

# Water Business

Newsletter Summer 2012



**A simple way to cut costs**  
Water efficiency

**Every drop counts**  
We explain why

**Drought**  
Could it affect us?



# Meet Trevor Preece, Key Account Adviser



If you haven't already met or spoken to him, we'd like to introduce Trevor Preece. Trevor is the dedicated key account adviser in the Customer Service team with specific responsibilities for our commercial and non-domestic customers who use more than 4,500 cubic metres of water a year.

**Please ask for Trevor when you call  
Customer Service on  
01202 590059.**

He can answer your questions, help with water efficiency and advise you on tariffs.

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How would you like to

# reduce your water bills?

**You could be using more water than you need. Cutting out waste is a simple way to cut costs without affecting your business.**

It's easy to waste water without realising. Leaks can go unnoticed for years, and thousands of litres of water are wasted in washrooms every day.

Over time, the cost of a leaking pipe or toilet can reach thousands of pounds. Running taps, constantly flushing urinals or large capacity cisterns can also make your bills much higher than they need to be.

We hope you find some helpful advice on water efficiency in this newsletter, together with useful information about the services we provide as your water company.

**If you would like to know more, or have any questions, please contact us.**

**And please let us know if you have any comments and opinions about our service – we're listening!**

## You're important to us

**The businesses we serve vary enormously and they are all important to us – not only as customers, but also as the organisations providing the jobs which fuel the local economy.**

From small businesses and sole traders who need water for more or less 'domestic' purposes, to large-scale organisations in the manufacturing or service sectors who cannot operate without water, we aim to support you all.

### How can we help?

As your water company, we aim to provide a safe and reliable water supply that you can take for granted. We also want to make sure we provide the services you need for your business.

Many aspects of our service have to be the same for all customers, both domestic and commercial. But we are very conscious of the fact that your needs may be different from those of other businesses in your locality.

One way we can help is by identifying wastage. We can record flows through your meter at short intervals, which could help you to identify any unusual patterns in your water use.

Another service we provide is helping you access the results of our water testing. Summary reports of our tests at the customer tap give a detailed analysis of the water quality in your area. As you may be aware, water quality is heavily regulated and we carry out thousands of tests throughout the year.

You can find these reports on our website, or we can send them to you.

We also understand that interruptions to your water supply need to be kept to an absolute minimum. When we plan essential maintenance work, we try to contact each individual business affected in advance, to see if we can schedule the work at the least critical time for you.

### Regulated service

As you may be aware, we are currently a monopoly service provider to nearly all our business customers. Ofwat, the independent regulator of the water industry, determines the prices we charge and standards of service we must provide.

Ofwat sets our prices 'to enable an efficient water company to finance its functions'. It also sets our standards of service which are outlined in our Business Customers' Charter.

If you would like to talk to us about your needs or receive a copy of the Business Customer Charter, please call us on 01202 590059. We look forward to hearing from you.

**Roger Harrington**  
**Managing Director**  
**Sembcorp Bournemouth Water**

# Cut your water bills

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**Improving water efficiency is a simple way to reduce overheads. It's also good for the environment and helps minimise future tariffs.**

You may be able to cut your water use – and your water bills – by 30% if you take a systematic approach. This applies to all kinds of businesses who use water in many different ways, according to Envirowise, the government organisation that promotes sustainable practices for sustainable profits.

Reducing your water consumption can also help reduce your carbon footprint, improve your environmental credentials and generate positive PR.

Water tariffs are based on demand and are set by our industry regulator, Ofwat. Using less water reduces demand. This can help prevent tariffs from rising in future and avoid having to invest in new capacity to meet higher demands for water. (See page 7 for more details.)

These three steps will help you take a systematic approach to reducing water use:

1. Monitor use – know where your water is going
2. Stop leaks – avoid costly waste
3. Improve efficiency – find ways to use less

## 1. Monitor use

A good place to start is your water bill. It shows your recent water use, giving the total amount used over the period covered by the past four meter readings, and your daily average use for each of these periods.

Understanding your current use lets you:

- work out when and where you are using most water
- spot unusual increases that could be the result of a leak
- gauge the effectiveness of efficiency measures
- make comparisons and set benchmarks

For a more complete picture of your water use, E-metering shows how much water you are using every 15 minutes, every day. (See page 8 for details.)

## 2. Stop leaks

Leaks cost money, but they aren't always obvious. To see if there's a leak on your premises, turn off all your taps, water appliances, fittings and (if applicable) machinery. Then take a look at your meter to see if any of the numbers or dials are still moving. If they are, it means water is still flowing onto your property and it may be leaking away somewhere.

### Underground leaks

It's difficult to detect leaks on the underground pipe that connects you to the mains, known as the 'supply pipe'. Having your meter outside, near your mains connection makes it easier, as you can turn off the incoming stopcock in your building and see if the meter stops.

We can help you detect and repair leaks in your supply pipe. And, if you arrange for it to be fixed quickly, we'll allow for the lost water when we bill you. (Conditions apply.)

### Internal leaks in toilets

Dual flush toilets are now standard in new builds and refurbishments. But push button flushes have internal overflows, which often leak from the cistern into the bowl.

To check for this type of leak, simply squirt coloured cleaner or place toilet paper at the back of the bowl. If it is washed away without flushing, the cistern is leaking.

### Prevent burst pipes

The expense of wasted water is bad enough, but burst pipes cause millions of pounds worth of damage each year. To avoid burst pipes:

- keep your plumbing well maintained
- replace old pipes
- insulate pipes against the cold



### 3. Improve efficiency

Many companies have successfully reduced water consumption by:

- giving someone responsibility for saving water
- not letting taps run – a tap left running can waste several litres a minute
- using 'grey' water and water reclaim units (e.g. for vehicle washes)
- harvesting rainwater
- selecting less thirsty species of plants and trees and watering them early morning or evening when the water is least likely to evaporate
- using water-saving devices

#### Small outlay, big savings

Inexpensive controls are easy to fit and can make a big difference to the amount of water you use. They include:

- push taps which run for a limited period
- flow regulators and restrictors for taps and showers
- water displacement devices for toilet cisterns
- spray nozzles on hoses
- low-flush toilets
- sensor-activated urinals to avoid constant flushing

If you're buying new equipment, you might find the most water efficient options slightly more expensive. But water fittings in commercial buildings tend to be used very frequently, so payback times can be relatively short.

**Please call us on 01202 590059 for more advice on water efficiency.**

#### Tax breaks

**If you invest in technology or products that encourage sustainable water use, you can claim 100% of the cost in the first year.** The Enhanced Capital Allowance (ECA) scheme allows you to write off the whole cost of this expenditure against taxable profits from the period in which the investment or purchase was made.

The scheme covers equipment for cleaning-in-place, showers, leakage detection, meters and monitoring, rainwater harvesting, industrial cleaning, vehicle washing and water reuse and recycling. These products are on the 'Water Technology List', which you can see at [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

## FREE! Water saving devices

We have some water-saving devices, such as water displacement devices for toilet cisterns, available to businesses free of charge.

**But hurry – we only have a limited supply!**

**Please call 01202 590059.**

## Ladies and gents

Many organisations make major cost savings simply by installing or retrofitting:

- efficient flush toilets
- urinal controls
- automatic sensor taps

If you have traditional nine-litre cistern toilets, you can save hundreds of pounds a year simply by reducing the cistern capacity. A litre bottle of water can do the job, or ask us about displacement devices, such as Save-a-Flush bags.

Urinals that flush continuously are a major cause of high consumption and high water bills in commercial buildings. Many urinals flush automatically every few minutes, even when the building is empty. Every flush can use from nine to over 20 litres of water.

A nine-litre tank flushing ten times an hour uses three quarters of a million litres a year. This costs nearly £1,000 a year at our current charges (£1. 2018 per 1,000 litres).

If you do have controls on urinals, it's worth checking them. The batteries can run out or they may stop working for other reasons.



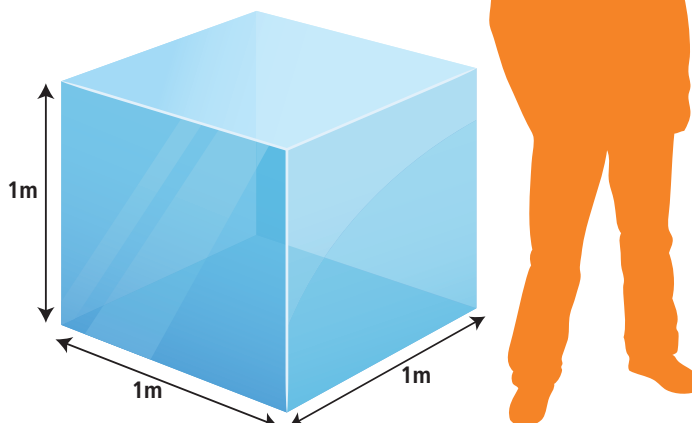
## How much water?

Water meters measure water by the cubic metre. This is equivalent to 1,000 litres, 220 gallons or about 13 baths!

The average office uses 9.3 cubic metres of water per person per year, according to research by the Environment Agency.

Offices that used water most efficiently had reduced usage to 6.4 cubic metres per office worker per year.

Water use is measured by the cubic metre (1,000 litres).



## Useful information

The Rippleffect is a water efficiency scheme for businesses in England run by the Waste and Resources Action Programme ([www.wrap.org.uk](http://www.wrap.org.uk)). By registering for the scheme you can access online training, freephone advice, guides and online tools to create a plan.

Detailed information and benchmarks for typical and best practice water usage are at [www.environment-agency.gov.uk/business/topics/water](http://www.environment-agency.gov.uk/business/topics/water) and [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

# Sembcorp Bournemouth Water - about us

We're based in Bournemouth and supply drinking water to nearly half a million people in the local area. Our aim is for you to be able to rely on a constant supply of high quality drinking water that you can take for granted.

Over the years our industry regulator, Ofwat, has rated us as one of the best service providers in England and Wales. We have consistently met and exceeded our targets for the service.

We are not complacent though, and we intend to build on this performance in future, while also finding ways to save money so that we can keep bills to a minimum.

We changed our name to Sembcorp Bournemouth Water in January 2011, after Sembcorp Utilities acquired Bournemouth and West Hampshire Water in July 2010.

Our history goes back almost 150 years to 1863, when Bournemouth Water was established by an Act of Parliament. West Hampshire Water was formed in 1893 and the two companies merged in 1994.

Please feel free to call us with your questions and requests. We'll try to respond as quickly as possible and do our best to help.

**Amount of water supplied each day**  
150 million litres on average

**Number of people supplied**  
430,000 (excluding summer visitors)

**Total length of mains pipe**  
2,800 kilometres

**Supply sources**  
River Avon, River Stour and deep boreholes





# Drought: could it affect us?

As you will know, the weather was very dry over the winter, but we are not expecting any restrictions in our area this year.

In late 2011 and early 2012 we experienced well below average rainfall. In fact, 2011 was the tenth driest year since records began in 1914, and 2010 was the seventh driest in this area.

This means we entered the summer period with groundwater and rivers at lower levels than usual and the east and southeast of England were affected by drought.

## Secure water sources

Fortunately, our water sources are very reliable. Most of our water comes from two local rivers – the Dorset Stour and the Hampshire Avon, which are fed by underground chalk aquifers.

We take our water near the end of the rivers' courses, which reduces the environmental impact.

Our water sources are reliable during dry periods, even with the big surge in demand we see at these times. This increase is largely caused by people watering their gardens (many are larger than average gardens in our area) and by the large number of summer visitors.

## Our drought plan

We have to plan for the possible effects of drought on the security of water supplies, and we have to ensure that we maintain essential supplies.

We have the capacity to meet high levels of demand, but we can't afford to be complacent. We strive to keep demand levels as low as possible during times of dry weather to reduce our impact on the environment.

The only way to be sure of using our local water resources in a sustainable manner is for us all to be careful with water.

Fortunately, we have seen demand fall over the last decade or so. This is partly a result of more household customers having water meters. People who pay for water according to the amount they use tend to be a bit more careful with it. These reductions mean that the supply has become more secure, and that we can be even more resilient against shortages caused by longer periods of dry weather.

If dry weather does persist for a long period, temporary bans on hosepipes and sprinklers are the only measures we plan to use. Our drought plans do not include extreme measures such as cutting the water supply or setting up standpipes in the street!

## Temporary bans made clear

**Any temporary ban on the use of hosepipes or sprinklers would normally only apply to domestic customers. If we ever have to introduce any restrictions, we will make it clear what these are and who is affected.**





# Do you have a back-up plan?

Water may be essential to the running of your business. If so, you might want to consider the risks of interruptions to your supply.

Occasionally, we need to cut off the water supply for a short while to carry out maintenance. We understand that this can be inconvenient, but it is essential for keeping our mains and connections in good condition. If we are going to carry out maintenance work, we'll always give you plenty of notice. We'll try and work around your schedule and your needs as much as possible, so please let us know if you have any special requirements by calling 01202 590059.

## Emergencies

We want you to be able to take your water supply for granted. But every now and then, leaks or burst water mains can reduce or stop the flow without warning. If this happens, we do all we can to reconnect the water supply as quickly as possible, although there may be times when your supply is interrupted for several hours.

In extreme cases the supply could be affected for a period of days, rather than hours. However, we believe this is very unlikely and, of course, we have detailed operating and emergency plans to ensure that we minimise the likelihood as far as possible within acceptable costs.

If the water is interrupted or becomes unsafe to drink for more than 24 hours, we are required by law to provide an emergency supply to our domestic customers of 10 litres per person per day, and double that amount after five days. We would do this using a combination of bottled water and roadside bowisers. However, it would be impractical for us to provide large quantities for commercial or industrial use by road or tanker, because of the sheer quantities potentially involved.

## Contingency planning

If you are making or reviewing your company's contingency plans, please include interruptions to the water supply in those plans. This is particularly important if you use water as part of an industrial process. All you may need to do is:

1. Find out how much water you use in a day. You can do this by checking your meter, or asking us to help measure your usage.
2. Consider a backup source. If you have storage for water, make sure it is big enough for your needs. Alternatively, an agreement with a company supplying emergency drinking water or portable toilets could be the answer.

## Protect your business

Burst pipes and water damage are a financial headache for any business. During the cold winter of 2010/2011, the cost of damage to businesses from burst pipes reached hundreds of millions of pounds in the UK.

To reduce the chances and the impact of a burst pipe:

1. make sure pipes are well insulated
2. find out where the stop valve is on the property
3. check the meter regularly during a cold snap for signs of an increase in water usage, which could signify a leak
4. be extra careful if your premises are left unoccupied for extended periods, such as over the Christmas holiday

**Here to help:** Whether you're a care home, church, company, farm, shop, factory, hotel, hospital, school, workshop or any other type of organisation, we'd like to hear your views. This is why we have a Business Customer Focus Group. Please call Trevor Preece on **01202 590059** if you are interested in joining.

If you would like to know more about our standards of service to you, please ask for a copy of our Business Customer Charter.

# Why every drop counts

You might think that we want to sell you as much water as possible in order to maximise our profits. In fact, the opposite is true. Saving water reduces our costs, helps the environment and results in lower prices being set by our regulator, Ofwat.

## Controlling capital outlay

Supplying water is a complex business. We have a very large number of assets to operate and maintain, and these account for a large part of our costs. Our assets include treatment plants, reservoirs, pumps and nearly three thousand kilometres of mains pipes.

We have to plan well ahead to ensure that we can provide enough water to meet future demand. If this means we need to find new sources of water that won't affect the environment unduly, and build new assets to abstract, treat and distribute that water, it is likely to take a long time and be extremely costly.

**By using (or wasting) less water, we can put off or reduce the need for expensive new resources.**

## Making economic sense

Saving water can generate its own costs. We have been switching domestic customers to meters, for example. These customers, who were previously charged on the rateable value of their property rather than the amount of water they used, now have an incentive to save water.

Installing and reading the new meters means extra costs. But when taking any social or environmental costs into account, these are less than the costs of finding, building and running new water sources. This solution therefore makes economic sense.

## Keeping costs down

Saving water reduces our day-to-day costs as well as capital investment costs. Water is heavy and it takes huge amounts of energy to pump it into our network.

The lower the total cost of our service (operating and capital investment costs), the lower the water price will be. This is because every five years our regulator, Ofwat, sets the prices we can charge and ensures that the benefits of greater efficiency are passed back to you, our customers.

It is therefore in all our interests to keep overall costs down as much as we can.

Yes, we could benefit in the short term by selling more water to metered customers. But if actual demand for water turns out to be higher or lower than the amount assumed when our prices were set, there is a regulatory mechanism in place to adjust for this the next time our prices are set.





# E-metering explained

Monitor your water use by the hour, throughout the year.

## What is E-metering?

E-metering is software that creates an easy-to-use, interactive graph of your water use. It shows recorded data on the amount of water flowing onto your premises at 15-minute intervals. This is ideal for commercial or non-domestic customers who can analyse their water consumption at a detailed level.

## How does it help?

E-metering is a great way to monitor water usage so you can work out where your water is going and make savings. It can help with spotting leaks, analysing efficiency measures and setting benchmarks.

If water is shown to be flowing onto your property when the business is closed, for example, it could signify an internal leak on your premises. E-metering can also make you aware of unusual or inexplicable increases in your water usage resulting from a leak.

Over time, E-metering builds a complete picture of your usage, enabling you to make comparisons over different time periods.

## How is E-metering accessed?

On a secure area of our website – each user's E-metering screen is password protected.

## How does it work?

We fit a data logger onto your water meter. The data logger detects pulses from your water meter to record how much water you are using every 15 minutes, and sends the data to us. We update the E-metering system with the previous day's data every morning.

## How much does it cost?

The charge for a data logger and access to your own E-metering web page is £208 per year.

## Is it suitable for any business?

Yes. The only requirement is a strong mobile phone signal at your water meter location. This is because data loggers use mobile phone technology to send information to us.

## To find out more

Please call Trevor Preece, Customer Service, on 01202 590059.

## Case study:

### Excelsior Coaches saves thousands on water bills

With 38 coaches to wash every night, Excelsior Coaches is a large user of water. But monitoring with E-metering revealed that the Bournemouth coach operator was paying for a lot more water than it needed to.

"We were looking at our utility usage and the savings we could make – not just financially, but also because of our environmental commitment" explained Kathy Tilbury, Managing Director of Excelsior.

"When we saw E-metering, we thought we'd give it a try, as we would only have to make a small saving to pay back the cost" she said.

As it turned out, E-metering would pay for itself many times over, within a very short time.

E-metering shows the flow of water going onto premises. It shows frequently logged readings, giving a detailed picture of how much water is being used throughout the day.

### E-metering showed water leaking away

But when all the taps and toilets at Excelsior Coach's base were turned off, the E-metering software was still showing water use of over 1,000 litres an hour.

That meant there had to be a major internal leak somewhere at Excelsior's depot.

After experimenting with different taps and toilets, the leak was finally found in the flushable drain where coach toilets are emptied. A plastic pipe had fractured.

The pipe was replaced and a separate stopcock for the coach wash was installed, reducing the company's water bill by around £344 per month.



## Useful data

E-metering data is shown as a graph that customers can access in their own password-protected area of the Sembcorp Bournemouth Water website.

**"It's really useful to be able to monitor our water usage and compare it by the day, week month or year" said Kathy Tilbury.**

**"The Excelsior Coaches depot covers a wide area with plenty of opportunities for water to leak and, without E-metering, we wouldn't know," she said.**

From its base in central Bournemouth, Excelsior operates the most modern air-conditioned fleet in the region. It is contracted to provide services for National Express and offers a range of vehicles for private hire, from 26-seat executive midi-sized coaches up to 53-seat executive luxury coaches.

Long-term contract hire work now accounts for 80% of turnover, including rolling contracts with major corporate clients in Dorset and Hampshire. Excelsior Coaches holds the highly acclaimed Coach Marque accreditation and in recent years has either won or been runner up in many prestigious industry and local business awards.

For more information about Excelsior Coaches, please call 01202 652222 or visit [www.excelsior-coaches.com](http://www.excelsior-coaches.com)



# A matter of life and death

With potentially deadly bacteria to control and complex legal requirements to meet, AquaCare gives you peace of mind.

You probably know that Legionnaire's disease can kill. But you may not realise just how widespread the bacteria that causes the disease can be.

Contrary to popular belief, Legionella bacteria is not confined to air conditioning systems. It thrives in warm water and can be found in:

- hot and cold water systems
- showers
- whirlpool spas
- fountains
- room humidifiers
- swimming pools
- firefighting equipment (sprinklers and hose reels)
- ice-making machines

## Your duty of care

Whether your buildings are used by employees or members of the public, you owe them all a duty of care. Part of that duty of care means complying with the regulations on the control of Legionella bacteria.

The main requirements come under the Health and Safety at Work Act, Approved Code of Practice (ACoP) L8 for the control of Legionella bacteria in water systems. This sets out your legal duties to:

- identify and assess the sources of risk
- prepare a scheme for preventing or controlling the risk
- manage and monitor the scheme

The key requirement of ACoP L8 is the assessment of the entire water system (particularly 'dead legs' and unused sections) for the risk of harbouring and nurturing Legionella bacteria. Those responsible must put an effective monitoring and maintenance programme in place, monitor the results in the form of a site log-book and have a plan in place in case of an outbreak.

## Not worth the risk

Failure to comply with the regulations can be disastrous. At best, you could be facing a fine and a dent in your reputation; at worst, people could die.

If there has been a gross breach of a duty of care, senior management and staff can be fined or sent to prison under two relatively new laws that have come into effect in the past few years:

- the Corporate Manslaughter and Corporate Homicide Act 2007, under which a CEO or managing director could be prosecuted, and
- the Health and Safety (Offences) Act 2008, which could affect those responsible

Our primary objective is to make sure that organisations like yours comply with ACoP L8 and the Water Supply (Water Fittings) Regulations (detailed on page12).

We give people peace of mind because they know that the reputation of their organisation and the health and safety of their employees and customers are in safe hands. Clients include businesses of all kinds, factories and workshops, schools, hotels, councils, emergency services and others.

## Legionella and Legionnaire's disease

Legionella lives in natural water and can find its way into man-made supplies, travelling up to six kilometres from its source. Legionella grows in warm water (20°C to 50°C) but reproduces fastest in stagnant water at 35° to 46°. Sediment, scale and organic materials can provide nutrients and give protection for the bacteria.

Legionnaire's disease is a type of pneumonia caught by inhaling droplets of infected water.

There were 345 reported cases of Legionnaire's disease in the UK in 2009, over 160 of which were caused abroad. Hundreds more cases are believed to go unreported.

In the UK, the last major case of Legionnaire's disease took place at a leisure centre in Barrow-in-Furness, Cumbria, in August 2002. Seven people died and 180 people were affected.

**The disease and bacteria were first identified at the hotel hosting the 1976 Convention of the American Legion war veterans in Philadelphia, USA, hence the name.**

# Stay safe with AquaCare Water Hygiene Services

We build long-term relationships with clients. We're committed to quality, flexible in our approach, diligent and thorough.

AquaCare's comprehensive water hygiene services cover:

- risk assessments with asset registers
- written reports, pipe work schematics and system details
- priority action plans for essential remedial works and ongoing control measures
- cleaning and disinfection of water systems and storage

We also go beyond simple reporting and remediation to identify the training needs of on-site personnel to ensure future compliance.

Other services include automated legionella monitoring and web-based legionella compliance, as well as the pre-treatment of water entering cooling systems, steam boilers and domestic hot water systems.

We can also provide ongoing maintenance and monitoring, help improve water efficiency and carry out water conditioning to deal with corrosion, scale and suspended solids.

For more information please call 0845 603 2152  
or go to [www.aquacarewhs.co.uk](http://www.aquacarewhs.co.uk)



**AQUACARE**  
**Water Hygiene**



## Do you need to use a water hydrant?

If your business involves outside cleaning, drain clearing or laying tarmac, you probably need to use our water hydrants. We hire standpipes for this purpose, and these are the only standpipes that can be lawfully used on our hydrants. The reasons for this are:

- to protect the quality of water – other standpipes could risk contamination of the water supply
- to prevent damage – it could be disastrous if the fire service was unable to use a hydrant in an emergency

We often carry out checks on people using our hydrants. If we find someone using one unlawfully, they could face prosecution. Unauthorised use of standpipes is prohibited under Section 174 of the Water Industry Act 1991.

Please make sure you are using the correct standpipe if you are working on the borders of the Sembcorp Bournemouth Water area as other water companies have different standpipes.

### Standpipe charges from 1 April 2012

Deposit (returnable)	£151
Hire charge	£11 per week
Plus initial handling charge	£20.50

We do not normally meter standpipes, although we may find it necessary in certain circumstances. Standpipes larger than the usual 20mm are available but we will need to supervise their use because they can have an impact on our service to other customers.

**To find out more**, please get in touch with our Customer Service department on **01202 590059**.

## Helping you comply with water regulations

**Your water systems, plumbing and fittings are all regulated by law.**

Whether you're responsible for business premises, or for installing plumbing systems and fittings, you have a legal duty to comply with the **Water Supply (Water Fittings) Regulations**.

### Why are these regulations important?

The water we supply is wholesome drinking water. If pipes, fittings (taps, showers, toilets, appliances, etc) are not installed correctly, our water supply could be contaminated. This could have serious health implications for many people.

These regulations also promote the sensible and efficient use of water by regulating against waste, misuse, undue consumption and inaccurate measurement.

### What are the requirements?

You must ensure that:

- new fittings are up to standard and correctly installed
- all your fittings are properly maintained
- water used for other purposes, such as central heating, washing machines and dishwashers, or industrial and commercial purposes, cannot pollute the water supply

Not all the fittings available for sale are of the appropriate quality and standard required by the regulations. A key part of meeting the requirements is preventing the backflow of potentially contaminated water into other parts of the system. The regulations define the types of devices required.

### Who enforces these regulations?

We do! We are responsible for the supply of drinking water and have to safeguard its quality. The water regulations allow us to inspect new and existing installations and we can require work to be carried out if necessary.

## Recent plumbing work

If you have recently had plumbing work completed and you're not sure if it has been done correctly, please contact us. We'll send someone to assess whether the work meets the legal requirements. If it does, we can certify the work through our new scheme (details below).

## Advanced notification

Under the regulations, you are required to get our consent to carry out certain types of work, such as:

- putting up new buildings
- extending or altering the water system
- significantly changing the use of premises, or
- installing bidets, certain types of baths and showers, pumps or boosters drawing more than 12 litres per minute, reverse osmosis water filters or water treatment units

## Approved plumbers

Although we can't recommend individual plumbers, there is a nationwide Approved Plumber Scheme. This is a register of plumbers who have shown that they are suitably trained and who have passed an assessment on their knowledge of the regulations.

You can find approved plumbers in your area through the **Water Industry Approved Plumber Scheme (WIAPS)**. Go to [www.wras.co.uk/wiaps](http://www.wras.co.uk/wiaps) or call 01495 348454.

There are similar schemes for **catering installers, cooler installers, and groundworkers**.

The main advantage of using an approved plumber is the right of redress. If an approved plumber's work is not up to standard, they must either put things right or risk being removed from the Approved Scheme register.

Another advantage of the scheme is that approved plumbers can reduce the time and paperwork involved by being allowed to start certain types of work without having to wait for our consent.

## How the regulations affect you

- Your plumbing and water systems must be installed and maintained to comply with the regulations
- You must not allow the contamination of drinking water

- You must let us know in advance about installation work
- It can be advantageous to find an 'approved plumber'
- A serious breach of these regulations could result in a criminal record and considerable costs

## More information

If you would like more information on these regulations, please go to our website, [www.sembcorpbw.co.uk](http://www.sembcorpbw.co.uk). An explanatory leaflet 'Your Water Fittings Inspection Explained: A brief guide for duty holders' is available from Customer Service on 01202 590059.

**email [customerservice@sembcorpbw.co.uk](mailto:customerservice@sembcorpbw.co.uk)**

Full details are available from the Water Regulations Advisory Scheme [www.wras.co.uk](http://www.wras.co.uk) Tel: 01495 348454.

To see or download the complete Water Supply (Water Fittings) Regulations, go to [www.legislation.gov.uk](http://www.legislation.gov.uk)

## New certification scheme

If you are building new premises, making alterations or having new water fittings installed, we can certify that they meet the legal requirements.

We recently introduced this scheme to raise awareness of the regulations and encourage compliance.

## How does it work?

We will carry out an inspection of your premises and assess:

- your level of compliance with the regulations in terms of the waste, misuse, consumption, contamination and measurement of water, and
- the likelihood of the required standards being maintained in future

If we are satisfied on both counts, we will issue a certificate.

Please contact our Water Regulations Department on 01202 597109 during office hours or email [waterregs@sembcorpbw.co.uk](mailto:waterregs@sembcorpbw.co.uk)

**Please remember that we're here to help you meet the Water Supply (Water Fittings) Regulations – water safety concerns us all!**



# Water quality reports

## Do you need water quality analysis?

If your business is required to provide water quality information, you may be familiar with our summary reports. These provide water quality test results for each locality in our water supply area.

Water quality is subject to stringent regulations. Our specialist staff tests water every day throughout the year, taking samples for laboratory analysis from treatment works, reservoirs and customer taps.

In 2011 we carried out nearly 40,000 tests, to demonstrate compliance with the legislation, with 99.98% meeting the required standard at the customer tap (the very small number of failures being caused by minor deficiencies in customers' plumbing).

The water is tested for its appearance, taste, odour and pH balance. We also measure the presence of minerals and potentially harmful substances such as lead and pesticides.

For a copy of the summary report for your area, please go to our website (see below). Alternatively, we can send the report with a covering letter, or email it to you.

## How to find your summary report online

From our homepage at [www.sembcorpbw.co.uk](http://www.sembcorpbw.co.uk) click on 'Water Quality' then 'Your Water' and follow the instructions for a supply area map or postcode search.

If you would like more information on water quality, please contact Customer Service on 01202 590059. For a detailed analysis of the water in your building, contact AquaCare on 0845 603 2152.



[getsetgraphics.co.uk](http://getsetgraphics.co.uk)

A member of Sembcorp Bournemouth Water

# New charges

On 1 April every year our prices change within the guidelines set by our regulator, Ofwat. The cost of your metered drinking water is now just over 1p for 10 litres.

This year, our standard metered charge is £1.2018 per 1,000 litres. The standing charge is £23.50 per year, although this is higher for larger users, depending on the size of the meter fitted.

On average, our prices have risen by 4.7% this year, less than the 5.2% inflation rate measured by the Retail Prices Index in November 2011 when the new tariff was set.

Please contact us if you have any questions about your bills.

Customer Service: 01202 590059

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