



Water regulation for domestic properties

Our helpful guide to complying with Water Regulations



We want to make sure that the water within your home is a safe, clean supply that's free from contamination and that we work with the [Water Supply \(Water Fittings\) Regulations](#).

The regulations are in place to protect public health by safeguarding drinking water supplies and preventing contamination to the water

used once it moves from our mains supply into your property. To find out more about what water regulations are, we would suggest taking a look at our guide [here](#).

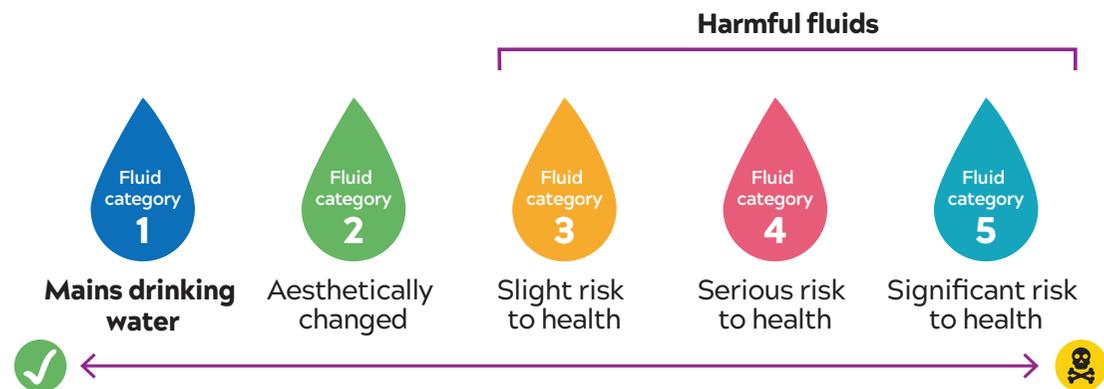
There are a number of things you can do to ensure you play your part, we've put together some helpful tips.



How we put fluids into 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 is the highest.

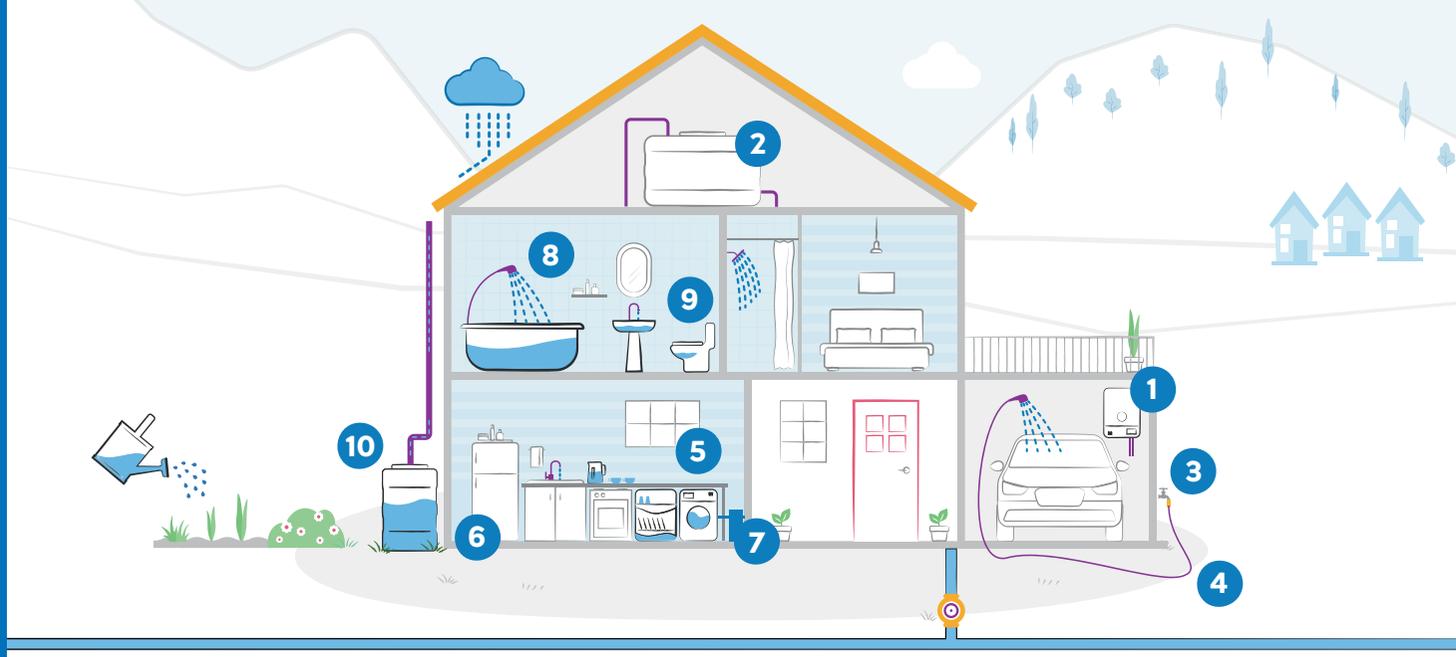
We can protect the water supply by placing a series of barriers between the mains water and the contaminant to prevent them mixing and going back into the mains water supply. These barriers range from a single check valve to a physical air gap.



What you can do to help

We find that some homes don't comply with the Regulations, so we have put together some hints and tips to help:

- 1 Boilers** – These should be correctly plumbed in. Many houses now have 'Combi' boilers that don't have a traditional water tank. These should have a double check valve and filling loop installed on the mains water side to protect the drinking water when it is being used to fill the heating system. Once the heating system is full, the filling loop should always be disconnected.
- 2 Loft tanks** – Should always have a lid on to prevent ingress.
- 3 Outside taps** – Outside taps should all be fed via a double check valve as a minimum but, depending on the attachment and what you use the tap for, the fluid category risk may change.
- 4 Hoses** – Should never be left in buckets, drains or lying on the ground. Add trigger attachments to avoid wasting water.
Quick fix - A TCP taste can develop from the hoses that are attached to appliances. Adding a single check valve can prevent this taste.
- 5 Washing machines and dishwashers** – Should have a double check valve fitted to the supply pipe to prevent water getting back into the drinking water, if the machine is not compliant to fluid risk 3.
- 6 American style fridges** – Where the fridge or freezer has a water connection they should have a single check valve added to the supply to prevent chilled water getting back into the drinking water.



- 7 Water softeners** – Need a single check valve fitted and an air gap on the waste pipe to the drain. You should also have a separate mains fed drinking tap in the house.
- 8 Shower hoses** – Should have a double check valve added if they can reach a basin or be left lying in a bath. They should never be able to reach a toilet bowl.
- 9 Toilets** – If your toilet isn't fitted and maintained correctly it can cause water to get back into your drinking supply. Check to see if your toilet is set up correctly at anglianwater.co.uk/waterregs.
Adding cleaning chemicals like bleach blocks to your cistern can have a detrimental effect on the plastic within it, causing them to degrade. Where chemicals are added on a regular basis a double check valve should be added to the water pipe supplying the toilet.

- 10 Rainwater** – Take extra care if you have systems like rainwater harvesting, grey water re-use or solar water heating systems in your property. They should never be directly connected to your drinking water supply. If you are thinking of installing one let us know. To give you peace of mind we can check to make sure it is compliant. [See our rainwater harvesting factsheet for more information.](#)

Quick check list

- ✔ Disconnect boiler filling loop.
- ✔ Install double check valve on domestic washing machine or dishwasher.
- ✔ Fit double check valves to outside taps.
- ✔ Fit double check valves on shower hoses and make sure they can't reach the toilet.

Watch for spills

Spillages of chemicals and fuels near to plastic water pipes have the potential to seep through the plastic and contaminate the drinking water.

There are a few simple steps you can take to protect your drinking water.

We recommend that you:

-  **Store any hazardous chemicals in suitable containers** away from plastic pipework. Remember that it isn't just visible pipes that could be at risk. Pipes which run from our water mains to your property underground could be made of plastic too.
-  **Regularly check chemicals or fuel containers for leaks.**
-  **Take care when using chemicals and fuels** around the home and clean up any spillages quickly following the manufacturer's instructions.

Water quality

Many of these problems can cause water quality issues at your property. For more information, please take a look at our website anglianwater.co.uk/keepwaterhealthy

Lead

Lead can have serious health implications and its use on 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.

If you think you may have a lead supply please contact our Water Connections team on:

0345 60 66 087 or email at:
connections@anglianwater.co.uk

Help with plumbing

To avoid contaminating your water supply you should only use suitably approved fixtures and fittings. Not all products you can buy are approved. Look out for the following logos for approved products.

We recommend that fixtures and fittings are installed by a WaterSafe approved plumber. You can find a list on our website anglianwater.co.uk/approved-plumber.



Having the right connections

It's really important that water pipes and drains are connected to the correct pipes coming in and out of your property. You'd be amazed how many of them might not have been connected correctly!

Sewer connections in your home

If the drains in your home are connected to the wrong sewer pipes, they can cause environmental damage and pollution that is deemed illegal by the Environmental Act 1990. Homeowners are responsible for making sure their connections are right. So if you're buying a new home, it's very important to make sure this is checked.

If a property has waste water pipes discharging to a sewer intended for rainwater only, it will cause pollution. This is known as a misconnection and you will need to put this right. Homeowners failing to do this could face a fine.

You can check your connections are correct by looking on the Connect Right website connectright.org.uk

We're here to help

We have some useful tips on our website to make sure your plumbing is correct. You can also find details of our inspection process for ensuring your home complies with the Water Fittings Regulations.

For further information

Please contact Anglian Water if you have any further questions about water regulation for domestic properties

Call: **0345 60 66 087**

Email: waterregulations@anglianwater.co.uk

Web: anglianwater.co.uk/waterregs

