

# Protecting your drinking water

## Suspected hydrant misuse

We understand that some of our business customers may sometimes require an additional water supply outside of our normal supply arrangements. That's why we offer a comprehensive standpipe hire service. These freestanding standpipes are fitted with a tap and can be attached to a hydrant to provide a water supply where there isn't currently one available.

Whilst we have many business customers that have been given permission to connect to our network of pipes, there are a number of people that don't have permission. Every time someone takes water from our network without permission, or does so outside of the terms and conditions of our standpipe hire policy, they have the potential to effect the water supply to our other customers in the area.



Some customers may notice that their water doesn't come out of the tap with quite as much force (less pressure). Others may find that the water may appear a light, straw-yellow colour to a dark brown. Both of these issues should resolve on their own, once the user disconnects from the water supply. For more information on discoloured water, you can visit our [website](#).


### Have you seen someone connected to the water network that you think shouldn't be?

Rest assured that at United Utilities we take all reports of suspected hydrant misuse very seriously.

You can send your query through to us [here](#). The more information you are able to provide us, the better we will be able to investigate your query.

The key information we need is:

- Date, time and location of the event
- Name of the company connected to the water supply\*
- What was witnessed
- Photo or video evidence



### Did you know?

Our standpipes are fitted with a double-check valve, that stops water going back into the water mains, keeping our drinking water safe for all to use. They are also fitted with a meter so that we can measure how much water has been used.

*\*Please note that we are unable to use vehicle registration numbers to identify users of unknown companies.*

Once submitted your query will now go through our network investigation process and where necessary appropriate action will be taken. Unfortunately we are unable to provide updates on the outcome of our investigations, but on some occasions we may need to contact you in the future should we require any further information that we think you might be able to provide.

### Did you know?



It's an offence under Section 174 of the Water Act 1991 to connect a standpipe to our network of pipes without prior authorisation?

**Without approval you could be fined up to £1,000 for each contravention.**

If you have any queries, or want to know more about our standpipe hire scheme, please contact us by email [UUStandpipeHire@uuplc.co.uk](mailto:UUStandpipeHire@uuplc.co.uk) or call us on **01925 679498**. For more information you can also visit our [website](#).

