

WONDERFUL ON TAP

SEVERN

TRENT

Approved plumber scheme

New member application form
For Sector Members

Welcome to **WaterMark**, the approved plumber scheme for Severn Trent and Hafren Dyfrdwy

To help us process your application, please make sure you fill in all of the sections in this form.

Fees: Upon receipt of your application we shall contact you to arrange payment of the one off non-refundable joining fee of £100. An annual membership fee of £50 per year will then be charged at the end of the application process.

Approved Contractor Schemes

- A Plus (Anglian Water)
- WIAPS (administered by WRAS)

There are also three independent approved contractor schemes certified by the Regulator

- Association of Plumbing and Heating Contractors (APHC)
- Chartered Institute of Plumbing and Heating Engineers (CIPHE)
- Scottish and Northern Ireland Plumbing Employers Federation (SNIPEF)

All the schemes have the same entry requirements and are recognised nationally.

Section	Description
1	Your Company Details and Qualifications
2	Areas Covered & Levels of Service
3	Insurance Cover
4	Website Details
5	WaterSafe
Appendix 1	Terms & Conditions
Appendix 2	Code of Conduct
Appendix 3	Tick list
6	Declaration

Please note: If you don't complete all of the sections of the application form, we won't be able to process the form and your request to join the WaterMark scheme will be delayed.

Section 1

Your company details

Please fill in all parts of Section 1

Contractor Details			
Company Name:			
Company Contact:			
Position:			
Address:			
Postcode:			
Telephone*:			
Website:		Email:	

*This is the contact number we will publish on our websites (stwater.co.uk and hdcymru.co.uk).

Have you or your Company ever been refused membership or removed from any Approved Plumbers scheme

Yes No

Please list below all of your employees qualified to undertake work. Please note - A member's scope of work is limited to their membership status. To obtain membership, you must have an 'appropriate' number of qualified installers. The scheme will make a decision regarding what ratio we believe to be appropriate based on an individual company assessment.

Please indicate the type of Sector membership you are applying for	Tick
Point of Use Water Cooler	
Catering Installer	

Qualified Employees			
Name	Gender (M/F)	D.O.B.	Details of qualifications obtained and date

Please use separate piece of paper to list additional qualified employees.

We require a copy of the qualification held by each qualified employee.

3

PLEASE DO NOT SEND ORIGINAL DOCUMENTS WITH YOUR APPLICATION.

Severn Trent and Hafren Dyfrdwy has the right to decline your membership application if your qualifications are deemed unsuitable.

Section 2

Areas Covered and Levels of Service

We need to know the areas you cover and your operating hours.

Area's Covered	Tick
Birmingham	
Chester	
Derbyshire	
Gloucestershire	
Leicestershire	
Nottinghamshire	
Powys	
Shropshire	
Staffordshire	
Warwickshire	
West Midlands	
Worcestershire	
Wrexham	
Nationwide	

Levels of Service	Tick
Monday to Friday (09:00 - 17:00)	
Weekends	
Emergency Call Out	

Section 3

Insurance Cover

All WaterMark members must have the relevant level of insurance cover.

Please enclose a copy of your **current certificate**.

Insurance policies held	Tick
I/we confirm that I have public liability insurance to the value of £2,000,000	
I/we confirm that I have employer liability insurance to the value of £5,000,000	

Applicants that do not have the required level of insurance will not be accepted onto the scheme.

Section 4 Website Details

As a WaterMark member you will be given the option to advertise your services through our on-line 'find a plumber' search facility. If you do not require this please tick the box.

Severn Trent and Hafren Dyfrdwy Websites	Tick
I/we do not wish to list our company details on the Severn Trent and Hafren Dyfrdwy websites	

Section 5 WaterSafe



WaterSafe is an online register and free search facility of approved plumbing contractors working in the UK. Its purpose is to help customers find a competent and qualified plumber. Qualified plumbers help to keep water supplies safe by ensuring plumbing systems are installed correctly and comply with the Water Supply (Water Fittings) Regulations 1999 or Byelaws if working in Scotland'.

The WaterSafe scheme brings together the seven existing Approved Contractors' Schemes under one umbrella brand. The Scheme recognises qualified professional plumbers who are employed by a business, which is a member of one or more of the seven Approved Contractors' Schemes. Watermark is one of the seven Approved Contractors' Schemes operating under WaterSafe.

As a WaterMark approved Member you will automatically be registered onto the national WaterSafe online register and search facility. This facility will increase the profile of your business on-line. Although you will be listed within the Water Support Services section of the WaterSafe website you will not be recognised as a WaterSafe Approved Plumber.

Purpose and use of information

So that WaterSafe can make sure it uses current and relevant data, we provide the scheme the most recent information about the approved companies and contractors who are members of WaterMark. Sensitive data will be used in the strictest confidence in accordance with the Data Protection Act 2018 and will not be published unless permission is given.

Consent

Please tick the box if you do not wish to be listed on the WaterSafe website.	
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Appendix 1

Terms and Conditions

This document sets out the terms and conditions applicable to members of the WaterMark approved plumber** scheme and for the owner/occupiers of premises who wish to employ their services.

Background

The Water Supply (Water Fittings) Regulations 1999 (hereinafter referred to as the Regulations) set requirements for the design, installation and maintenance of water fittings and plumbing systems.

The Department of Environment, Food and Rural Affairs (Defra) allows organisations such as Severn Trent to run an approval scheme that enables approved members to self-certificate their own work. This removes the need for a separate inspection to be carried out by the water undertaker to ensure compliance of the Regulations is met.

All work(s) undertaken must comply fully with the requirements of the Water Supply (Water Fittings) Regulations 1999. It is a criminal offence to be in breach of the Regulations.

The water undertaker has a legal duty to enforce the Regulations within its area of supply.

1. WaterMark Approval Scheme (hereinafter referred to as the scheme)

Members shall at all times comply fully with the requirements of the scheme for their duration of membership;

- a. All members must comply with these Terms and Conditions, the Code of Conduct and any other rules of membership prescribed by the scheme.
- b. All members must comply with the schemes branding guidelines.
- c. All members must comply with any auditing procedures and any action required by the scheme following an audit.
- d. All members are responsible for maintaining recognised qualification(s) which are required by the scheme and/or the Regulations.
- e. All membership and application fees must be paid in full.
- f. All members must use skill, care and attention in the provision of its services.

2. Membership Conditions

- a. Members are automatically enrolled onto WaterSafe, the national approved plumber accreditation scheme.
- b. Membership details will be shared and added to the WaterSafe directory of qualified plumbers maintained by WaterMark and WaterSafe. Members have the option to opt out of WaterSafe at any time but must inform the scheme accordingly.
- c. Membership of the scheme will be published on the WaterSafe website via the online 'Find an approved contractor' search facility (www.watersafe.org.uk).
- d. Members are invited to use the WaterMark and WaterSafe logos on their vehicles and stationery only whilst their membership is valid. These logos must be current and members must only use branding supplied by the schemes.

3. Membership Requirements

In order for membership status to be granted the following conditions must be met in full;

- a. Completion of an application form.
- b. The applicant must hold a formal plumbing qualification which is recognised by the scheme. Please refer to the WaterSafe website (www.watersafe.org.uk) for a full list of qualifications. This **doesn't** apply to Underground, Sector and RPZ applicants.
- c. The applicant must hold a recognised Water Fittings Regulations qualification demonstrating their knowledge of the Water Supply (Water Fittings) Regulations 1999. This doesn't apply to RPZ applicants.
- d. The applicant must successfully pass a site audit undertaken by a Severn Trent or Hafren Dyfrdwy Water Fittings Technician. This doesn't apply to Sector and RPZ applicants.
- e. The applicant must have £2 million of public liability insurance and, where appropriate, £5 million of employer's liability cover. Copies of these policies must be provided upon application. It is the member's responsibility to ensure that this cover is maintained whilst participating in the scheme.
- f. The spirit of the scheme is to recognise and promote qualified and competent trades people working 'on the tools'. The scheme is not intended for members to act as 'inspectors' offering their services to self-certify installations they have not undertaken themselves, for example to speed up a new connection application. Members in breach of this membership requirement will be investigated and immediately removed from the scheme.

4. RPZ Valve Testers

Additional to the above a RPZ tester must also adhere to the following:

- a. The applicant must hold a valid Water Industry recognised BA device/RPZ valve tester's qualification.
- b. Upon application, the applicant must provide a copy of the current calibration certificate for their test equipment. RPZ test equipment shall be calibrated by a pressure calibration service accredited by UKAS. Equipment should be calibrated at least annually or, where specified by the manufacturer more frequently. An updated calibration certificate must be provided each year upon renewal.
- c. All works must fully comply with the current Approved Installation Method (AIM-08-01 Issue 2 2020) and Water Supply (Water Fittings) Regulations 1999.
- d. Following the testing or commissioning of an RPZ valve, a copy of the test certificate shall be submitted to the Water Fittings Department (RPZ@severntrent.co.uk) within 10 working days, certificates may be rejected if received after this period.
- e. The applicant must submit a minimum of 4 test certificates per year to ensure they remain competent.
- f. Reporting any test failures must be done in accordance with the provisions of Section 6 of the AIM-08-01 issue 2.2020.

5. Cost of Membership

- a. There is an initial one-off non-refundable application fee of £100.00; and
- b. In addition to this there is also an annual membership fee of £50.00 per company, both fees are inclusive of VAT.

6. Self-Certification

- a. Where a water fitting is installed, altered, connected or disconnected by an approved member, the member shall upon completion of the work furnish a certificate of compliance stating whether the water fitting complies with the requirements of these Regulations to the person who commissioned the work (Regulation 6).
- b. In the case of a fitting for which notification is required under Regulation 5, the member shall notify the Water Fittings Regulations Department (water.regulations@severntrent.co.uk) prior to undertaking the work(s).
- c. Only approved scheme members are permitted to self-certify their work(s). Self-certification submitted by non-approved members will not be accepted and may result in termination from the scheme.
- d. A member's scope of work is limited to their membership status.
- e. An approved member is responsible for the quality of work and compliance with the Regulations for all work completed by a sub-contractor employed by them.

7. Auditing of the Scheme

- a. Audits will only be undertaken within the Severn Trent and Hafren Dyfrdwy's area of supply.
- b. Severn Trent and Hafren Dyfrdwy may carry out audits on existing members to ensure that any work(s) undertaken complies with the Regulations.
- c. For new applicants membership will only be granted following a successful audit of completed work. This doesn't apply to Sector and/or RPZ applicants.
- d. The subsequent steps will apply when arranging all audits;
 - Severn Trent or Hafren Dyfrdwy will contact the member/applicant on three separate occasions in order to arrange an audit date.
 - If an audit date cannot be arranged after the third attempt, their membership status will be changed to 'lapsed'.
 - During a 'lapsed' membership period, if the member contacts WaterMark and an audit date can be arranged (and successfully passed), their membership status will be reinstated.
 - If there is no contact from the member they shall be removed from the scheme.
 - In the event a member is removed from the scheme, the member must then re-apply for membership via the new member application process.
- e. Any contravention of the Regulation's found as part of the audit will be discussed with the member/applicant.
- f. Existing members who fail to rectify (at their own expense) any contravention(s) found during the audit, will be removed from the scheme and may be liable to legal action from the customer(s) and/or Severn Trent/Hafren Dyfrdwy.
- g. New applicants who fail an audit and who fail to rectify (at their own expense) any contravention(s) found during the audit, will be refused membership of the scheme. The new applicant may also be liable to legal action from the customer(s) and/ or Severn Trent/Hafren Dyfrdwy.
- h. Members/applicants who fail an audit, may have their membership temporarily suspended whilst they attend further training. Upon completion of this training a further audit shall be required.
- i. Details of audits may be shared with third parties such as other approved contractor schemes and WaterSafe.

8. Privacy Policy

- a. WaterMark will use all information in accordance with Severn Trent's Privacy Policy. A copy of this policy is available on the Severn Trent website (www.stwater.co.uk).
- b. Members acknowledge and accept that WaterMark and WaterSafe shall be entitled to use the relevant information to enable administration of the scheme(s) effectively and to monitor and enforce the scheme rules.
- c. Members acknowledge and accept that WaterMark may pass on personal information to other approved contractor schemes and third parties such as WaterRegsUK when deemed necessary, for example in relation to WaterSafe subscription.

9. Code of Conduct

- a. The scheme has a Code of Conduct which sets out the standards of behaviour expected by members. Failure to comply with the Code of Conduct may result in termination of scheme membership.

10. Disputes & Appeals

- a. Any dispute outside of the remit of the Water Supply (Water Fittings) Regulations 1999 or AIM-08-01 Issue 2 2020 is a private matter between the member and the customer(s).
- b. Any dispute between the approved plumber/contractor and Severn Trent/Hafren Dyfrdwy shall be referred to the Water Regulations Manager. Any disputes or appeals shall be submitted in writing to the Scheme and will be assessed on a case by case basis.
- c. If a member wishes to appeal the outcome of a dispute resulting in the termination of membership or Water Fittings Regulation infringements being upheld they must submit it in writing to the Water Fittings Regulations Manager. The Water Fittings Regulations Managers decision will be final and non-negotiable with all parties being bound by the decision(s) in all such disputes or appeals.

11. Termination

- a. If a member is found to be carrying out work which is not in accordance with the Water Supply (Water Fittings) Regulations 1999 or AIM-08-01 Issue 2 2020, or fails to comply with any of the foregoing requirements, Severn Trent/Hafren Dyfrdwy reserve the right to terminate membership and remove the company from the approved list of plumbers.
- b. Legal action may be taken by Severn Trent or Hafren Dyfrdwy if an offence has been committed under the Water Supply (Water Fittings) Regulations 1999 or the Water Industry Act 1991, and is deemed in the interest of the general public.
- c. Upon termination of membership, members must remove and return all merchandise relating to the scheme with immediate effect. This includes but not limited to all membership cards, membership certificates and any unused work completion certificates.
- d. Upon termination of membership, members must immediately cease to use any scheme logos on advertising material, company vehicles, websites, social media and company stationary.
- e. Termination of membership shall result in the removal of a member's details from the WaterSafe 'Find an approved contractor' website.
- f. The scheme shall notify the member in writing relating to the reasons for termination of membership.
- g. Details of membership termination will be shared with WaterRegsUK and the other water company approved plumber schemes.

12. Disclaimer

- a. Severn Trent and Hafren Dyfrdwy cannot guarantee the quality of workmanship undertaken by a member.
- b. Severn Trent and Hafren Dyfrdwy reserves the right to alter and/or amend the Terms and Conditions and the Code of Conduct without prior notice.
- c. Membership renewal is on an annual basis, currently 1st April – 31st March. Renewals will not be granted without receipt of a completed questionnaire and annual membership fee.
- d. Approved Members of the RPZ Valve Tester sector are only approved for operations and tasks associated with the commissioning and compliance testing of RPZ valves. The purpose is to verify conformity with the 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 notification or other work associated with installing or replacing RPZ valves, these activities are outside the scope of the RPZ Valve Tester sector. When installing or replacing RPZ valves every installer must meet the requirements as set out in the AIM and the Regulations. Where installers are separately approved as an Approved Contractor, they must meet their scheme's requirements.
- e. The scheme reserves the right to terminate membership for breach of these Terms and Conditions or Code of Conduct.
- f. Severn Trent reserve the right to terminate the scheme at any time for whatever reason without prior notification.

- g. Severn Trent and Hafren Dyfrdwy cannot guarantee that membership of the scheme will generate any additional work. The nature of scheme is to recognise your qualifications as competent plumber within the water industry.
- h. From time to time Severn Trent/WaterMark may announce promotional offers available to members as offered by third parties, subject to any third party terms and conditions applying to such offer. Severn Trent/WaterMark will not be acting as agent or responsible for any product or service acquired through such offers.
- i. The scheme is administered by the Water Fittings Regulations department.

Appendix 2

Code of Conduct

This sets out the scheme values, behaviours and membership commitments.

- No member will give misleading information to its customers.
- All members will give a competitive price to its customers.
- No member will bring the name of the WaterMark approval scheme, Severn Trent or Hafren Dyfrdwy into disrepute.
- All third party customer complaints or claims against a member shall be investigated and dealt with by the member concerned as part of any 'private' contractual agreement.
- All members shall inform WaterMark of any change of circumstance with regards to their membership details, this includes change of address or staff.
- It is the member's responsibility to ensure that all work undertaken is in accordance with the Water Supply (Water Fittings) Regulations 1999*.
- It is the member's responsibility to ensure all fittings and materials connected to the water supply system are of an appropriate quality and standard in accordance with Regulation 4.
- It is the member's responsibility to ensure where necessary that the water undertaker is notified before work is undertaken in accordance with Regulation 5.
- It is the member's responsibility to furnish a certificate of compliance to the person(s) who commissioned the work in accordance with Regulation 6.
- It is the member's responsibility to ensure where necessary that all reinstatement works are completed to an appropriate standard.
- All members of the scheme are responsible for ensuring each member of staff is suitably qualified and competent in their understanding and knowledge regarding the application of the Water Supply (Water Fittings) Regulations 1999*.
- To obtain membership, you must have an 'appropriate' number of qualified plumbers. The scheme will make a decision regarding what ratio we believe to be appropriate based on an individual company assessment.
- RPZ valve testers must follow the requirements of the Approved Installation Method (AIM-08-01 Issue 2 2020).
- A copy of your public liability insurance and employer's liability insurance certificates must be submitted to the WaterMark team annually.
- All members are responsible to uphold the WaterMark code of conduct.

****Please note, separate Regulations / Byelaws apply in Northern Ireland & Scotland.***

***** Where we have used the term plumber this may also refer to underground, sector or RPZ valve testers.***

Appendix 3

Tick list

You are almost ready to submit your form. Use the tick list below to make sure you've filled in all areas of the form.

Page	Description	Tick
1	Your company details and qualifications. Please include a copy of qualifications	
2	Areas Covered & Levels of Service	
3	Insurance Cover	
4	Website Details	
5	WaterMark	
6	Declaration	

Section 6 Declaration

Please sign the declaration below to confirm you've read, understood and agree with the terms and conditions of the WaterMark scheme.

I confirm that the information given is true and accurate and that I will comply with the WaterMark Terms and Conditions and Code of Conduct. I understand and accept that all liability and disputes relating to my workmanship, products installed, charges, Terms and Conditions and anything else connected to the work I do as a result of being introduced to customers through the scheme are solely my own responsibility. Severn Trent has no liability for the work I have undertaken.

Declaration			
Print name:			
Signature:		Date:	

All WaterMark documentation, certificates and fees should be sent to:

WaterMark Team

Severn Trent Ltd

West Service Road

Raynesway, Derby, DE21 7BE

or

emailed to **watermark@severntrent.co.uk**

WaterMark contact telephone number: 0345 266 7922

For more information:

Call **0345 7 500 500**

Textphone **0800 328 1155**

Email **customercare@severntrent.co.uk**

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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