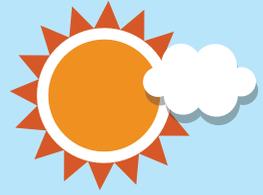


south east water

# Water Regulations for Domestic Properties

Information guide for your home



Pure know<sub>h</sub>ow

# Does your home comply with water fittings regulations?

The Water Supply (Water Fittings) Regulations were introduced in 1999 by the Government. The Regulations are designed to protect public health by safeguarding drinking water supplies and preventing contamination from the point where the water supply crosses into a property boundary to the point of use in homes and businesses across the UK.

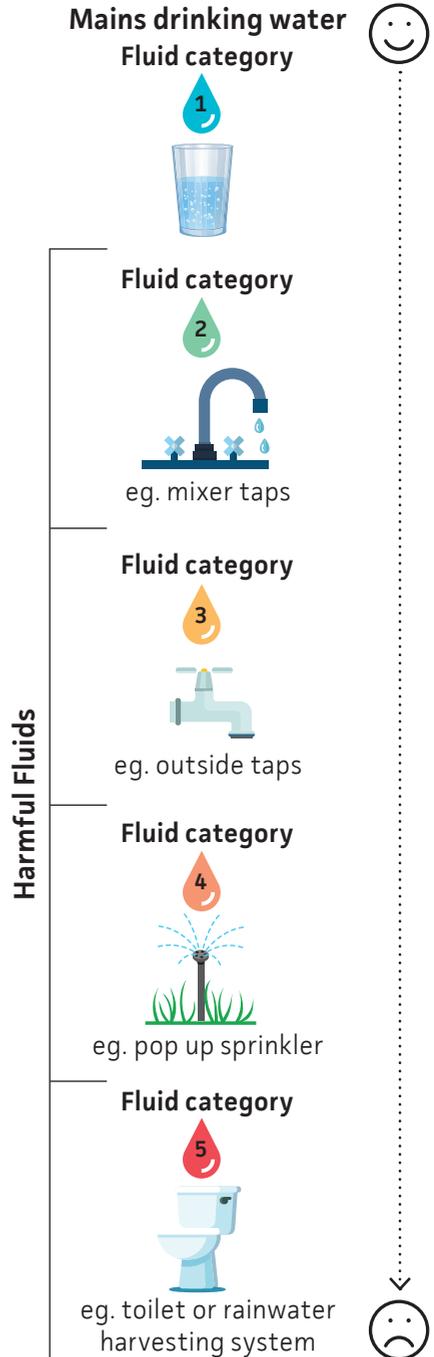
It also covers the misuse and waste of water by implementing a series of rules and guidance about how water fittings should be used and installed.

As the local water company, we have a legal obligation to enforce the Regulations. If they aren't followed, the impact on your drinking water could range from minor changes in its taste to the risk of you potentially drinking hazardous chemicals.

## Fluid categories

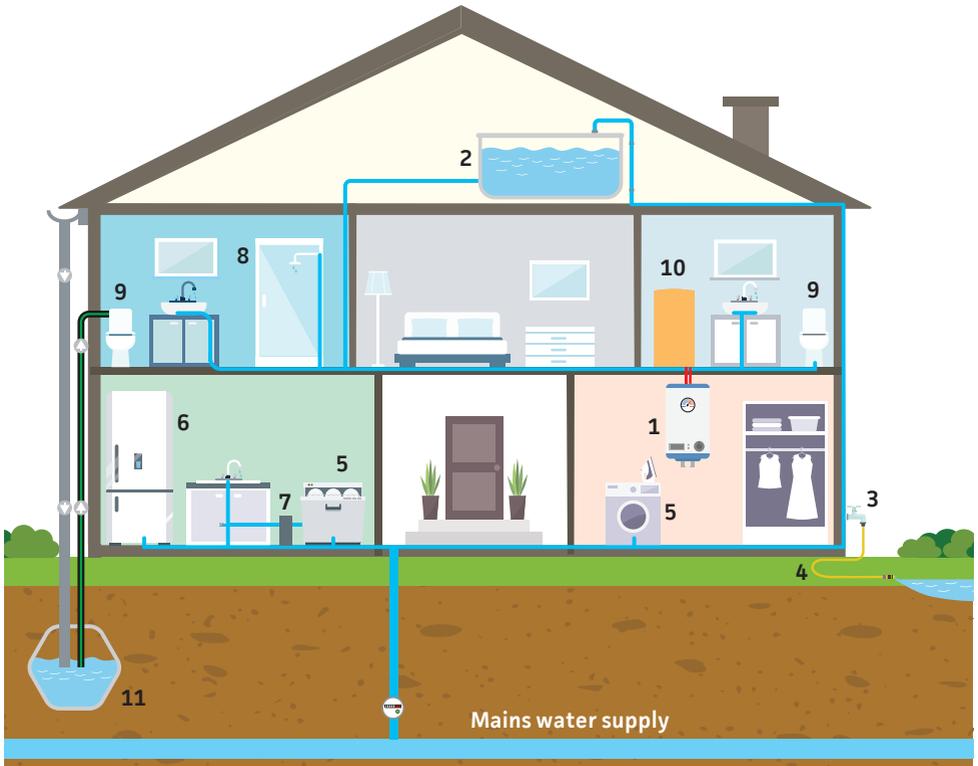
The risk of potential contamination falls into one of five fluid categories depending on the harm it may cause, with one being the lowest and five the highest.

Protecting the water supply is done by putting in a series of barriers between the mains water and the contaminant to prevent it mixing and going back into the mains water supply. Barriers range from a single check valve to a physical air gap.



# Areas around your home where water can become contaminated

- 1 Boilers 
- 2 Cold water storage 
- 3 Outside tap 
- 4 Hoses, should be disconnected 
- 5 Washing machines and dishwashers 
- 6 Fridges 
- 7 Water softeners 
- 8 Shower hoses 
- 9 Toilets 
- 10 Hot water storage tank with additive 
- 11 Rainwater harvesting system 



## Common problems and solutions

Unfortunately there are quite a lot of homes that don't comply with the Regulations so we've produced this handy leaflet with some of the most common problems we find:

- 1 Boilers** – these should be correctly plumbed in. Many houses now have 'Combi' boilers that don't have a traditional water tank. These should have a double check valve and filling loop installed on the mains water side to protect the drinking water when it is being used to fill the heating system. Once the heating system is full, the filling loop should always be disconnected.
- 2 Loft tanks** – should always have a lid on to prevent ingress of contaminants.
- 3 Outside taps** – outside taps should all be fed via a double check valve as a minimum but, depending on the attachment and what you use the tap for, the fluid category risk may change.
- 4 Hoses** – should never be left in buckets, drains or lying on the ground. Add trigger attachments to avoid wasting water.
- 5 Washing machines and dishwashers** – should have a double check valve fitted to the supply pipe to prevent water getting back into the drinking water, if the machine is not compliant to fluid risk 3.
- 6 American style fridges** – where the fridge or freezer has a water connection they should have a single check valve added to the supply to prevent chilled water getting back into the drinking water.



A TCP taste can develop from the hoses that are attached to appliances. Adding a double check valve can prevent this taste.



- 7 **Water softeners** – need a single check valve fitted and an air gap on the waste pipe to the drain. You should also have a separate mains fed drinking tap in the house.
- 8 **Shower hoses** – should have a double check valve added if they can reach a basin or be left lying in a bath. They should never be able to reach a toilet bowl.
- 9 **Toilets** – if your toilet isn't fitted and maintained correctly it can cause water to get back into your drinking supply. Check to see if your toilet is set up correctly at [southeastwater.co.uk/regulations](http://southeastwater.co.uk/regulations)

Adding cleaning chemicals like bleach blocks to your cistern can have a detrimental effect on the plastic within it, causing them to degrade. Where chemicals are added on a regular basis a double check valve should be added to the water pipe supplying the toilet.

- 10 **Rainwater** – take extra care if you have systems like rainwater harvesting, grey water re-use or solar water heating systems in your property. They should never be directly connected to your drinking water supply. If you are thinking of installing one let us know. To give you peace of mind we can check to make sure it is compliant.



Disconnect boiler filling loop.

Install double check valve on domestic washing machine or dishwasher.

Fit double check valves to outside taps.

Fit double check valves on shower hoses and make sure they can't reach the toilet.

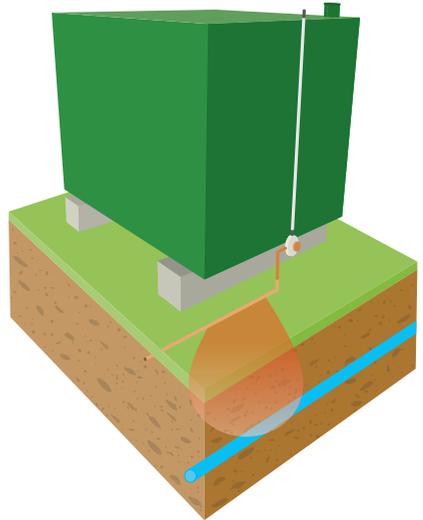


## Watch for spills

Spillages of chemicals and fuels near to plastic water pipes have the potential to seep through the plastic and contaminate the drinking water.

There are a few simple steps you can take to protect your drinking water. We recommend that you:

- ✔ **Store any hazardous chemicals in suitable containers** away from plastic pipework. Remember that it isn't just visible pipes that could be at risk. Pipes which run from our water mains to your property underground could be made of plastic too.
- ✔ **Regularly check chemicals or fuel containers for leaks.**
- ✔ **Take care when using chemicals and fuels** around the home and clean up any spillages quickly following the manufacturer's instructions.



## Water Quality

Many of these problems can cause water quality issues at your property. For more information, please take a look at our website:

**[southeastwater.co.uk/waterquality](https://southeastwater.co.uk/waterquality)**

## Lead

Lead can have serious health implications and its use on water pipes has been banned since 1970.

Take care when changing pipework because lead solder has also been banned from use in hot and cold water systems since 1987.

## Plumbing problems

To avoid contaminating your water supply you should only use suitably approved fixtures and fittings. Not all products you can buy are approved. Look out for the following logos for approved products.

We recommend that fixtures and fittings are installed by a WaterSafe approved plumber. You can find a list on our website:

**[southeastwater.co.uk/regulations](https://southeastwater.co.uk/regulations)**



## Connect right – having the right connections

It's really important that water pipes are connected to the correct pipes coming in and out of your property.

You'd be amazed how many of them might not have been connected correctly!

## Further information

We have some useful tips on our website to make sure your plumbing is correct. You can also find details of our inspection process for ensuring your home complies with the Water Fittings Regulations.

Visit: **[southeastwater.co.uk/regulations](https://southeastwater.co.uk/regulations)**

Alternatively please contact the team email:  
**[watterfittingregs@southeastwater.co.uk](mailto:watterfittingregs@southeastwater.co.uk)**

Telephone:  
to be advised

## Need some help?



[southeastwater.co.uk/regulations](https://southeastwater.co.uk/regulations)



email to be advised



telephone no. to be advised



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South East Water  
Rocfort Road  
Snodland  
Kent  
ME6 5AH