

Water Industry Approved Plumbers Scheme (WIAPS)

Terms and conditions of membership

1 Definitions

- 1.1 WIAPS is administered by Water Regs UK Limited (Water Regs UK), previously known as Water Regulations Advisory Scheme Limited, on behalf of water companies who subscribe to the WIAPS service.
- 1.2 In these terms and conditions, unless the context requires otherwise, the following definitions and rules of interpretation apply:

Applicant	any person, partnership or company making an application for Approval
Application Form	the WIAPS Approved Plumber or the WIAPS Approved Sector Worker application form, as applicable
Approval	WIAPS approval granted by Water Regs UK in accordance with these terms and conditions
Approved Contractor	has the meaning set out in the Regulations
Approved RPZ Valve Tester	an individual RPZ Valve Tester who has been approved by Water Regs UK as a WIAPS Member in accordance with these terms and conditions
Approved RPZ Valve Tester Business	an RPZ Valve Tester business (whether conducted on a sole trader basis, as a partnership or as a company) which has been approved by Water Regs UK as a WIAPS Member in accordance with these terms and conditions
Approved Plumber	an individual plumber who has been approved by Water Regs UK as a WIAPS Member in accordance with these terms and conditions
Approved Plumbing Business	a plumbing business (whether conducted on a sole trader basis, as a partnership or as a company) which has been approved by Water Regs UK as a WIAPS Member in accordance with these terms and conditions
Approved Plumber Membership	full Membership of the Scheme granted to an Approved Plumbing Business and the Approved Plumber(s) who work for that Approved Plumbing Business
Approved Sector Worker Business	a Sector Worker business (whether conducted on a sole trader basis, as a partnership or as a company) which has been approved by Water Regs UK as a WIAPS Member in accordance with these terms and conditions
Approved Sector Worker	an individual Sector Worker who has been approved by Water Regs UK as a WIAPS member in accordance with these terms and conditions
Approved Sector Worker Membership	membership of the Scheme granted to an Approved Sector Worker Business and the Approved Sector Worker(s) who work for that Approved Sector Worker Business
Audit Procedure	the WIAPS Audit Procedure and Guidance document as updated from time to time, a copy of which is available on the Water Regs UK website.
Brand Guidelines	the WIAPS Brand Guidelines as updated from time to time, a copy of which is available on the Water Regs UK website.
Business	Reference to a “business” shall include any Business Member, whether operating as a sole trader, partnership or any corporate entity.
Business Member	an Approved Plumbing Business or an Approved Sector Worker Business

Code of Conduct	the Water Industry Approved Plumbers Scheme Code of Conduct as amended from time to time, a copy of which is available on the Water Regs UK website.
the Customer	users or potential users of Members' services
Disciplinary Code	The Water Industry Approved Plumbers Scheme Procedure of Disciplinary Action against Members as amended from time to time, a copy of which is available on the Water Regs UK website.
Individual Member	an Approved Plumber or an Approved Sector Worker who has been allocated a unique WIAPS membership number
Installation	Reference to an "installation" is to the installation of a water fitting or plumbing system
Member	an Individual Member or a Business Member
Membership	membership of the Scheme
Notification	notification of an installation as required under Regulation 5 to the local water company
Person	A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
the Regulations	the Water Supply (Water Fittings) Regulations 1999. These cover England and Wales.
Regulator	the Secretary of State
Sector Worker	water installers who are not qualified plumbers but are recognised by WIAPS for their competency in undertaking a limited scope of work in the following sectors: <ul style="list-style-type: none"> • Groundworkers (external services) • Catering Installers • Point of Use (Chilled Water) Installers • RPZ Valve Testers
the Scheme	the Water Industry Approved Plumbers Scheme (WIAPS), which shall include all Sector Worker schemes
Water company	the water company responsible for supplying water in a particular region of the UK, otherwise known as: the licensed wholesaler; or water undertaker, as defined in the Water Industry Act 1991
WaterSafe	WaterSafe Installers' Scheme Limited (Company No. 08128904), whose registered office is at Pembroke House, Ty Coch Lane, Llantarnam Park Way, Cwmbran, Torfaen, Wales, NP44 3AU
Water Supply Pipe Installer	WaterSafe membership and requirements that relate to persons who install water supply pipes and the approved businesses or sole traders that employ them or that they work for.
Certificate of compliance	a certificate issued by an Individual Member confirming that the installation meets the requirements of the Regulations
Water Regs UK	The Water Regs UK Limited Registered No. 06663930 Registered Office: 6D Lowick Close, Hazel Grove, Stockport, SK7 5ED
Water Regs UK Website	http://www.waterregsuk.co.uk

2 Background

- 2.1 The Regulations set out the requirements in England and Wales for the design, installation and maintenance of water fittings and plumbing systems, their purpose being to prevent the contamination, waste, misuse, undue consumption, or erroneous measurement of water supplied by a water company.
- 2.2 Under the Regulations a person can become an Approved Contractor. Approval is granted either by the relevant water company or by an organisation authorised by the Regulator. Water Regs UK operates on behalf of water companies who subscribe to the Scheme.
- 2.3 Under the Regulations an Approved Contractor is exempt from the requirement to notify and obtain consent from the incumbent water company before commencing the installation of certain water fittings under Regulation 5. Instead, an Approved Contractor must simply deliver a signed certificate of compliance to the Customer with a copy to the incumbent water company where appropriate, that states what work under Regulation 5 was completed.
- 2.4 The certificate of compliance is a defence for the owner or occupier in any proceedings for offences of contamination, waste, misuse, or contamination of the water or of contravention of the technical requirements of the Regulations.
- 2.5 This document sets out the terms and conditions that apply to Members of the Scheme and the businesses that employ them, excluding RPZ Valve Testers who have separate terms and conditions.

3 Benefits of Membership

- 3.1 Promotion of the Member's services through the Water Regs UK website, where Customers can search for local Approved Contractors.
- 3.2 Business Members are eligible for WaterSafe membership and are included on the directory maintained by WaterSafe in accordance with clause 4.10. From 1st April 2022 Groundworker (external Services) members became eligible for WaterSafe membership and from 1st April 2024 Catering Businesses and Point of Use Businesses became eligible for WaterSafe membership in accordance with clause 4.10
- 3.3 From 1st April 2024 only WaterSafe members can be listed on the WaterSafe website.
- 3.4 Member status reassures Customers that Individual Members are Approved Contractors and therefore qualified professionals.
- 3.5 Some organisations will only use Approved Contractors for their contracts.
- 3.6 Approved Contractor status may reduce inspection of your work by Water Companies.
- 3.7 Members receive technical updates.
- 3.8 Members will have access to Certificates of Compliance in pdf format and can request free certificate of compliance triplicate books ([terms and conditions apply](#)).
- 3.9 Individual Members are issued with a membership card to confirm their status as Members of the Scheme.
- 3.10 Members may display the appropriate WIA logo on their company stationery and

vehicles.

- 3.11 From time to time the Scheme may announce promotional offers available to members as offered by third parties, subject to any third party terms and conditions applying to such offer. For promotional offers provided by third parties, the Scheme is not acting as agent or responsible for the delivery or performance of the offers.

4 Membership

- 4.1 There are the following categories of Membership:
- i. Approved Plumber Membership (Full Membership)
 - ii. Approved Sector Worker Membership, of which there are four sub-categories:
 1. Groundworkers (external services),
 2. Catering Installers,
 3. Point of Use (chilled water) installers, and
 4. RPZ Valve Testers.
- 4.2 The scope of membership, sets out the type of work where members can install and issue certificates of compliance:

Membership category	Scope
Plumbers	<p>Approved to issue certificates of compliance for work that includes installing or repairing/maintaining internal or external water fittings. This only includes premises that are supplied or that are intended to be supplied by a water company or water supplier licensee.</p> <p>They are <u>not</u> approved to issue certificates of compliance for:</p> <ul style="list-style-type: none"> • Water company mains • The water company communication pipe between the water company main and the customers supply pipe. E.g. upstream of the external stop tap • Excavations on the public highway • The operation of or connection to a water undertakers outside stop valve
Groundworkers (external services)	<p>Approved to issue certificates of compliance for work that includes installing or repairing/maintaining the supply pipe (the underground pipe) supplying premises from the external stop tap up to the point of entry of the pipe above floor level in a premises where an internal stop valve is normally installed. This only includes premises that are supplied or that are intended to be supplied by a water company or water supplier licensee.</p> <p>They are also approved to install whole site protection on non-domestic premises.</p> <p>[Continued overleaf]</p>

Membership category	Scope
Groundworkers (external services)	<p>They are <u>not</u> approved to issue certificates of compliance for:</p> <ul style="list-style-type: none"> • Other water fittings or plumbing. • The water company communication pipe between the water company main and the customers supply pipe. E.g. upstream of the external stop tap • Excavations on the public highway <p>The operation of or connection to a water undertakers outside stop valve</p>
Catering Installers	<p>Approved to issue certificates of compliance for work that includes installing commercial kitchen equipment. This includes the 'metre connection' - (the final meter length of pipe connection between the installed water system and catering equipment to the point of incoming water supply). This only includes premises that are supplied or that are intended to be supplied by a water company or water supplier licensee.</p> <p>Catering equipment-connected to the water supply includes:</p> <ul style="list-style-type: none"> • Steaming/Combination oven • Waste disposal equipment& connection • Water boilers and boiling water taps • Soup maker/dispenser • Rice boilers • Bratt pans • Dishwasher • Glass washer • PPE or uniform washing machines • Thermostatic Mixing Valves (TMV) <p>They are <u>not</u> approved to issue certificates of compliance for:</p> <ul style="list-style-type: none"> • Other types of water fittings or plumbing systems. • Excavations on the public highway • The operation of or connection to a water undertakers outside stop valve
Point of Use (chilled water) installers	<p>Approved Point of Use Installers can install cold water chillers or water coolers connected directly to the mains or fed from a wholesome water cistern.</p> <p>They are <u>not</u> approved to issue certificates of compliance for:</p> <ul style="list-style-type: none"> • Other types of water fittings or plumbing systems. • Excavations on the public highway • The operation of or connection to a water undertakers outside stop valve
RPZ Valve Testers	See RPZ terms and conditions

- 4.3 The grant of Approved Plumber Membership (Full Membership) is subject to and conditional upon:
- a. completion and signature of the Application Form
 - b. the Applicant (or one of its employees) holding one of the recognised qualifications in plumbing as directed by the Scheme from time to time
 - c. the Applicant employing the requisite number of qualified plumbers who each holds a recognised certificate in the knowledge of the Regulations
 - d. payment of any application fee (if applicable):
 - e. providing the Scheme with proof of insurance of the requisite level as set out in clause 4.8 below
 - f. satisfaction of any other conditions prescribed by law or by the Scheme from time to time.
- 4.4 The grant of Approved Sector Worker Membership (excluding RPZ Valve Testers) is subject to and conditional upon:
- a. completion and signature of the Application form
 - b. the Applicant employing the requisite number of individuals who each hold one of the recognised qualifications for Scheme Sector Workers as directed by the Scheme from time to time
 - c. payment of any application fee (if applicable)
 - d. providing the Scheme with proof of insurance of the requisite level set out in clause 4.8
 - e. satisfaction of any other conditions prescribed by law or by the Scheme from time to time.
- 4.5 Each Member shall at all times during the period of its Membership:
- a. comply with these terms and conditions, the Code of Conduct and any other rules of membership prescribed by the Scheme from time to time
 - b. comply with the Branding Guidelines
 - c. comply with the Disciplinary Code
 - d. comply with the Audit Procedure and any action required by the Scheme following any audit. From 1st April 2022 new Groundworker (external services) sector members who join the scheme, must be audited within 12 months of joining or they will be suspended from the scheme 12 months after joining. They may be reinstated when an audit has been passed. Each member is responsible for arranging an audit with the appropriate water company, usually the water company where they complete most of their work. Members may be suspended earlier than 12 months if they are contacted by a water company or WIAPS to arrange an audit and do not respond.
 - e. maintain the recognised qualification(s) required by the Scheme and/or the Regulations
 - f. comply with the relevant WaterSafe terms and conditions of membership where they apply
 - g. To be employed by an Approved Business Member or work as a sole trader which is an Approved Business Member
 - h. To ensure that all installation work is carried out in accordance with all statutory requirements including the Regulations
 - i. To issue certificates of compliance covering relevant installation work to their customer and, where required, a certificate of compliance should be sent to the water

company that supplies the property. This must not include installation work outside the scope of their approval.

- j. To only issue certificates of compliance:
- for installations that are within the scope of the scheme **and**
 - where the installation complies with the water fittings regulations **and**
 - where the installation has been installed by the Approved Contractor themselves or where the work has been completed by others, the Approved Contractor shall physically inspect all aspects of the installation **or** to be able to certify that it complies with the water fittings regulations. Physical inspection means the Approved Contractor has inspected all aspects of the installation in person and has not relied on photos or videos.

Please note that an Approved Contractor has legal obligations under the water fittings regulations to only issue a certificate of compliance for compliant work.

- k. payment of any subscription fees (if applicable)
- l. use all due skill, care and attention in the provision of its services
- m. not do anything which might reasonably damage the reputation of the Scheme or WaterSafe (where a member of WaterSafe).

4.6 It is the responsibility of each Business Member to adhere to the following requirements during its term of Membership:

- a. comply with the insurance requirements set out in clause 4.8
- b. comply with the relevant WaterSafe terms and conditions of membership where they apply, including promoting the WaterSafe brand.
- c. To ensure that employees that are approved, possess qualifications recognised by WIAPS in the Water Fittings Regulations and continue to meet all other entry requirements.
- d. To ensure that all installation work is carried out in accordance with all statutory requirements including the Regulations
- e. To ensure that only Approved Contractors issue a certificate of compliance in accordance with clause 3.5

Please note that liabilities may arise for any business where an employee or sole trader issues a certificate of compliance for work which is not compliant with legal requirements. These liabilities may arise in contract, tort (including negligence), breach of statutory duty, misrepresentation, or in other ways. This is relevant where the work has been carried out by an employee and where they have issued a certificate of compliance for work completed by another person, whether employed or not by the business.

- f. a Business Member shall inform the Scheme within 14 days of the termination of employment of any of its Individual Members and shall promptly return all Membership cards issued to ex-employees along with all other relevant paperwork (including but not limited to Membership certificates and unused certificate of compliance)
- g. a Business Member will be removed from the Scheme if it does not employ any Individual Members and will need to re-apply to the Scheme upon employing a qualified plumber / sector worker who qualifies for Membership of the Scheme
- h. a Business Member shall, upon termination of Scheme Membership remove any reference to Membership of the Scheme from its business materials and assets

- including but not limited to the use of the WIAPS logo from any stationery, vehicles etc.
- i. a Business Member shall ensure that all Individual Members employed by it from time to time adhere to the Code of Conduct and all other relevant laws, regulations, standards and codes referred to in these terms and conditions
 - j. where requested by the Scheme or the Scheme's appointed auditors, a Business Member must provide all requested information on work carried out by the Individual Members it employs. WIAPS auditors may include water company employees, Water Regs UK employees or third party contractors.
 - k. Businesses must fully cooperate with a Scheme query, investigation, audit, disciplinary or complaint process and provide any relevant information. This may include explaining how the Business member ensures that installation is closely supervised to ensure any work is compliant before signing a certificate of compliance.
 - l. Businesses must accept and comply with certification regulations and brand guidelines for use of the WIAPS certification mark, name and logo. WaterSafe members must also accept and comply with the certification regulations and brand guidelines for use of the WaterSafe certification mark, name and logo
 - m. Businesses are data controllers for their employees' information and must ensure data protection requirements are met when providing employee information or other personal data to be listed on the WIAPS or WaterSafe Website
 - n. Where a customer requests work through the Water Regs UK website or WaterSafe website or from a water company recommendation, and that work is within scope of membership, then only an Approved Contractor must issue a certificate of compliance in accordance with clause 3.5.
 - o. Businesses must ensure that all relevant installation work is subject to the issue of a certificate of compliance, by an Approved Contractor and, where appropriate notification work is made to the appropriate water company.
 - p. Businesses must have in place appropriate procedures in place for dealing with customer complaints in a speedy and efficient manner and make customers aware of the WIAPS complaints procedures, and where relevant the WaterSafe complaints procedure
- 4.7 Details of WIAPS fees can be found on the Water Regs UK website and is subject to change.
- 4.8 All Business Members must maintain or otherwise be covered by the following insurance during their term of Membership in respect of the work they undertake:
- a. public liability insurance to a level not less than £2 million, and
 - b. where the business employs more than one person, employer's liability insurance to a level not less than £5 million.
- 4.9 Membership renewal is on an annual basis. To renew membership Business Members must provide the Scheme with a copy of the relevant liability insurance policies upon request.
- 4.10 By applying for Membership of the Scheme, members are added to the directory maintained by WaterSafe as part of our contract with you. Therefore, some personal data is transferred to WaterSafe as a result. Please see Water Regs UK full privacy policy on the Water Regs UK website.

5 Auditing of Members

- 5.1 The Scheme reserves the right to audit Members' work to ensure that the requisite level of compliance is maintained in accordance with the Regulations and the requirements of the Scheme from time to time.
- 5.2 Sector workers are required to arrange and successfully pass an audit within 12 months of them being approved and added to the register. This does not apply to members who are renewing. If a sector worker does not successfully pass an audit within these timescales they will be removed from the register until they successfully pass an audit, subject to meeting other scheme requirements.
- 5.3 Business Members who register with the Scheme are required to indicate:
 - a. which water company supplies water in the area from which the Business Member's principal business is operated and
 - b. where the Business Member employs Individual Members work across multiple areas in the UK, a list of all water companies supplying those areas and the water company that the Individual Member will do most of their work in.
- 5.4 Audits will be undertaken in accordance with the Scheme's Audit Procedure, either by the relevant cater company or by a company appointed by the Scheme.
- 5.5 Where requested by WIAPS or by WIAPS appointed auditors, Members must provide information about work they have completed within 14 days of such request. WIAPS auditors may include water company employees, Water Regs UK employees or third-party contractors.
- 5.6 Any remedial actions required as a result of an audit shall be undertaken at the Member's own expense and within the timeframe directed by the Scheme.
- 5.7 Details of failed audits may be shared with third parties such as water company subscribers, other Approved Contractors schemes and WaterSafe.

6 Regulations Knowledge Assessment

- 6.1 As a requirement of membership, the Scheme reserves the right to require that individual members undertake a regulations knowledge assessment or provides evidence of a recognised regulations qualification completed in the last five years.
- 6.2 The Scheme is not obligated to provide regulations knowledge assessments and may instead require members to achieve a recognised regulations qualifications every five years.
- 6.3 A regulations knowledge assessments are designed to check whether individuals have maintained their knowledge and understanding of the Regulations. There may be different assessments for each of the membership categories, which are relevant to the type of installations covered by the scope of each membership category.
- 6.4 A regulations knowledge assessments may be required if an individual member's recognised regulations qualification was achieved more than five years ago or where a concern about their regulations knowledge is identified as a result a complaint investigation, audit or disciplinary process.
- 6.5 The scheme may charge a fee for administering a regulations knowledge assessment. These charges are detailed on the Water Regs UK website.

- 6.6 Any individual who fails to pass the regulations knowledge assessment will be immediately suspended until they have achieved a Certificate in a relevant recognised Water Regulations qualification that could be used as evidence for entry into their membership category, completed within the last five years.
- 6.7 Where an individual member is notified that they must complete a regulations knowledge assessment, this must be completed within 3 months of the date of the notification. Any individual member who does not undertake a Regulations knowledge assessment within this period will be suspended. This member will be reinstated if they provide evidence of successfully passing the regulations knowledge assessment within 12 months of the date of notification.
- 6.8 A member who does not successfully complete a regulations knowledge assessment within 12 months of the notification, or who is not awarded a certificate as set out in section 6.6 above will be expelled from the scheme. Any re-application to the scheme will require a Certificate in a relevant recognised Water regulations qualification, completed within five years of the application date, as well as all other current entry requirements.

7 Notification and Certificates of compliance

- 7.1 Before Individual Members commence any installations, Individual Members must be satisfied that the requirements for Notification have been met.
- 7.2 It is a condition of Membership that advanced Notification is given of the proposed installation of any RPZ valve.
- 7.3 Where consent has been deemed to have been granted owing to no reply from the incumbent water company within working 10 days, the installation must still meet with all other requirements set out in the Regulations, Water Industry Approved Installation Methods, British Standards, Manufacturer's installation instructions and any other relevant Regulations/standards.
- 7.4 A certificate of compliance must be issued to the Customer for every installation.
- 7.5 Where Notification has been given and an Approved Contractor undertakes the work, the Regulations require that you submit a certificate of compliance to the relevant water company within 10 working days of completing that work.
- 7.6 For those works that do not require notification by an Approved Contractor, namely Sections 2 and 4(b) of the Table in Regulation 5, a certificate of compliance must be submitted to the incumbent water company within 10 working days of completing the work.
- 7.7 A certificate of compliance should also be sent to a water company for rectification work following an enforcement notice being issued on a premises or an audit.

8 Code of Conduct

- 8.1 The Scheme has a Code of Conduct which sets out the standards of behaviour expected by Members.
- 8.2 Failure to comply with the Code of Conduct could result in disciplinary action and ultimately, termination of Scheme Membership.

9 Disciplinary Code

- 9.1 The Scheme operates a Disciplinary Code which sets out the procedure to be following when it is alleged that a Member has failed to comply with the Regulations and/or these terms and conditions of Membership.

10 Termination or suspension of Membership

- 10.1 The Scheme reserves the right to terminate or suspend Membership for breach of these terms and conditions and other Scheme requirements in accordance with the Disciplinary Codes. This will also result in the termination or suspension of WaterSafe membership, where this is relevant.
- 10.2 Upon termination of Membership, Members will be required to return all merchandise relating to the Scheme, including but not limited to all membership ID cards, membership certificates and any unused certificates of compliance.
- 10.3 Upon suspension or termination, individual members are not Approved Contractors and therefore:
- i. not exempt from notification of works listed in Sections 2 and 4(b) of the Table in Regulation 5 entitled to issue certificates of compliance
 - ii. not permitted to issue certificates of compliance
- 10.4 Upon termination of Membership, Members must also immediately cease to use any Scheme logos on advertising material, company vehicles and company stationery.
- 10.5 Upon termination of Membership, Members must also immediately cease to use any WaterSafe Scheme logos on advertising material, company vehicles and company stationery.
- 10.6 Termination or suspension of Membership shall result in the removal of a Member's details from the public search facility for the Water Regs UK and WaterSafe websites.
- 10.7 The Scheme shall notify the relevant water company of a Member's termination or suspension, along with WaterSafe and the other Approved Contractors' schemes that operate under the same scope, as set out in clause 2 of these terms and conditions. This notification will include the reasons for the decision to terminate or suspend membership.

11 Change of Employer

- 11.1 Membership is based on the requirements set out in clause 4 of these terms and conditions, and as such Business Members must at all times hold the relevant level of liability insurance. Where an Individual Member changes employer, they must inform the Scheme within 14 days of the change and return all membership / ID cards naming the previous employer to the Scheme.
- 11.2 All membership / ID cards shall at all times remain the property of the Scheme.
- 11.3 Any membership / ID cards referencing previous employers shall be invalid.

12 Limitation of Liability

- 12.1 Members understand and accept that all liabilities and disputes relating to workmanship, products installed, charges and anything else connected to work carried out as a result of introductions via the Scheme, are solely their responsibility.
- 12.2 Water Regs UK or the Scheme shall not be liable to any Applicant, Member or previous Member, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profits, loss of sales or business, loss of agreements or contracts, loss of or damage to goodwill or for any indirect or consequential loss arising under or in connection with any Application or Approval or Membership of the Scheme.
- 12.3 Nothing in the terms and conditions shall limit or exclude Water Regs UK's or the Scheme's liability for:
- a. death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors
 - b. fraud or fraudulent misrepresentation or
 - c. breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982.
- 12.4 This condition 12 shall survive termination of Membership.

13 Data Protection

- 13.1 Water Regs UK respects your privacy and is committed to protecting your personal data. Water Regs UK will use all information in accordance with the General Data Protection Act 2018 and Data Protection Act 1998.
- 13.2 Water Regs UK collects personal data in order to process applications to become a member of WIAPS and to provide a publicly available list of WIAPS members. Members will also be listed on the WaterSafe website. Our full privacy policy can be found on the Water Regs UK website.