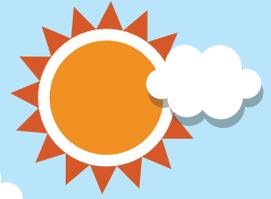


south east water



Water Regulations for small and medium sized businesses

Information guide for your business



Pure know_how

Regulations if we find anything amiss during our visit. We'll let you know what you need to do. We then come back to check the completed work.

Fluid categories

The Regulations place potential contaminants 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.

- | | |
|---------------|---------------------------|
| 1 Boilers | 5 Machines and appliances |
| 2 Loft tanks | 6 Toilets |
| 3 Outside tap | 7 Rainwater |
| 4 Hoses | |



Mains drinking water Fluid category



Fluid category



Fluid category



Water Cooler

Fluid category



Boilers

Fluid category



Toilet or rainwater harvesting system

Harmful Fluids



Common problems and solutions

Unfortunately many business premises don't comply with the Regulations so we have produced this handy leaflet to help you comply. Here are a few of the most common problems we find:

- 1 Boilers** – many properties now have 'Combi' boilers that don't have a traditional water tank. These should have a double check valve installed on the mains water side to protect the drinking water when it is being used to fill the heating system. Once it is full the filling loops should be disconnected.
- 2 Loft tanks** – should always have lid on to prevent ingress and other debris entering.
- 3 Outside taps** – should all be fed via a double check valve as a minimum but depending on what you use it for may change the fluid category risk.
- 4 Hoses** – should never be left in buckets, drains or lying on the ground. Add trigger attachments to avoid wasting water.
- 5 Machines and appliances** – have a variety of uses and the fluid category risk changes with each. Check with the Regulations to see what protection your machine needs.
- 6 Toilets** – if your toilet is not fitted and maintained correctly it can cause water to get back into your drinking supply.

Adding cleaning chemicals such as bleach blocks to your cistern can have a detrimental effect on the plastic fittings within it, causing them to degrade. Subsequently it can cause cistern water to get back into your drinking water.
- 7 Rainwater** – take extra care if you have other systems at your premises like rainwater harvesting, grey water re-use or solar water heating systems. These should never be directly connected to your drinking water supply. See our Rainwater Harvesting Factsheet for more information.

Use	Risk	Action required
Water cooler		Single check valve 
Domestic washing machine general washing e.g. tea towels		Double check valve 
Vending machine		Double check valve 
Shower hoses		Double check valve 
Commercial washing machine soiled items e.g. care home laundry		Air gap 



Disconnect boiler filling loop.

Install appropriate check valve on washing machine or dishwasher.

Fit double check valves to outside taps.

Fit double check valves on shower hoses.

Do your mains fed appliances have the appropriate backflow protection?

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 is not just visible pipes that could be at risk. Pipes which run from our water mains to your premises underground could be made of plastic too.
- ✔ **Regularly check chemicals or fuel containers for leaks.**
- ✔ **Take care when using chemicals and fuels** around the workplace and clean up any spillages quickly.



Water Quality

Many of these problems can cause water quality issues at your premises. For more information please see our website southeastwater.co.uk/waterquality

Lead solder

The use of lead solder on drinking water systems since 1970. Make sure you always use an approved plumber to avoid it getting into your drinking water.

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 member of a water company approved plumber scheme such as WaterSafe. You can find a list on our website southeastwater.co.uk/regulations



Plumbing extensions or alterations?

If you're planning an extension or alteration to any of your plumbing then let us know about it. Just like councils and planning permission you need approval from your water company before you change certain fittings and fixtures.

Ask for a Reg 5 form or download one from our website. The form gives us details of your plans which we will look over and then give our approval or tell you the changes required to ensure it complies with the Regulations.

We will then come out and give a free inspection to make sure all is going to plan. We are here to help you comply with the Regulations so that you don't have to put it right at a later date, potentially saving you money.

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 business complies with the Water Fitting Regulations.

Visit: southeastwater.co.uk/regulations

Alternatively please contact the team email: waterfittingsregs@southeastwater.co.uk

Need some help?



southeastwater.co.uk/regulations



waterfittingsregs@southeastwater.co.uk



Water Regulations
South East Water
Rocfort Road
Snodland
Kent
ME6 5AH