

1 Extracting water from Company mains

This factsheet details the conditions for extracting water from company mains. This includes the use of washouts and hydrants by contractors and local authorities. It is important that these extractions are controlled to protect the quality of water supplies and to prevent theft.

Standpipe hire

Water must only be extracted using a 22mm authorised metered standpipe, provided by Supply UK Water Services.

These are available for same day delivery by calling 0844 381 4909. They can also be collected from any of the Supply UK depots, a list of which can be found on their website, www.supplyuk.co.uk. Details of call charges can also be found on this website.

The standpipe meter must be read monthly, or once the standpipe is returned following a period of short term hire. These readings will be obtained over the phone, by email or from a site visit and will be used to calculate the cost of water extracted. If a reading is not taken, Supply UK will estimate the consumption on the meter and an invoice will be produced each month, to include the hire charges and cost of the water extracted.

Applicants are also required to reimburse the cost of any repair works on the Company's apparatus, where necessary, as a direct result of their operatives' actions.

Health and safety

The applicant is responsible for ensuring standpipe users are in possession of a National Water Hygiene Card (see www.eusr.co.uk for details) and that the requirements of the New Roads and Streetworks Act 1991 are adhered to (see www.dft.gov.uk for details).

Water may be extracted from any of the Company's hydrants or washouts, although hydrants on larger diameter mains (at least 6"/150mm) are preferable.

During operations, the public must be protected at all times and the Company's apparatus must be used with care to minimise the risk of damage and to reduce the risk of water quality being affected. Any damage must be reported to the company.

Non compliance

The Company has a legal right to prosecute any organisation found misusing their apparatus or extracting water without permission. Any organisation found using an unauthorised standpipe or extracting water in an unauthorised manner will be considered for prosecution under the Water Industry Act 1991. Unauthorised equipment may be confiscated.

Office Opening Hours:
Monday – Friday : 8am to 6pm