



Water Support Services - Terms and Conditions

(Operated By SNIPEF)

Type BA Backflow Device (RPZ valve) Tester

TERMS AND CONDITIONS

This document has been prepared to provide a guide to members' obligations and responsibilities under the Water Support Services for Scotland & Northern Ireland for Type BA Backflow Device (RPZ Valve) Tester Scheme operated by SNIPEF.

The scheme has been specifically designed to cover testing and commissioning work carried out on Type BA Backflow Devices (RPZ Valve). RPZ testers are recognised for their competency in undertaking a limited scope of work which complies with the Water Supply (Water Fittings) Regulations 1999 (England and Wales), The Water Supply (Water Fittings)(Scotland) Byelaws 2014 and The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009. There are no formal plumbing qualifications to gain approval status other than to sit an assessment of the industry recognised RPZ tester assessment.

Principals, Partners, Directors or others responsible for membership to this scheme, should read this document carefully, to confirm that the business will meet the requirements of this scheme **before** signing the declaration on the application form.

Any person testing/commissioning Type BA Backflow Devices (RPZ Valve) should be fully aware of the industry recognised Water Undertakers' Approved Installation Method (AIM) that can be found here via the WaterRegs UK website –

<https://www.waterregsuk.co.uk/installers/rpz-testers/>

Type BA Backflow Device (RPZ Valve) Tester

Type BA backflow protection devices are more commonly known as Reduced Pressure Zone valves or RPZ valves. It is a legal requirement to have these devices checked on an annual basis, to ensure they provide the backflow protection required.

To become an RPZ tester the individual needs to:

- Must hold an approved RPZ Valve Tester qualification which has been recognised by the scheme and endorsed by the UK water undertakers for the purpose of the AIM.
- Provide evidence of having a current UKAS calibration certificate for testing equipment which should be provided to the scheme on an annual basis as well as photographic evidence of the calibration kit. (***Calibration tests should be carried out by current UKAS accredited centres and their UKAS number provided to the scheme when submitting the UKAS Accredited test certificate.***)
- Submit commissioning certificates to the water undertaker within 10 days of the test being conducted

Scope of work-(RPZ Valve) Tester

RPZ testers can only perform operations and tasks associated with the commissioning and compliance testing of RPZ valves. The purpose is to verify conformity with the Approved installation Methods (AIM) and the Regulations through reporting observations, test results and failures when they occur.

Individual approved RPZ Valve Testers are **NOT** Approved Contractors as defined in the Regulations.

In regards, to work associated with installing or replacing RPZ valves, these activities are outside the scope of the RPZ Valve Tester sector scheme. All installations of Type BA backflow protection devices (RPZ) must meet the requirements of the Water Undertakers'

Approved Installation Method (AIM). RPZ valves installations are notifiable under the requirements of the Water Regulations/Byelaws.

a) PUBLIC AND EMPLOYERS' LIABILITY INSURANCE

Water Support Services Contractors are required to hold appropriate insurances and at a minimum Public Liability Insurance of at least £2m and appropriate Employers' Liability Insurance where necessary.

b) CHANGES IN CIRCUMSTANCES

Water Support Services Contractors should notify SNIPEF immediately of any "changes in circumstances" within the company that may affect the Water Support Services Scheme. Changes in staff who are members of the Scheme should be reported to SNIPEF within 7 working days.

c) WATERSAFE

WaterSafe is a free online search facility funded by the Water Industry to help customers find competent and qualified contractors in Scotland, England, Northern Ireland and Wales. Although Water Support Services Contractors are not approved by WaterSafe, company details and the name(s) of the RPZ tester will be listed under the "**Water Support Services**" section of the WaterSafe website as they are recognised by Water Undertakers such as Scottish Water and Northern Ireland Water.

d) INSPECTIONS/AUDIT OF WORK

As Contractors, undertaking work in accordance with the Water Supply (Water Fittings) Regulations 1999 and The Water Supply (Water Fittings)(Scotland) Byelaws 2014 and/or Water Supply (Water Fittings) Regulations (Northern Ireland) 2009, work undertaken by the RPZ tester may be subject to an onsite inspection and audit by Scottish Water or Northern Ireland Water. SNIPEF, as the scheme operator may carry out a desktop audit at any time during your membership.

e) CONDITIONS OF MEMBERSHIP

- SNIPEF reserves the right to terminate the scheme at any time for whatever reason without prior notification.
- SNIPEF reserves the right to alter and/or amend the terms and conditions of membership without prior notice.
- Membership of this scheme is on an annual basis and is renewable each year. Non-payment of these fees will result in the contractor being suspended or terminated from the Scheme. SNIPEF may increase the subscription on an annual basis.
- SNIPEF reserves the right to refuse any application for membership at its sole discretion.

- SNIPEF reserve the right to terminate a contractor's membership and remove the company from the relevant websites if the contractor is found to be carrying out work which is not in accordance with the regulations.
- The Water Support Services scheme is a separate scheme to the SNIPEF Approved Contractor Scheme and does not include the Guarantee of Work Scheme.

f) **DISPUTES**

Any disputes between the customer and the Water Support Services Contractor should be referred to the Scheme Provider. It shall be the role of the Scheme Provider to mediate the dispute, between both sides. Scottish Water or Northern Ireland Water may carry out an inspection and notify SNIPEF of its findings. SNIPEF can only investigate a dispute around the technical competency of work carried out by a Water Support Services Contractor. SNIPEF cannot mediate on contractual issues or on costings. The Water Support Services Contractor must respond to a complaint within 10 days of receiving it. For details of the dispute procedure please refer to *Appendix A*

g) **APPEALS**

In the event that either party disputes the decision of the Scheme Provider, they can refer the complaint to the Appeals Panel. The Appeals Panel will consist of a selection of suitably competent individuals selected by the Scheme Provider. Any such decision made by this Panel will be final and non-negotiable with all parties being bound by this decision.

h) **TERMINATION OF MEMBERSHIP**

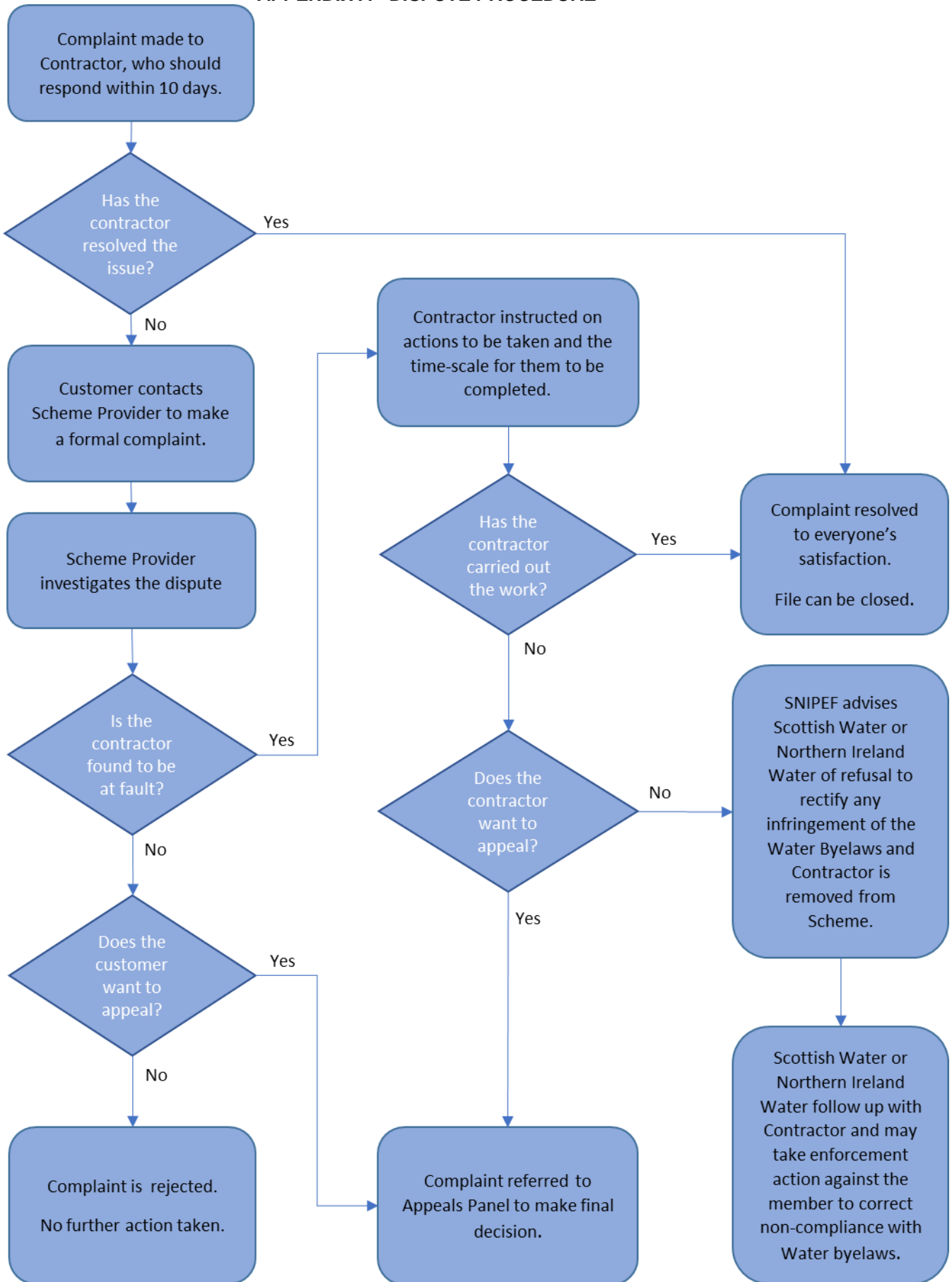
A Water Support Services Contractor will cease being a member of the scheme if:

- The Water Support Services Contractor does not employ any individual and will need to re-apply to the scheme upon employing another Support worker.
- The Water Support Services Contractor breaches the Scheme's terms and conditions.
- The appropriate annual subscription is not received.

In which case:

- The Water Support Services Contractor should return their membership certificate and any other documents relating to the scheme.
- The Water Support Services Contractor must, with immediate effect, cease advertising that they are a member of the scheme by removing all promotional material from their stationery etc
- The Water Support Services Contractor will be removed from the relevant websites.

APPENDIX A - DISPUTE PROCEDURE



What if things go wrong?

- If there is a complaint regarding the work undertaken by the Water Support Services Contractor this should be raised in the first instance with the Contractor
- If the complaint cannot be resolved then the customer should write to
The Scheme Provider at:
Scheme Manager
Water Support Services Contractor Scheme
Bellevue House
22 Hopetoun Street
Edinburgh, EH7 4GH