



## ***Water Support Services - Terms and Conditions***

*(Operated By SNIPEF)*

- *Water Supply Pipe Installer Scheme*
- *Approved Catering Scheme*
- *Approved Point of Use Scheme*

**April 2023**

## **TERMS AND CONDITIONS**

This document has been prepared to provide a guide to members' obligations and responsibilities under Water Support Services for Scotland. This service includes:

- **Waters Supply Pipe Installer**
- **Commercial Catering Equipment Installers**
- **Point of Use Water Chillers**

The schemes have been specifically designed to cover work carried out by Installers other than plumbers. The Water Supply Pipe Installers, Catering Installers and Point of Use Installers 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) and The Water Supply (Water Fittings)(Scotland) Byelaws 2014. There are no formal plumbing qualifications to gain approval status other than to sit an assessment of the Water Byelaws/Regulations specific to these sectors.

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

- ***Water Supply Pipe Installer***

Members of this scheme are recognised for their ability to install external pipework in accordance with the Water Supply (Water Fittings) Regulations 1999 (England and Wales), Water Byelaws (Scotland) 2014. Waters Supply Pipe Installers are able to issue certificates of compliance for work that includes installing or repairing/maintaining the supply pipe (the underground pipe) supplying premises from the external stop tap up to the point of entry of the pipe above floor level in a premises where an internal stop valve is normally installed. This only includes premises that are supplied or that are intended to be supplied by a Water Company. Although no formal plumbing qualifications are required, proof of competency needs to be provided. Water Supply Pipe Installers will be required to have an appropriate certificate in water regulations knowledge, such as the BPEC Groundwork, Service Pipe and Meter Housing Installation' course sections 1-3, Water Byelaws/Regulations External Services Assessment or equivalent recognised certificates. This Water Support Service is the only scheme to be approved by WaterSafe. To view all terms and conditions [click here](#)

- ***Catering Installers***

Catering Installers can install commercial kitchen equipment. Although no formal plumbing qualifications are required, proof of competency needs to be provided. Catering installers will be required to sit a Catering Installers' Assessment in Water Regulations knowledge or provide a Certificate in Water Regulations/Byelaws knowledge.

- ***Point of Use (Water Coolers) Installers***

Point of Use (P.O.U) installers can install cold water chillers connected directly to the mains. Although no formal plumbing qualifications are required, proof of competency needs to be provided. The installer will be required to sit a training course and assessment which is run by the Water Dispenser and Hydration Association (TWHA).

### 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) **WATER BYELAWS/REGULATIONS –Self Certification**

Water Support Services Contractors, must be in possession of the appropriate qualification for their sector before signing a compliance certificate. The approved contractor signing this certificate must have completed the work themselves or physically inspected it if the work has been carried out by others. Physical inspection means the Approved Contractor has inspected all aspects of the installation in person and has not relied on photos or videos. For the Catering and P.O.U. schemes, it is a requirement that for every five installers employed in these sectors that at least one of them is an approved contractor and holds the appropriate qualifications recognised by the schemes.

The signed certificate should be handed to the client/customer or person who commissioned the work. The Contractor must keep copies of all certificates issued for no less than 2 years.

- c) 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.

d) **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. The data provided by you will be used to ensure that your company and that of your operatives meet the criteria in accordance with WaterSafe.

Currently, only the Water Supply Pipe Installation scheme is approved by WaterSafe, however, as the other schemes are approved by Scottish Water their details will also appear on the WaterSafe website.

e) **INSPECTIONS/AUDIT OF WORK**

Although as Contractors, you are certifying work in accordance with the Water Supply (Water Fittings) Regulations 1999 and The Water Supply (Water Fittings) (Scotland) Byelaws 2014, your work may be inspected or audited by Scottish Water, or by the Scheme Provider, SNIPEF. If a non-conformance is found during a Technical Inspection, then the Contractor has 28 days to rectify this fault.

f) **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 these schemes 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 reserves the right to refuse any application for membership at its sole discretion.
- SNIPEF reserves the right to terminate a contractor’s membership and remove the company

from the relevant websites if the contractor is found to be carrying our 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. SNIPEF may increase the subscription on an annual basis.
- Details of all Water Support Services Contractors who fail to undertake an audit or are terminated from the scheme will be given to the other Approved Contractor Schemes as well as Scottish Water. The details will include the reasons for suspension or expulsion of membership.

g) **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. SNIPEF can only investigate a dispute around the technical competency of work carried out by a Water Support Services Contractor. If, during this process it is established that the Contractor is at fault, the Scheme Provider may take disciplinary action and ask the contractor to undertake additional training. SNIPEF cannot mediate on contractual issues or on costings. For details on the dispute procedure please refer to *Appendix A*.

h) **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.

i) **TERMINATION OF MEMBERSHIP**

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

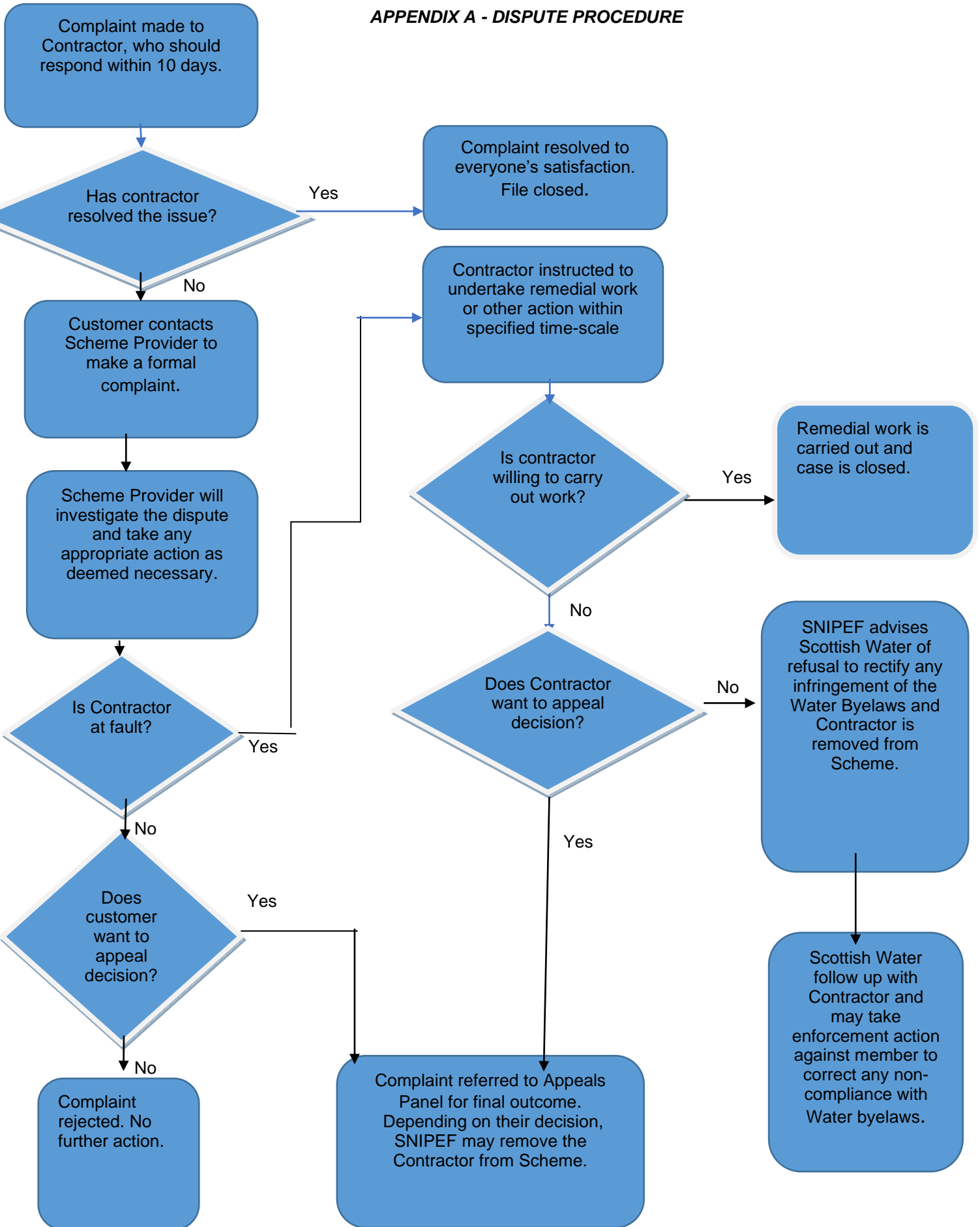
- The Water Support Services Contractor does not employ any individual members and will need to re-apply to the scheme upon employing another Support worker.
- The Water Support Services Contractor breaches the Scheme's terms and conditions.
- The appropriate annual subscription is not received.

***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 website

**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 Water Support Services Contractor.
- If the complaint cannot be resolved then the customer should write to

The Scheme Provider at:

*Scheme Manager*

*Water Support Services Scheme*

*Bellevue House*

*22 Hopetoun Street*

*Edinburgh, EH7 4GH*