

Water regulations

for the hotel and catering industry



Information guide for the hotel and catering industry

Do your premises comply with water fittings regulations?

Check that your premises conform to The Water Supply (Water Fittings) Regulations, introduced in 1999 by the Government to protect public health by safeguarding the drinking water supply. It's important to comply with these regulations because the rules and guidance about how water fittings should be used and installed not only prevent contamination but also cover misuse, wasting water, undue consumption and erroneous measurement.

These regulations - which everyone with a mains water connection has to comply with - apply from the point water enters your property's boundary to where water is used. The regulations are not retrospective; however, older installations need to comply with the byelaws which were applicable at the time.

If your water fittings don't comply with the regulations, the impact on drinking water could range from minor changes in taste to the risk that people could potentially drink hazardous chemicals.

Our legal obligations

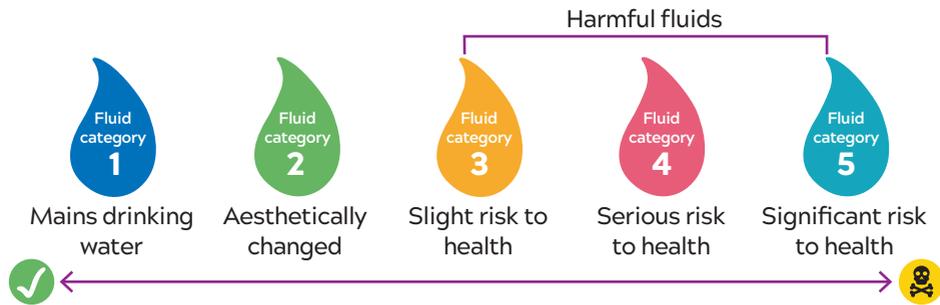
As a water company, we're legally obliged to enforce the regulations in the area where we supply water. So, we carry out inspections of new and existing installations to ensure compliance. Where the regulations aren't being followed, improvement notices will be issued stating a date for this to be rectified. In the case of a serious infringement, we can legally disconnect the water supply to protect public health.



We have a duty to carry out water regulations inspections on all properties where we are the wholesaler. You may wish to contact your retailer for more information on how they can help you comply.

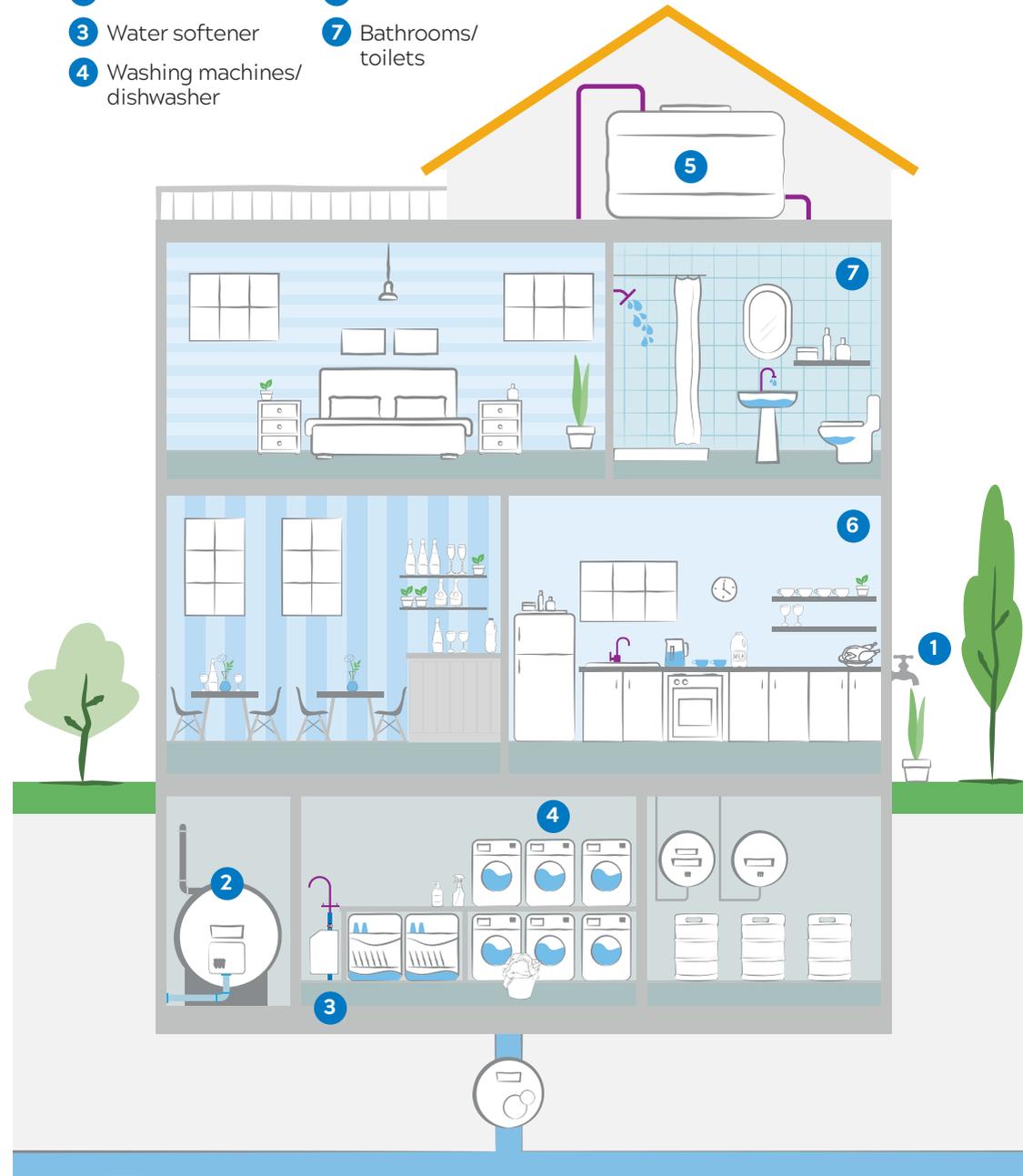
Fluid categories

The regulations place potential contaminants into one of five fluid categories, depending on the harm a particular pollutant may cause; one is the lowest category and five the highest. The water supply is protected by placing a series of barriers between the mains water and the contaminant to prevent them mixing and going back into the mains water supply. Barriers range from a single check valve to a physical air gap.



Areas around your premises where there's a risk that water can become contaminated:

- 1 Outside tap
- 2 Boiler
- 3 Water softener
- 4 Washing machines/dishwasher
- 5 Water storage
- 6 Kitchen
- 7 Bathrooms/toilets



Common problem areas and solutions

Many hospitality and catering premises don't comply with water regulations. So, to help you to check that yours does, here's a handy list of potential problem areas and solutions:

1 Outside tap: every mains fed tap where a hose can be connected, due to the variety of it's potential uses, can range from fluid 5 down to 3 backflow protection. Check with your local regulations inspector to see how your outlet is risk assessed.

2 Boilers: in large properties, there could be a direct mains fed top up supply fitted with an RPZ (Reduced Pressure Zone) valve. These valves need to be tested annually. For more information, read our separate RPZ leaflet at: anglianwater.co.uk/_assets/media/RPZ_leaflet.pdf

Many smaller properties now have a 'combi' boiler without a traditional water tank. These boilers should have a double check valve installed on the mains water side in order to protect the drinking water when it is being used to fill the heating system. The filling loop should be disconnected once it's full.

3 Water softeners: there are many different styles of water softener, from the automatic regeneration type to manual ones. In commercial properties, they generally require a minimum of fluid category 3 backflow protection, through an inline double check valve. It's also worth considering how the water runs to the drain, to avoid unpleasant odours backing up.

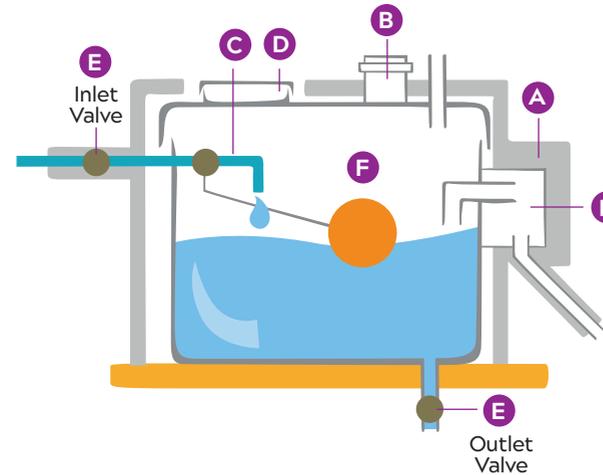


4 Washing machines/dishwashers: these have a variety of uses and the fluid category risk changes with each. Check with your local regulations inspector to see what protection your machine needs, as this can vary from fluid category risk 3 to 5, depending on the circumstances. The risk these machines pose is assessed on site.

Quick checklist

- ✓ Make sure your mains-fed appliances have the appropriate backflow protection.
- ✓ Notify us of any changes.

5 Water storage: to protect water quality in storage cisterns, make sure that:



- A The cistern must be adequately insulated and well supported with a sealed, close-fitting lid.
- B The cistern must have screened overflow/warning pipes and a breather vent.
- C The inlet float valve and the main outlet must be installed to ensure effective turnover.
- D The cistern must be accessible for cleaning/inspection.
- E Control valves must be fitted to all pipes.
- F The cistern must have adequate but not excessive capacity, to avoid stagnation and water quality issues.

6 Kitchen: there are often many water connections in a catering kitchen. So, the type of fluid category and flow protection that's needed will vary. Talk to us if you're installing new equipment such as:

- Potato peeling machines (fluid category 5)
- Automated grease management systems (fluid category 5)
- Steam ovens (which vary from fluid categories 3-5)
- Kitchen food waste disposal (fluid category 5)
- Food preparation/washdown sinks with self-closing triggers (fluid category 5).

During our visit, these are all risk assessed to determine their suitability. Some have built-in back flow protection, others will require additional safeguards.

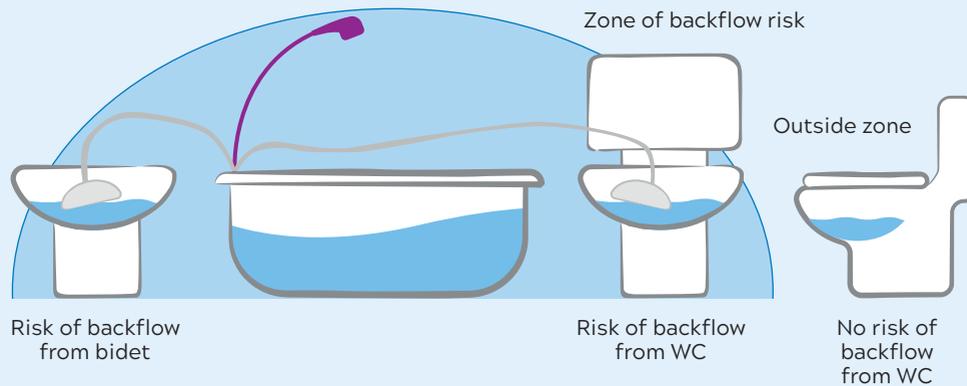


- 7 Bathrooms/toilets:** if a toilet is not fitted and maintained correctly, it can cause water to get back into your drinking water supply.

Check to see if your toilet is set up correctly at anglianwater.co.uk/waterregs



In a bathroom, where a hose with a spray or jet is served from a tap or combination assembly over a wash basin, bath or shower, the zone of backflow protection should be established. Depending on where the spray or jet can reach, the backflow protection may increase from fluid category 3 to 5.



A note about loo blocks: adding cleaning chemicals such as bleach blocks to your toilet cistern can have a detrimental effect on the plastic fittings within it, causing them to degrade. This could get back into your drinking water supply.

- 8 Lead:** this can have serious health implications and its use for water pipes has been banned since 1970. Take care when changing pipework because lead solder has also been banned from use in hot and cold water systems since 1987.

Water quality

Many of these problems can cause water quality issues at your premises. For more information please see our website anglianwater.co.uk/keepingbusinesswaterhealthy

Plumbing problems



To avoid contaminating your water supply, you should only use approved fixtures and fittings.

We recommend that fixtures and fittings are installed by a WaterSafe plumber.



WaterSafe is the national accreditation scheme for plumbers in the UK. You can find a list of accredited plumbers in your area at watersafe.org.uk

Plumbing extensions or alterations

Let us know if you're planning an extension or alteration to any of your plumbing, as you need our approval before you change or install certain fittings and fixtures.

Ask for a Regulation 5 notification form or download one from our website:

anglianwater.co.uk/business/help-and-advice/water-fittings-regulations/

This form details your plans and lets us know the changes required to ensure any changes you plan to make comply with the regulations.

We'll then carry out a free inspection to make sure all is going to plan and help you comply with the regulations so that you don't have to put it right at a later date, potentially saving you money.

Further information



There are some useful tips on our website to make sure your plumbing is correct, plus details of our inspection process to make sure your business complies with the Water Fittings Regulations. Alternatively, you should speak to your retailer.



Need some help?

By email:

WaterRegulations@anglianwater.co.uk

Website:

anglianwater.co.uk/waterregs

Phone:

0345 600 1063

Alternatively, you may choose to speak with your retailer.