

Customer Commitments



WaterSafe has been created as a national scheme for plumbing businesses and installers who can demonstrate that they will undertake work which complies with the Water Fitting Regulations and Water Byelaws. The Scheme has been developed by water companies and the professional plumbing bodies of the UK.

Customers are encouraged to ensure that any plumbing work undertaken in their homes and other properties is undertaken by a WaterSafe Approved contractor.

All WaterSafe Approved contractors have signed up to a commitment that they will:

- ensure that plumbing work is carried out in accordance with all statutory requirements including the Water Regulations and Byelaws.
- ensure that plumbing work is carried out by appropriately qualified individuals who will carry an identity card.
- ensure that all relevant plumbing work is subject to the issue of a Completion Certificate.
- have in place appropriate procedures for dealing with customer complaints in a speedy and efficient manner.

WaterSafe is operated by a number of Scheme Operators. In the event that a customer encounters any difficulties with work carried out by a WaterSafe Approved contractor (such as a customer complaint which is not resolved by the contractor) then they should contact the appropriate Scheme Operator or WaterSafe directly on 0333 207 9030. WaterSafe will then arrange for the Scheme Operator to contact the customer to understand and investigate their complaint.