

Plumber Sector Terms and Conditions

1. DEFINITIONS

1.1. In these terms and conditions, unless the context requires otherwise, the following definitions and rules of interpretation apply:

Approved Contractor	Has the meaning set out in the Regulations and is a person who has been approved by one of the WaterSafe Scheme Operators for a specific scope of work.
Approved Plumber	An individual plumber who has been approved by a WaterSafe Scheme Operator, in accordance with these terms and conditions.
Brand Guidelines	The WaterSafe Brand Guidelines as updated from time to time, a copy of which is available on the WaterSafe website
Certificate of compliance	A certificate issued by an Individual Member confirming that the installation meets the requirements of the Regulations
Customer	Users or potential users of Members' services
Customer commitments	Customer Commitments v2 document or as updated from time to time, a copy of which is available on the WaterSafe website
Installation	Reference to an "installation" is to the installation of a water fitting or plumbing system
Notification	Notification of an installation as required by the Regulations under Regulation 5 to the local water company
Person	A human being
Plumber Sector	Membership category that includes Approved Plumbers and Approved Plumbing Businesses
The Regulations	The Water Supply (Water Fittings) Regulations 1999 and equivalent legislation in Scotland and Northern Ireland
Scheme	The WaterSafe Installers' Scheme Limited
Scheme Rules	Membership requirements for a person or business to be a member and approved by WaterSafe. For the Plumber Sector these are set out in WaterSafe documents including but not limited to: Plumber sector terms and conditions, certification trade mark regulations, customer commitments and brand guidance.
Water Company	The water company responsible for supplying water in a particular region of the UK, otherwise known as: - the licensed wholesaler; or - water undertaker, as defined in the Water Industry Act 1991
WaterSafe	WaterSafe Installers' Scheme Limited (Company No.08128904), whose registered office is at Pembroke House, Ty Coch Lane, Llantarnam Park Way, Cwmbran, Torfaen, Wales, NP44 3AU
WaterSafe Scheme Operator	An Approved Contractors' Scheme who is also a subscriber of WaterSafe Installers Scheme Limited. There are currently six WaterSafe Scheme Operators: <ul style="list-style-type: none"> • Anglian Water's APLUS,

	<ul style="list-style-type: none"> • Association of Plumbing and Heating Contractors (APHC), • Chartered Institute of Plumbing and Heating Engineering (CIPHE), • Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF), • Severn Trent's Watermark and • The Water Industry Approved Plumbers' Scheme (WIAPS).
WaterSafe Approved Business	An organisation or sole trader that has been approved by a WaterSafe Scheme Operator that has met WaterSafe requirements for an Approved Business. A business may employ Approved Contractors or RPZ valve testers with different approval scopes e.g. Plumbers, Water Supply Pipe Installers or RPZ Valve testers.
WaterSafe website	www.WaterSafe.org.uk

2. SCOPE OF PLUMBING SECTOR

2.1. Approved Plumbers can issue certificates of compliance for work that includes installing or repairing/maintaining internal or external water fittings. This only includes premises that are supplied or that are intended to be supplied by a Water Company or water supplier licensee.

2.2. They are not approved to issue certificates of compliance for:

2.2.1. Water company mains.

2.2.2. The water company communication pipe between the water company main and the customers supply pipe. E.g. upstream of the external stop tap

2.2.3. Excavations on the public highway.

2.2.4. The operation of or connection to a water undertakers outside stop valve.

3. CONDITIONS FOR WATERSAFE APPROVED PLUMBERS

3.1. Conditions of membership for a Plumber are:

3.2. To possess a qualification, in plumbing that is recognised by Scheme. A person who was a member of one of the WaterSafe Scheme Operators of a relevant sector/scope of approval as of 1 October 2013, will be deemed to meet the requirements of the Scheme Rules at that date.

3.3. To be employed by a WaterSafe Approved Business or working as a sole trader, which is a WaterSafe Approved Business.

3.4. To comply with these terms and conditions and any other requirements prescribed by WaterSafe from time to time.

3.5. To ensure that all installation work is carried out in accordance with all statutory requirements including (but not limited to) Water Regulations/Byelaws and Building Regulations ("Water Fittings Regulations").

3.6. To issue certificates of compliance covering relevant installation work to their customer and, where required, a certificate of compliance should be sent to the water undertaker. This must not include installation work outside the scope of their approval, such as upstream of the external stop tap.

3.7. To only issue certificates of compliance:

- 3.7.1. for installations that are within the scope of the scheme and
- 3.7.2. where the installation complies with the water fittings regulations and
- 3.7.3. where the installation has been installed by the Approved Plumber themselves or

where the work has been completed by others, the Approved Plumber shall physically inspect all aspects of the installation to be able to certify that it complies with the water fittings regulations. Physical inspection means the Approved Plumber has inspected all aspects of the installation in person and has not relied on photos or videos.

Please note that a Approved Plumber has legal obligations under the water fittings regulations to only issue a certificate of compliance for compliant work.

- 3.8. To fully cooperate with the Scheme or WaterSafe Scheme Operator query, investigation or complaint process and provide any relevant information. This may include explaining how the Approved Plumber ensures that an installation completed by others, is closely supervised to ensure any work is compliant before signing a certificate of compliance. Closely supervised means that the Approved Plumber has been able to physical inspect of all aspects of the installation and has not relied on photos or videos.

4. CONDITIONS OF WATERSAFE APPROVED BUSINESSES

- 4.1. Conditions of membership for every WaterSafe Approved Business are to:
- 4.2. To ensure compliance with the WaterSafe Scheme Rules. N.B. A business who was a Business Member of one of the WaterSafe Scheme Operators, as of 1 October 2013, will be deemed to meet the requirements of the Scheme Rules at that date
- 4.3. To comply with these terms and conditions and any other requirements prescribed by WaterSafe from time to time and to ensure their employees always comply with section 3 'Conditions for WaterSafe Approved Plumbers'.
- 4.4. To promote the WaterSafe brand.
- 4.5. To accept and comply with certification regulations and brand guidelines for use of the WaterSafe certification mark, name and logo.
- 4.6. To accept data sharing arrangements for the business and employees e.g. Ensure data protection requirements are met when providing employee information or other personal data to be listed on the WaterSafe Website
- 4.7. To hold Public Liability Insurance with a minimum cover of £2m and, where required, Employers' Liability Insurance with a minimum cover of £5m.
- 4.8. To ensure that all installation work is carried out in accordance with all statutory requirements including (but not limited to) Water Regulations/Byelaws and Building Regulations.
- 4.9. To ensure that only Approved Plumbers issue a certificate of compliance in accordance with clauses 3.6 and 3.7

Please note that liabilities may arise for any business where an employee or sole trader issues a certificate of compliance for work which is not compliant with legal requirements. These liabilities may arise in contract, tort (including negligence), breach of statutory duty, misrepresentation, or in

other ways. This is relevant where the work has been carried out by an employee and where they have issued a certificate of compliance for work completed by another person, whether employed or not by the business.

- 4.10. To ensure that Approved Plumbers employed by them or sub-contracted to them possess a qualification, recognised by WaterSafe, in Water Regulations/Byelaws.
- 4.11. Where a customer requests work through the WaterSafe website or from a water company recommendation, and that work is within scope of the Approved Plumber Sector, then only an Approved Plumber, must issue a certificate of compliance in accordance with clause 3.7.
- 4.12. To ensure that all relevant installation work is subject to the issue of a certificate of compliance, by an Approved Plumber and, where required, appropriate notification of work is made to the appropriate water company.
- 4.13. To have in place appropriate procedures for dealing with customer complaints in an effective and efficient manner.
- 4.14. To make customers aware of the Scheme's complaints procedures.
- 4.15. To fully cooperate with a WaterSafe or WaterSafe Scheme Operator query, investigation, audit, disciplinary or complaint process and provide any relevant information. This may include explaining how the WaterSafe Approved Business ensures that installation is closely supervised to ensure any work is compliant before signing a certificate of compliance.