

WaterMark approved contractors scheme

Code of Conduct

- 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 scheme into disrepute or of Severn Trent Water Ltd.
- All 3rd party complaints or claims against a member shall be investigated and dealt with by the member concerned.
- All members shall inform WaterMark of any change of circumstance with regards to there membership details.
- It is the members responsibility to ensure that all work undertaken is in accordance with the Water Supply (Water Fittings) Regulations 1999.
- It is the members responsibility to ensure that Watermark and the customer is informed by means of a self certificate when work has taken place that requires notification under Regulation 5.
- All members are responsible to uphold the WaterMark code of conduct.

Declaration	
Print Name:	
Signed:	
Date:	

NOTE:

Severn Trent Water Ltd reserves the right to undertake inspections on any premises (if such inspections have not already been completed) and any necessary remedial work must be completed to our satisfaction.