumber do?

A WaterSafe plumber can work on the whole of your plumbing system, from the underground supply pipe to the internal plumbing within your premises.

What is a water supply pipe installer?

Water supply pipe installers listed by WaterSafe have a certified knowledge of their legal responsibilities when carrying out work for our customers, and must maintain a relevant level of liability insurance.

What type of work can a water supply pipe installer do?

A water supply pipe installer can lay new, or repair existing supply pipes, typically from the property boundary up to the internal stop tap.

Why can't you recommend a local contractor?

Due to competition law, we can't promote specific individuals or companies. By pointing our customers to WaterSafe, we are helping them to find local approved contractors who tick all the relevant boxes.

This is also a great way to promote local businesses of all sizes.

Why should I use an approved contractor?

Botched plumbing jobs can cause damage to property, but more importantly, can pose a risk to our customers health. We don't expect everyone to be a plumbing expert, but by using an approved contractor you are doing all you can to ensure there should be no risk from poor installation that could cause contamination of your drinking water supply.

If there are problems with work done by an approved contractor, there are processes in place where we can work with their scheme to get things resolved for you.

How do I find a WaterSafe member?

We've made it really easy for you to find a local approved contractor. If you head to our website, you'll find the WaterSafe search tool on our homepage.

Failing that, you can go directly to WaterSafe, either by heading to their website (www.WaterSafe.org.uk) or calling them on 0333 207 9030. You can also e-mail them with any queries at info@watersafe.org.uk.

My usual contractor isn't listed by WaterSafe, why is this?

Being listed by WaterSafe is voluntary. However, there aren't any real challenges involved in joining, so it might be worth asking them why they haven't registered.

Do WaterSafe list any other specialist contractors?

Although they are not approved contractors, WaterSafe also lists RPZ valve testers, who can commission and test Reduced Pressure Zone valves (RPZ valves).

If someone is requesting more information on WaterSafe or using an Approved Contractor, point them to WaterSafe (www.WaterSafe.org.uk) or alternatively they can email waterregulations@dwrcymru.com.

Installers

I'm already a qualified plumber, why do I need to be listed by WaterSafe?

Being listed by WaterSafe or joining an approved contractor's scheme is voluntary, so you don't have to be a member.

However, being listed by WaterSafe means that your qualifications and insurances have been checked by a third party, so customers can be reassured that you are the right person for the job.

It also means you'll be promoted to customers in your local area when they contact us for help and advice.

How do I get listed by WaterSafe?

Eligible Plumbers living in Wales or the areas of England that we supply can become listed for free by joining WIAPS (the Water Industry Approved Plumbers Scheme).

If you are already a member of the CIPHE or the APHC, you may be able to be listed by applying to them directly.

Contact the scheme of your choice directly to discuss the requirements for being listed by WaterSafe.

What if I don't have a Water Regulations Certificate?

Provided you have the relevant skills and qualifications, here at Welsh Water we're also offering a one-day training course to obtain a qualification in Water Supply (Water Fittings) Regulations 1999, completely free of charge.

You can find information on this training and how to register by searching for WaterSafe on our website. Alternatively, you can get in touch with us by e-mailing waterregulations@dwrwymru.com.

How do I become a water supply pipe installer?

If you are a water supply pipe installer and want to be listed on WaterSafe, you can contact them directly to arrange the relevant training by heading to their website (www.WaterSafe.org.uk) or calling them on 0333 207 9030. You can also e-mail them with any queries at info@watersafe.org.uk.

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