



Dŵr Cymru
Welsh Water

Water Regulations

Information for
Developers, Designers
and Installers.



How they affect you.





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Water regulations

Information for developers, installers and designers



What are the Regulations?

The Water Supply (Water Fittings) Regulations 1999 (the Regulations) apply to premises which are supplied with a wholesome water supply by Welsh Water.

They are the national requirements for the design, installation and maintenance of plumbing systems, water fittings and water consuming appliances across Wales and England.

Their purpose is to prevent the waste, misuse, undue consumption, erroneous measurement and contamination of the water that we supply to our customers.



Please note the scenarios in this leaflet are not exhaustive and are only designed to give some guidance on common issues that are identified under the Regulations during inspections of new developments.



Who must comply with the Regulations?

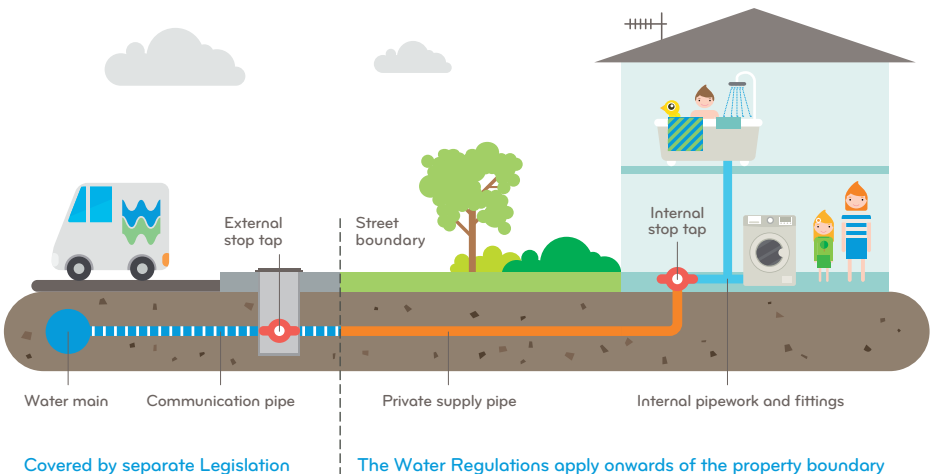
Our customers, as the owners or occupants of premises which we supply, are required to comply with this legislation.

The Regulations also talk about the persons installing or proposing to install the water fittings, meaning that developers, as well as anyone who installs or maintains water fittings, are required to ensure their work satisfies the requirements.



Where do the Regulations apply?

The Regulations typically apply from the point where our supply enters the supply pipe to our customers' premises and up until it is used in taps, valves and appliances.





Welsh Water's role

As your water supplier, we enforce these Regulations on behalf of the Welsh Government and the Department for Environment, Food and Rural Affairs. Our Regulators can audit us on our enforcement role to ensure that the approach to our customers is consistent, fair and in line with the requirements of the Regulations.

At Welsh Water, we are proud to put our customers first. It is for this reason that we try to work with our customers to resolve issues when things aren't quite right.

By notifying us in advance of planned works and providing details of the installation, we can review submissions in order to assess whether what is proposed will comply with the Regulations. We may also outline conditions when granting consent to ensure compliance.

We can, where appropriate, provide you with or point you towards published guidance on the requirements of the Regulations as well as our own inspection requirements relating to the new connection.

We do have the powers to serve notice to rectify any issues identified which contravene the Regulations. It is a criminal offence to contravene the Regulations, meaning that if work isn't remediated those responsible could be prosecuted, resulting in fines and or a criminal record.

Welsh Water publishes an enforcement policy on our website where you can learn more about how we work with our customers to encourage compliance across our supply area.

Check out our enforcement policy below:
dwcymru.com/waterregulations



WaterSafe & WIAPS – approved contractors

We don't expect all our customers to know the requirements of the Regulations, but you can do your part by using qualified professionals who have a knowledge of the Regulations when carrying out any plumbing work.

Approved contractors are plumbers, groundworkers and specialist installers that are insured to carry out work, who have relevant qualifications in their technical discipline and have undertaken additional training in order to demonstrate a suitable knowledge of the Regulations.

As your water supplier, Welsh Water work closely with approved contractors and their respective schemes to help promote compliance in our area of supply through using members. We advise all customers to use approved contractors wherever possible.



WaterSafe is a free-to-use directory where you can find approved contractors closest to your area. It is an organisation which brings together the seven existing approved contractors' Schemes operating in the UK under one roof.



WIAPS is one of the seven approved contractors' Schemes operating under WaterSafe. WaterSafe membership is also free for eligible existing Approved Contractors' Scheme members.

If you are not an approved plumber or plumbing company, we would advise that you obtain copies of the Regulations, any amendments, and relevant guidance documents on the Water Regulations supplied by the Government or by Water Regs UK, to help ensure that you are working in a way that complies with the Regulations.



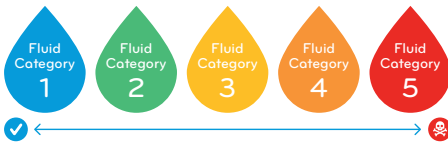
Regulation 4 – compliant products

When looking to purchase plumbing fittings and appliances, it's always best to make sure the product you are choosing is of an appropriate quality and standard. You should also consider whether what you want to install, is suitable for the circumstances in which it will be used.

The Regulations detail the requirements for water fittings and provides a list of ways that a fitting or product can prove that it complies. This is known as Regulation 4 compliance.



Fluid categories know the risk



Water fittings and known contaminants are assigned to a Fluid Category of risk. The Fluid Category is indicative of the level of risk to public health and consumers and the level of risk it poses to the wider water supply network in a contamination event. The water that we supply, which satisfies the regulatory requirements for domestic use and is considered wholesome, falls into Fluid Category 1. The level of risk increases with each category with Fluid Category 5 posing the greatest level of risk.

Contaminants and installations deemed to be a Fluid Category 5 risk pose a serious health hazard because of the potential concentration of pathogenic organisms, radioactive or toxic substances.

Typical examples of these would be things like commercial hose union taps, medical or laboratory equipment and animal drinking troughs.

The Regulations make provision for protection to be required on any installations that pose a risk of contamination, either by back siphonage or back pressure. Our regulators have specified the types of devices and arrangements that can be used for the purposes of backflow protection in each scenario.

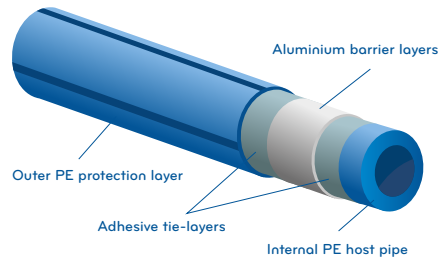
Further information on individual Fluid Categories and backflow protection can be found on our website, or by contacting us directly.



Contaminated land and barrier pipe

The Regulations make provision for the prevention of the contamination of water that we supply to our customers. It is a criminal offence to install water fittings in any location that either causes or is likely to cause contamination.

Hydrocarbons, such as those present in fuels, oil and other chemicals are known to permeate MDPE – which most will recognise as the material that typical blue water supply pipework is made of. These substances can contaminate the water supply and affect the quality of the water within our network.



It is Welsh Water's policy that in instances where land is either:

- a) Known to be contaminated by hydrocarbons.
- Or
- b) Likely to become contaminated by hydrocarbons due to the nature of the premises and/or surrounding areas.

All below ground pipework is to be laid using compliant barrier pipe system – which incorporates an impermeable aluminium inner layer.

Barrier pipe is easily identified on site by its distinctive multi-layered appearance. Our colleagues will only accept barrier pipe in instances where we have specified that it is required. We may ask you to provide evidence that your barrier pipe satisfies the requirements of the Regulations.



When will you need to use barrier pipe?

If you store oil, fuel or other chemicals on your property, your below ground water supply pipework and fittings must be resistant to the permeation of hydrocarbons and contaminants. This includes oil based central heating systems.

In the case of brownfield sites, we may accept a land contamination report as evidence that barrier pipe is not required. The report would need to conclude that there is no evidence of contamination on the land in which your new water supply is to be laid.

For all new connections, including temporary building supplies, where there is the likelihood of contamination by hydrocarbons, we will insist that a compliant barrier pipe system is used for all below ground pipework.



Temporary building supplies

Where a supply is requested to aid the developer in completing their work, Welsh Water will allow an application to be made for a temporary building supply. For those who are granted consent, there is no relaxation of the requirements of the Regulations for these supplies.

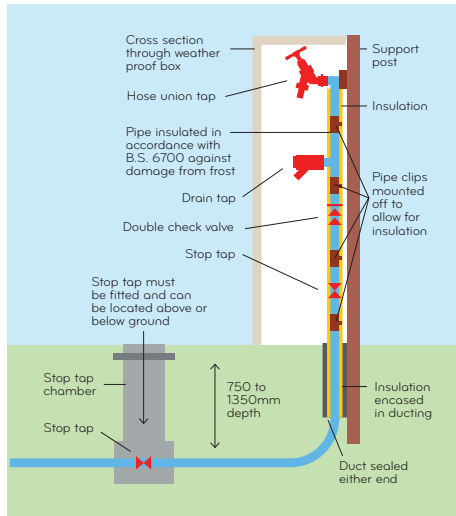
Our team will assess how your connection is to be used on site and stipulate the way in which we would suggest your temporary building supply arrangement to be installed.

Depending upon the use of the temporary supply, you may or may not be permitted to use a temporary standpipe arrangement.



Standpipes

Standpipes, such as those used in temporary building supplies are often found to be incorrectly installed by our colleagues who conduct inspections. We expect our customers to set up their standpipes in line with our guidance. An example of a suitable standpipe arrangement and some criteria we check against is below:



- The pipework supplying the standpipe must be in a suitable trench laid to the correct depth.
- All pipework in the trench as it rises to the standpipe must be suitably insulated and in a sealed duct.
- The standpipe fittings must be mounted and restrained in a lockable box.
- All pipework adequately insulated to protect against freezing and damage.
- A stop taps and draining tap must be provided to facilitate the isolation, repair and maintenance of the standpipe.
- An inline double check valve must be provided on the standpipe and there must be suitable protection against freezing.

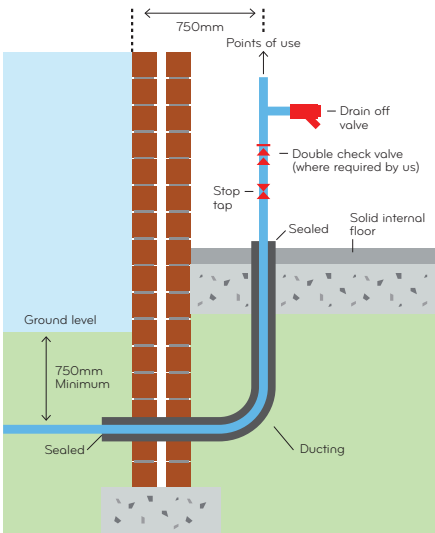


Your new connection – trench requirements

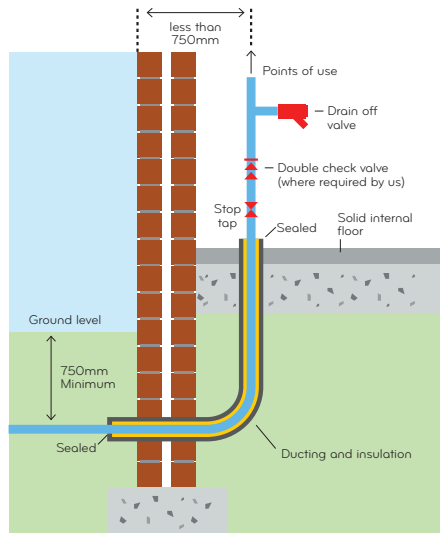
All new connections applications will require a trench inspection. This is our way of checking that what is installed complies right at the beginning of the development. When you are ready for a trench inspection, it is important that the trench and pipework is left open for us to evidence compliance with the criteria of the Regulations detailed below.

When a colleague attends a trench inspection, they will be looking to ensure that:

- The new water supply pipe must be readily identifiable (either blue plastic or blue coated copper) and must be suitable for your installation.
- The new water supply pipe is in a suitable trench, with pipework laid at a depth of between 750mm and 1350mm below the finished ground level.
- We recommend that water supply pipes are laid with no less than 350mm radial clearance from other utilities. Water supply pipes should not be laid near any foul drains or sewers below ground.
- The new water supply pipe must be laid up to the connection point as indicated on the connection plan.
- A sufficient coil of remaining pipework should be provided at the connection point to allow our contractors to make the connection.
- The new water supply pipe must be suitably insulated and enclosed within a sealed duct as it rises and enters the premises (expanding foam must not be used to insulate). A minimum of 100mm for a 25mm connection. Ducting should be 4x the diameter of the connecting supply. The duct must extend beyond the external wall outside and terminate above the finished floor level internally. Where pipework enters the building at less than 750mm from the external face of any outside wall, the pipework entering the building must also be insulated within the sealed duct.
- At the point of entry into the premises the new supply must, at a minimum, be fitted with a stop tap and drain off tap above the finished floor level, in a readily accessible location.
- Both ends of the pipework must be suitably sealed or capped off to prevent ingress.
- Ensure land easement is obtained from any third-party landowners where appropriate.

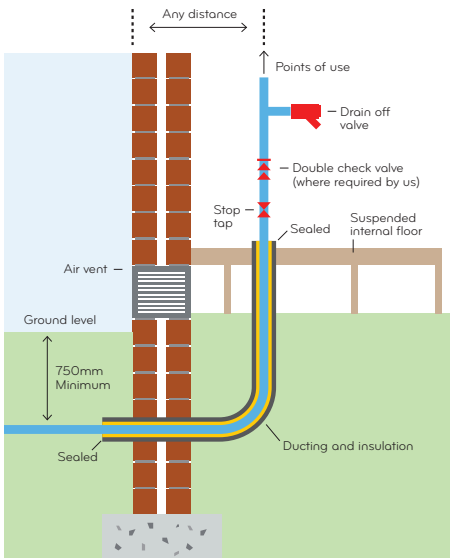


Pipe entering building at the approved depth



Pipe entering building at a distance of less than 750mm from the external face of wall

- Trench needs to be lined with suitable material for its environment and Water Marker Tape should be provided along the full length of service.
- A minimum of 100mm of dust/sand bed and surround to be provided to the service pipe along its length.
- If having a combined fire suppression system and domestic water connection, your installation must comply with the requirements below (see Fire Suppression Systems).
- **In non-domestic premises, a double check valve will also be required to be installed in-line on the supply pipe at the point of entry to the premises.**
- **If the work has been completed by an approved contractor, a copy of the certificate of compliance must be provided to us when you notify us that your trench is ready.**



Large diameter connections – 63mm and above

In addition to the requirements listed above, large diameter connections must:

- Terminate with a suitable flange fitting ready for the connection by our contractors; and
- Be chlorinated and tested as per below.

Chlorination of supply pipes

The chlorination of supply pipes is a requirement where:

- The new connection is either 63mm or above in diameter; or
- In any other instance specified by Welsh Water.

Where this is the case, the Developer is required to submit a 'Bacteriological Certificate' prior to the connection with the water main including all internal and external pipework and firefighting supplies. Where chlorination is a requirement, valid evidence of chlorination being carried out shall be provided to Welsh Water prior to connection being authorised.

Please note that if any of the above applicable criteria are not met at the time of the trench inspection, connection will not be authorised. You may also be liable to pay an abortive visit charge. You will be instructed on what is required to pass your inspection and will need to request a subsequent visit via our Developer Services team.

After you have passed your trench inspection, you will be expected to cover the majority of the supply pipe with sand or other suitable bedding materials to prevent damage – leaving the end at your connection point exposed. You will also be required to lay suitable marker tape continuously throughout the length of the new supply pipe so that it can be readily identified if exposed.



Fire suppression systems (FSS)

Our Domestic Sprinklers Policy can be found on our website at the link provided below.

<https://developers.dwrcymru.com/en/help-advice/regulation-to-be-aware-of/fire-sprinklers>

The developer's attention is drawn to requirements in relation to single buildings or dwellings and Multiple Occupancy Premises. Please note that Manifold connections cannot be provided where your site is subject to the 'Domestic Fire Safety (Wales) Measure' that became Law in January 2016.

When designing your fire suppression system, it is important to be aware of the relevant codes of practice which ensure the systems are designed, installed and tested in line with an appropriate standard:

- BS 9251: 2021 – Fire sprinkler systems for domestic and residential occupancies – Code of practice
- BS 8458: 2015 – Fixed fire protection systems – residential and domestic water mist systems – code of practice for design and installation

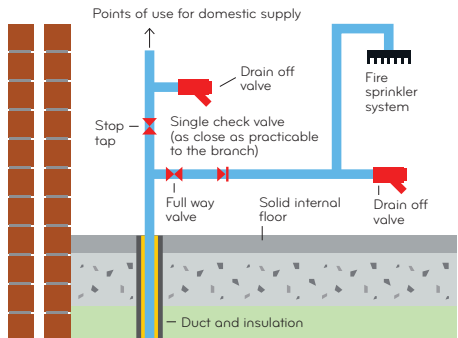


Typical sprinkler arrangements

Combined domestic water and firefighting supply

The stagnant water contained in fire suppression systems on these types of connection poses a risk of contamination. You must protect your domestic water supply and our water supply network by providing appropriate backflow protection, such as a single check valve, at the point where your supply branches off to feed the sprinkler or misting system.

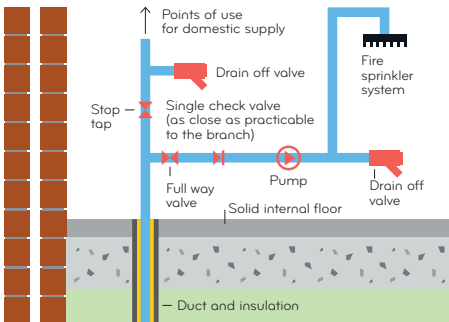
You will also need to make sure this section of the system can be isolated and drained for maintenance and repair.



Combined domestic water and firefighting supply – pumped (direct)

You may be able to achieve the necessary flow rates to support your system by use of a pump. In addition to all the typical requirements of a combined domestic water and firefighting supply shown in the first diagram, designers must also ensure that the pump is installed only on the branch supplying the fire suppression system.

We will also ask you to provide the technical specification for the pump and any associated equipment – as well as evidence of Regulation 4 compliance for the assembly.

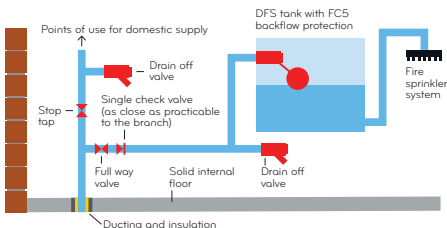


Dedicated storage with permanent water connection

Water that is stored for the purposes of fire suppression is deemed to be a Fluid Category 5 risk.

As such, any storage cistern used for these purposes must incorporate adequate backflow protection, such as a type of AB Air Gap arrangement with screened weir overflow. The cistern should also incorporate a suitable means of warning of an impending overflow.

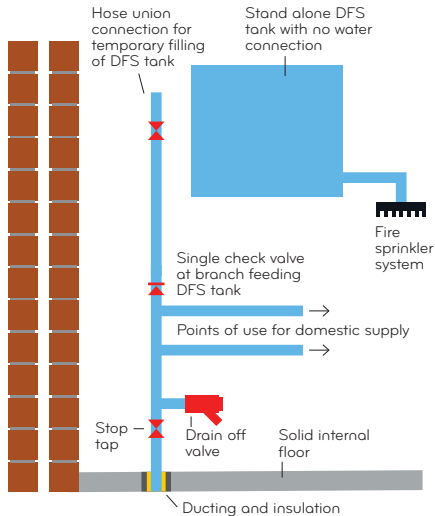
The dedicated branch of pipework supplying this cistern must also incorporate a single check valve as close as is practicable to the branch tee-off point, as well as being provided with fittings for isolating and draining this part of the system.



Standalone dedicated storage without a permanent water connection

Where no other option is practicable, we will allow a standalone cistern to be installed in order to hold a sufficient volume of water to supply the fire suppression system.

This will only be permitted where the cistern used has no water fittings or connections that can be used to form a permanent connection.



Filling should be done only using a hose arrangement, in which the hose must never be left submerged within the tank. Once filled the hose shall be disconnected from the water supply.

The branch supplying the hose union tap or filling arrangement must incorporate a single check valve as close as is practicable to the tee-off point and must be provided with fittings for isolating and draining this part of the system when not in use.

Combined Water Storage for domestic and fire suppression purposes

Where it is proposed that combined water storage for domestic and fire suppression purposes is to be installed, prior consent will be required from Welsh Water. **Storage volumes should be calculated and designed to prevent stagnation of water.**



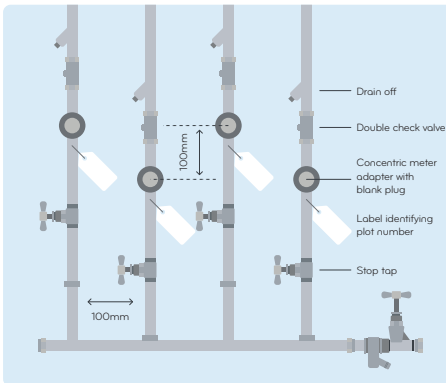
Multiple Occupancy

Welsh Water allows large diameter connections to be provided for individual developments that are intended to be used for two or more separately occupied dwellings. This is typically done in blocks of flats or apartments within a single building and covered by a bulk meter agreement where a meter housing cupboard is required.

Water meters are required to be in a readily accessible, communal location in order to allow our meter readers and maintenance contractors to carry out their work, a meter housing cupboard covers these bases.

In addition, there must also be a means of isolating and draining each separately occupied dwelling, e.g., stop taps, and the entire system situated in the same accessible location. This is achieved using a meter manifold arrangement. Such manifolds are available in various configurations or can be assembled from the necessary pipes and fittings.

To help you with meeting these requirements, we have produced an example of what a compliant meter manifold typically looks like.



Key Things to Remember

- Staggering the manifolds so the fittings next to each other are at various heights will make them more accessible. We suggest a vertical and horizontal clearance of 100mm between each meter housing.
- Meter housings for standard domestic supplies must be capable of accepting a 1½" BSP (Male) threaded in-line concentric water meter.
- The drain off tap should be positioned downstream of the double check valve so that the system can be drained.
- Where manifolds and associated fittings are in an un-occupied area, these should be insulated to protect against undue freezing or warming.

The meters for each premises will be supplied by Welsh Water. Developers cannot install their own meters on these manifolds.

Fire Suppression Systems in Multiple Occupancy

Where a large supply has been provided for a multiple occupancy installation, Welsh Water will permit the use of an unmetered branch of pipework to be provided on the manifold solely for the purpose of supplying a fire suppression system to the entire building.

Developers may also feed the fire suppression systems via a combined supply by branching off from the individual domestic supplies to each separately occupied premises. In either instance, all other requirements relating to the compliance of fire suppression systems with the Regulations must still be met.



Private water supplies and water from alternative sources

Private water is a source of water supply that is not supplied by the water undertaker – for example boreholes, streams/streams, springs or wells. The DWI (Drinking Water Inspectorate) is the regulator for public and private water supplies.

The local authority will also check the quality of the private water supply ('The Private Water Supplies (Wales) Regulations 2017'), and we will work with the local authority when required.

Check out the DWI link for more information on private supplies:
<https://www.dwi.gov.uk/private-water-supplies/>



We have a specific process and guidance for applications where properties have a private water supply.

<https://www.dwrcymru.com/-/media/Project/Files/Page-Documents/Help-and-Advice/Water-Regulation/Advice-and-Guidance/English/Private-Water-Supply-leaflet-A4-v2.ashx>



Marker tape – water services

Attention is drawn to the Water Fittings Regulations [1] [2] [3], which set legal requirements for pipes and fittings to be readily identified (above ground and below ground) where they are not supplied from the public water supply (i.e., by the local water company) and/or where any fluid is not wholesome.



Reuse/reclaimed water systems

Rainwater Harvesting System

This system uses redirected rainwater that falls on roofs and other surfaces which is typically stored in an underground tank to be used later to water plants, wash cars, flush toilets etc.

The stored rainwater may contain animal and bird faecal matter and traces of atmospheric and environmental pollutants; therefore, it is not used as an alternative drinking water supply and must not be connected in any way to our mains drinking water supply.

Greywater Harvesting System

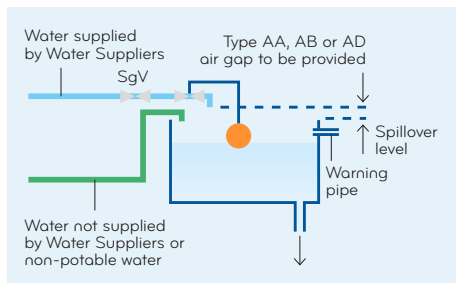
This system uses wastewater that is generally generated from washing machines, washing dishes and bathing. It is basically any water that does not contain any toilet waste.

Although greywater may contain several impurities it could still be used for watering the garden and toilet flushing but must not be connected in any way to our mains drinking water supply.

It is important to label and colour code private water supplies to ensure no mix ups occur when using the water. Blue MDPE pipes should not be used below ground for these systems. Guidance on identification of pipework can be found in BS 1710:2014 - Specification for identification of pipelines and services.

Further information can also be found in the British Standards:

- BS 8515:2009 – Rainwater Harvesting Systems Code of Practice
- BS 8525-1:2010 – Greywater systems code of practice





Notification

It is a requirement for many types of plumbing work be notified to us before the work can start. This is to ensure that the drinking water supply is always safe. We review notifications sent to us and we may specify conditions on any installation where appropriate.

The table overleaf includes a list of work that requires prior notification, as set out in the Regulations.

We must grant consent to an installation before works that are notified can begin. From the date that you notify us, we have 10 working days to respond to you.

Welsh Water may initially withhold consent for your installation if we do not receive enough information to support your application. When granting consent, we may also impose conditions, where appropriate to ensure that what is installed will comply.

If you have notified us and provided all of the necessary information but have not received a response within the 10 working day window, it is reasonable for you to assume that we have granted consent to your installation.

In such scenarios consent would not mean that we believe your installation complies and it is your responsibility to ensure compliance with the Regulations.

In addition to the information requested when you submit your new connections application to Welsh Water, you will also need to provide the following information if any of the proposed work, other than the erection of a new premises, is covered by the table above:

- A description of the works or of any significant changes being made to the premises.
- A mechanical services plan detailing the layout of the proposed water supply installation and point of use water fittings.
- The technical specification and evidence of product compliance (for items falling under section 4 of the table).
- The name and contact details of your contractor – if using an approved contractor.

Table of notifiable work

1. The erection of a building or other structure, not being a pond or swimming pool.
- 2. The extension or alteration of a water system on any other premises other than a house.**
3. A material change of use on any premises.
4. The installation of:
 - a) A bath having a capacity, as measured to the centre line of overflow, of more than 230 litres;
 - b) A bidet with an ascending spray or flexible hose;**
 - c) A single shower unit (which may consist of one or more shower heads within a single unit), not being a drench shower installed for reasons of safety or health, connected directly or indirectly to a supply pipe which is of a type specified by the regulator;
 - d) A pump or booster drawing more than 12 litres per minute, connected directly or indirectly to a supply pipe;
 - e) A unit which incorporates reverse osmosis;
 - f) A water treatment unit which produces a waste-water discharge, or which requires the use of water for regeneration or cleaning;
 - g) A reduced pressure zone valve assembly or other mechanical device for protection against a fluid which is in fluid category 4 or 5;
 - h) A garden watering system unless designed to be operated by hand; or
 - i) Any water system laid outside a building and either less than 750mm or more than 1350mm below ground level.
5. The construction of a pond or swimming pool with a capacity greater than 10,000 litres which is designed to be replenished by automatic means and is to be filled with water supplied by a water undertaker.

Remember, some types of work are exempt from the requirement to notify if you use an approved contractor, like a plumber listed by WaterSafe.

The failure to notify any of the above work is a criminal offence under the Regulations.

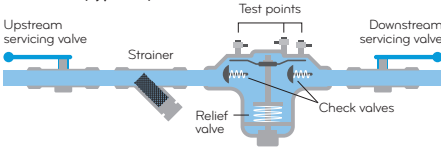
You can learn more about notification and how to notify us by heading to dwrcymru.com/notification.



RPZ (reduced pressure zone) valve

An RPZ valve is a device that can offer backflow protection of fluids up to a maximum of a Fluid Category 4 risk. The installation and use of an RPZ valve require a long-term commitment. It is a requirement to have these devices compliance tested and maintained on a regular basis, at least annually, to ensure the valve is in good working order. The commissioning and compliance testing of an RPZ valve must only be carried out by an accredited tester.

RPZ Valve (Type BA)



Before an RPZ valve is installed you must seek consent and approval from the water undertaker – see section above on Notification of Proposed Installations.

Test methods and maintenance regimes must be completed in accordance with the Welsh Water policy and the Water Regulations which can be found on our website. Further information can be found at dwrcymru.com/RPZvalves.



Points to note in new developments

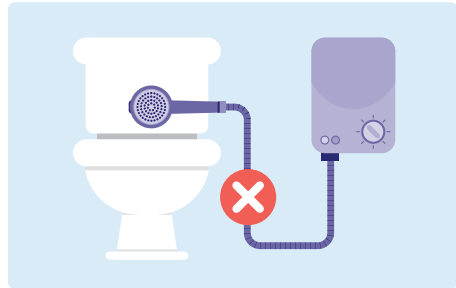
Our Water Regulations team carry out routine inspections of new plumbing systems in our customers premises. There are some common issues we identify during inspections. These typically include:

WC Suites

Newly installed WC suites must comply with the requirements an AUK1 airgap arrangement in order to provide the correct level of backflow protection. From 1st January 2020 WC suites may comply with the requirements of the time limited Voluntary Interim Agreement – as published on our website. In order to comply with the Agreement a WC suite must first comply with BS EN 997 Part 2 and have a 15mm gap between the spill-over level of the WC pan and the lowest water level within the cistern. Evidence of compliance can be sought from manufacturers and distributors.

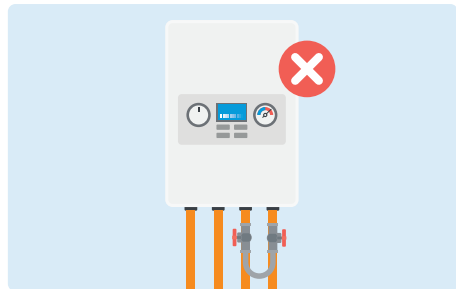
Shower Hoses

The shower hoses are not permitted to be able to reach/fall into any of the bathroom fittings resulting in the shower head being submerged, therefore they must be restrained to prevent this from occurring.



Filling Loops

Where a closed circuit (heating system etc.) has been categorised by the water undertaker as a Fluid Category 3 risk the installation of a double check valve on the fill point connection to the supply/distribution pipe may be considered as acceptable backflow protection. We recommend that wherever practicable, temporary filling loops are disconnected from your heating system when not in use.



Dead Legs

Dead legs are unused lengths of pipework that cause stagnation of water within parts of a plumbing system. Stagnant water is responsible for many taste and odour issues and poses a risk of contamination. Dead legs are prohibited under the Regulations and systems must be designed so that there are no disused runs of pipework.

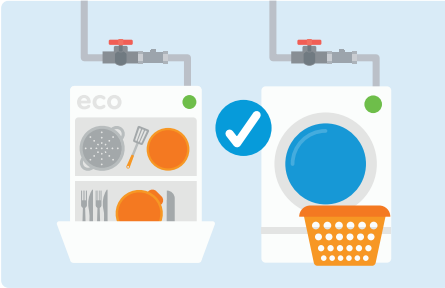
Lead Solder

The use of lead solder for jointing copper pipes is prohibited in plumbing systems which supply water for domestic and food production purposes, including drinking, washing, cooking or bathing.

Washing Machines and Dishwashers

In domestic premises, household appliances such as these are considered a Fluid Category 3 risk. Where it cannot be evidenced that an appliance has suitable backflow protection already incorporated, we will ask that a double check valve be installed in-line on the supply pipework to these appliances.

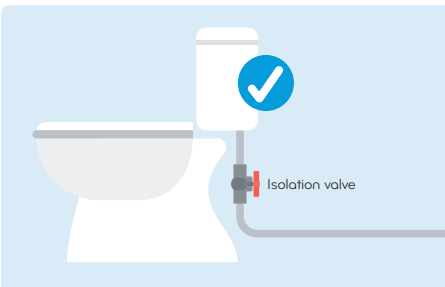
Even in instances where a machine does provide an adequate level of protection, hoses serving appliances can also be a cause of water quality issues such as bad tastes or odours. This can be mitigated by the installation of a single check valve on the supply to the hose itself.



For the installation of such appliances in non-domestic premises we will require evidence of adequate backflow protection.

Servicing Valves and Draining Taps

It is a requirement of the Regulations that all installations are fitted with a sufficient number of servicing valves and draining taps to minimise the amount of water that is wasted when maintaining or replacing water fittings. Specifically, the Regulations require that all WC flushing cisterns and cold-water storage cisterns must have a servicing valve on their incoming supply along with washing machines and dishwashers. It is also good practice to install them on other fittings such as taps.



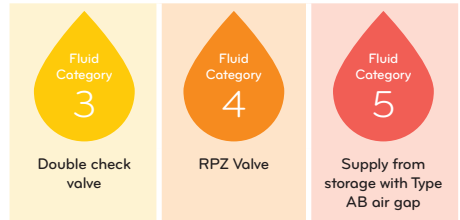
Hose Union Taps

A hose union tap in domestic premises is typically considered a Fluid Category 3 risk, meaning that the risk of contamination by backflow can be mitigated by the installation of a double check valve. The double check valve should be installed in-line, on the supply to the tap and internally within the premises.

Hose union taps in non-domestic premises will require an appropriate level of backflow protection based on the use of the tap and the highest fluid category of risk downstream.

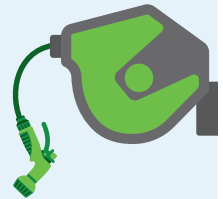
For example, a hose union tap installed in a bin store would be considered a Fluid Category 5 risk. This means it will need to be fed via an appropriate air gap arrangement, most likely from a dedicated water storage tank.

Risk



Tip

Use retaining clips or a self-retracting hose reel to secure a hose in place and to prevent it from being submerged or contaminated by anything nearby.



Hoses should never be submerged in buckets, sinks, drains or laying on the ground.



Contacting us

Water Regulations Team

For further advice on the Regulations, you can contact a member of our dedicated Water Regulations team.

This document highlights only a few of the requirements of the Regulations. All installations must comply fully with the Regulations.

If you have questions relating to a specific installation or something else to do with our enforcement of the Regulations, it's probably best to contact us directly.

You can get in touch with us via email:
WaterRegulations@dwrcymru.com

We also have lots of handy information available on our website:
www.dwrcymru.com/waterregulations



Developer Services team

For questions relating to your new connections application that are not Water Regulations related, or requesting your trench inspection, please contact our Developer Services team via:

Phone: **0800 917 2652**

Email: developer.services@dwrcymru.com

Developer Services also has some useful information and resources on their web pages:
www.developers.dwrcymru.com

You can also obtain information about the Regulations elsewhere, such as Water Regs UK.

Phone: **01495 983 010**

Website: www.waterregsuk.co.uk

Email: info@waterregsuk.co.uk