

# APPROVED CONTRACTOR SCHEME

*New member application pack.*



Membership Type	Please Tick
Plumber	
Underground Worker	
Sector Worker	Please Tick
Point of Use Water Coolers & Dispensers	
Catering Equipment	
Alternative Supplies	
RPZ valve Accredited Tester	

SEVERN  
TRENT

# Welcome to WaterMark, the approved contractor scheme from Severn Trent

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

## Fees

A one off non-refundable joining fee of £100 will be charged in order to process your application. An annual membership fee of £50 per company per calendar year will then be charged. If you are a member of any of the schemes listed below it is not necessary to apply for WaterMark membership.

Approved contractor scheme/trade organisations.

Approved Contractor Schemes	Tick
• A Plus (Anglian Water)	
• TAPS (Thames Water)	
• WIAPS (administered by WRAS)	

There are also three independent approved contractor schemes certified by the Regulator	Tick
• 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
2	Qualifications
3	Type of work & Operating hours
4	Public liability insurance
5	Audit and references
6	WaterMark website details (Find a plumber registration)
7	WaterSafe
Appendix 1	Code of Conduct
Appendix 2	Terms & Conditions
8	Declaration
Appendix 3	Tick list

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 declined.

# 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 website (stwater.co.uk)

For every five plumbers there must be at least one plumber who has the required qualifications (See section 2) to supervise and sign off all installation work covered by the WaterMark self certification form.

If your company have multiple plumbers who are also qualified (See section 2) and you would like to register as authorised plumbers on the WaterMark scheme, please provide their details below.

Please tell us how many plumbers do you employ in your business?

How many of those plumbers do you wish to be registered as authorised approved plumbers?

Please list all of the plumbers below.

Authorised Plumbers				Qualifications	
Name	Gender (M/F)	D.O.B.	N.I. Number	Plumbing (Y/N)	Water Reg's (Y/N)

Please use a separate sheet of paper to list additional qualified plumbers.

# Section 2

## Qualifications

*If you are applying as a plumber you must possess at least one recognised qualification in plumbing from Section (A), PLUS a recognised Water Supply (Water Fittings) Regulations 1999 qualification listed in Section (B).*

*If you're applying as an underground or sector member, only section (B) is required.*

### Section A - Plumbing Qualifications

Level 2 NVQ Certificate. Mechanical Services Engineering (plumbing) (6089)

Level 3 NVQ/SVQ Certificate. Mechanical Services Engineering (plumbing) (6089)

City & Guilds Craft Certificate in Plumbing

City & Guilds Level 3 Award in Domestic Plumbing and Heating (6189)

BPEC L3 Award in Hot & Cold Water Safe Systems and Sanitation (WaterSafe Experienced Worker Qualification)

The above list of appropriate qualifications is not exhaustive, please refer to the WaterMark section of the Severn Trent website ([stwater.co./watermark](http://stwater.co./watermark)) for a full list of accepted qualifications.

### Section B - Water Supply (Water Fittings) Regulations 1999 Qualifications

City & Guilds Craft Certificate for Water Regulations for Building Services Personnel/Contractors

Certificate in Water Regulations from a Water Supplier

BPEC/WRAS Water Regulations Certificate

LOGIC/WRAS Water Regulations Certificate

NIC/WRAS Water Regulations Certificate

BlueFlame/WRAS Water Regulations Certificate

ConstructionSkills WRAS Regulations Certificate

UK Certification Ltd. WRAS Regulations Certificate

City & Guilds WRAS Water Supply (Water Fittings) Regulations and Water Byelaws UK (Unit 301)

We require a copy of each certificate obtained as evidence of any qualification(s) gained.

**PLEASE DO NOT SEND ORIGINAL DOCUMENTS WITH YOUR APPLICATION.**

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

If you do not hold the basic entry qualifications then you may wish to consider the WaterSafe Experienced Worker Qualification.

# Section 3

## Type of Work & Operating Hours

*We need to know the type of work you carry out, the areas you cover and your operating hours.*

What type of work do you undertake?	Tick
Household Domestic Plumbing	
Non-Household (Domestic / Non-Domestic) Plumbing	
Underground Supply Pipes	
Leakage Repair and Detection	
Alternative Supplies (Boreholes / Spring / Rainwater Harvesting etc)	
RPZ Valve Testing	
Point of Use Water Coolers & Dispensers	
Catering Equipment	

Area Covered	Tick
Birmingham	
Derbyshire	
Gloucestershire	
Leicestershire	
Nottinghamshire	
Shropshire	
Staffordshire	
Warwickshire	
West Midlands	
Worcestershire	
Nationwide	

Operating Hours	Tick
Monday to Friday (09:00 - 17:00)	
Monday to Sunday (09:00 - 17:00)	
Emergency Callout Cover	

## Section 4 Public Liability

*All WaterMark members must have public liability insurance cover to the value of at least £2,000,000. Please enclose a copy of your current certificate.*

Public Liability Insurance	Tick
I confirm that I have public liability insurance to the value of £2,000,000	

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

## Section 5 Audit and References

*Please provide details of two plumbing jobs undertaken within the Severn Trent area of supply carried out by the qualified plumbers listed in Section 1*

Job 1 – Customer Details			
Name			
Address			
Postcode		Telephone	
Type of Work		Date of work	

Job 2 – Customer Details			
Name			
Address			
Postcode		Telephone	
Type of Work		Date of work	

## Section 6 Website Details

*Membership of WaterMark provides the opportunity to advertise your company's services on Severn Trent's search for an approved plumber website. If you do not require this please tick the box.*

WaterMark Website	Tick
I/we <u>do not</u> wish to list our company details on the Severn Trent website	

# Section 7

## WaterSafe

Please note WaterSafe does not currently accept underground or sector members.

### *WaterSafe consent form*

WaterSafe is an online register and 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 inside customers properties are installed correctly and comply with the Water Supply (Water Fittings) Regulations 1999 and Byelaws.

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.

The online directory is free to use for customers and WaterSafe membership is also free for eligible existing Approved Contractors' Scheme members.

### *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 already members of WaterMark. Sensitive data will be used in the strictest confidence in accordance with the Data Protection Act 1998 and will not be published unless permission is given.

### *Consent*

	Tick
I/We wish to become a WaterSafe member	

### *Permission to use your information*

	Tick
As part of the WaterSafe scheme, we will allow members of the public to access selected information about your company and individual employees as part of the online search facility on the WaterSafe website. Please tick the box to allow WaterSafe to use the names of your engineers and selected data	
Please tick this box if you wish to receive updates and newsletters from WaterSafe	

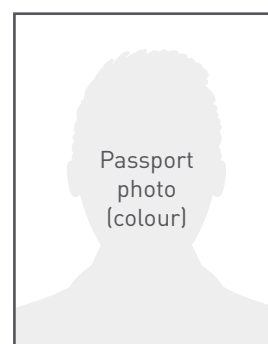
### *Data protection*

WaterSafe is a controller under the Data Protection Act 1998. This statement confirms our commitment to protect your privacy, to process your personal information in a manner which meets our requirements of this legislation and to use your data only for the delivery of the WaterSafe Approved Installers Scheme Ltd in the performance of our legal and regulatory responsibilities.

By completing and submitting this information you are confirming that the information you are supplying is correct to the best of your knowledge and you agree to selected contact data being used by WaterSafe.

### *Photo ID*

All WaterSafe authorised staff will be issued a membership card. Please enclose a recent passport sized, colour photograph per person named on the application.



# Appendix 1

## 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 or of Severn Trent into disrepute.
- 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 their membership details.
- 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 where necessary that the water undertaker is notified before work is undertaken in accordance with Regulation 5.
- In the case of a fitting for which notice is required under Regulation 5, the member shall send a copy of the self certificate to the WaterMark team.
- Where a water fitting is installed, altered, connected or disconnected by a WaterMark member, the member shall upon completion of the work furnish a signed certificate stating that the water fitting complies with the requirements of the Regulations to the person(s) who commissioned the work.
- 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.
- For every five plumbers there must be at least one plumber who has the required qualifications (See section 2) to supervise and sign off all installation work covered by the WaterMark self certification form.
- The qualified contractor must supervise all installation work that is covered by the certificates. The self certification must only be signed by the approved member of the scheme.
- RPZ valve accredited testers will furnish an annual copy of their customer calibration certificates to the WaterMark team. The test certificates must be submitted to Severn Trent within 10 days of the test date.
- A copy of your public liability insurance certificate must be submitted to the WaterMark team annually.
- All members are responsible to uphold the WaterMark code of conduct.
- For full terms & conditions, please refer to appendix 2.



# Appendix 2

## Terms & Conditions

### 1. WaterMark Approved Contractor Scheme (hereinafter referred to as the scheme)

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 organisation's such as Severn Trent to run an approval scheme, which enables approved plumbers/contractors 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. The water undertaker has a legal duty to enforce the Regulations within their area of supply.

### 2. Membership Requirements

To become a WaterMark approved contractor you must be fully qualified and demonstrate competency of 'Working on the tools'. A list of the qualifications required for membership is set out in the formal application pack.

Applicants will be required to hold one of the following Water Regulations qualifications BPEC, WRAS LOGIC, NVQ or City & Guilds in the Water Supply (Water Fittings) Regulations 1999.

### 3. Standard of Work

All work(s) undertaken must comply fully with the requirements of the Regulations.

To ensure that compliance with the Regulations is maintained, a proportion of completed jobs may be subject to random audit.

Where a member undertakes the installation and repair of gas installations, it is the responsibility of the member to ensure the work(s) undertaken is in accordance with the relevant Gas Safety Regulations. The member must also hold the appropriate (Gas Safe) qualifications.

### 4. Self Certification

Approved members are permitted to certificate work(s) for up to five contractors working under his or her 'Responsibility'.

It is a requirement under the terms and conditions of the scheme that sub contractor(s) operating on behalf of an approved member still has the 'Responsibility' to ensure that any work(s) undertaken is inspected and self certified accordingly to ensure compliance of the Regulations are met.

The approved member shall keep a record of all certificates issued for not less than two years as a requirement under the terms and conditions of the scheme. The member must also furnish the WaterMark Team with certificate copies on a quarterly basis.

A self certification form must be completed for all work carried out on new development sites. A copy of the form must be submitted to Severn Trent prior to any connections being made.

The WaterMark Team will keep copies of all jobs submitted.

### 5. Cost of Membership

There is a one-off non-refundable joining fee of £100 per application, plus an annual membership fee of £50 per company per calendar year will then be charged.

### 6. Administration

The scheme is administered on a daily basis by the Water Fittings Regulations Team. Our offices are open, Monday to Friday from 9:00am until 4:00pm.

## 7. Auditing of the Scheme

All new members wishing to join the scheme will be audited by the Water Fittings Regulations team prior to membership status being granted.

The Water Fittings Regulations team will arrange to undertake an audit with the applicant at a time/date that is convenient with both parties. Audits will only be undertaken within the Severn Trent area of supply.

WaterMark may carry out annual audits (or where applicable) on members to ensure that any work(s) undertaken complies with the Regulations.

WaterMark will contact the customer and/or member informing them of our intention to carry out an audit inspection. The member need not attend the inspection unless specifically requested to do so.

Any contravention of the Regulation's found as part of the audit will be discussed with all parties.

Failure by the member to rectify (at their own expense) any contravention(s) found during, or subsequent to the inspection, will make them liable for removal from the scheme and possible legal action by Severn Trent.

## 8. Insurance

Members/applicants MUST have public liability insurance cover to the minimum value of £2,000,000 (Million).

## 9. Disputes

All 3rd party complaints or claims against a member shall be investigated and dealt with by the member concerned.

Any dispute between the member and Severn Trent shall be referred to the Water Fittings Regulations Manager.

It shall be the role of the WaterMark team to arbitrate in the event of a dispute, after allowing both sides to present their case.

## 10. Appeal

In the event of a dispute resulting in the termination of membership or Regulations infringements being upheld, the Water Fittings Regulations Manager will determine a decision in any such appeal. Any such decision will be final and non-negotiable with all parties being bound by the decision.

## 11. Termination (Company)

If a member is found to be carrying out work which is not in accordance with the Regulations, or fails to comply with any of the foregoing requirements, WaterMark reserve the right to terminate your membership and remove the company from the approved list of contractors.

Any company that has been removed from the approved list shall remove all membership reference from his/her advertising material and stationery with immediate effect. Possible legal action may be taken by Severn Trent if an offence has been committed under the Regulations and is deemed in the interest of the general public.

## 12. Termination of the Scheme By Severn Trent

Severn Trent reserves the right to terminate the scheme at any time for whatever reason without prior notification.

## 13. Terms of Membership

Severn Trent reserves the right to alter and/or amend the terms and conditions of membership without prior notice.

# Section 8 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 code of conduct. I understand and accept that all liability and disputes relating to my workmanship, products installed, charges, 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			
Signed		Date	

# 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
2	Joining fee - Cheque for £100 payable to Severn Trent enclosed	
3	Your company details	
4	Qualifications	
5	Type of work & operating hours	
6	Public Liability Insurance (enclose a copy of your most recent certificate)	
6	Audit and customer references	
6	WaterMark website (search for an approved plumber)	
7	WaterSafe	
8	Code of Conduct and Terms & Conditions	
9	Terms & Conditions	
10	Declaration	

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

**The WaterMark Team**

**Severn Trent Water, PO Box 51, Endeavour House, Raynesway, Derby, DE21 7JA**

or

email to [watermark@severntrent.co.uk](mailto:watermark@severntrent.co.uk)

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This publication is available in alternative formats, including large print and Braille.

For more information:

 Call **0345 7 500 500**

Textphone **0800 328 1155**

 **[customercare@severntrent.co.uk](mailto: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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