

YOULGRAVE WATERWORKS LIMITED

Reg. Office: Youlgrave Garage, Alport Lane, Youlgrave, DE45 1WN

Registered in England and Wales – registered number 3156766 Email: waterworks@youlgrave.org.uk

Rules and Regulations as to the Water Supply

1. Any person wanting a water supply to their premises must first apply to the Waterworks for the same and on such terms and at such charge as the Waterworks shall think fit. The consumer must sign any form of agreement required by the Waterworks and bear the expense of a cast-iron stopcock box, and a service pipe of approved material to be supplied by the Waterworks. Under all circumstances the work must be carried out to the satisfaction of the Waterworks' Managers and all new installations must be taken direct from the Waterworks mains.
2. The Waterworks Managers shall always retain absolute control over the water supplied to consumers and retain the right of entering the premises and of cutting off the supply to any one or more premises at any time by plugging or otherwise or testing any water fittings wherever it is thought to be in the interest of the Waterworks to do so, without notice but they undertake to give consumers as much notice as circumstances permit.
3. No pipe connected with the mains shall be allowed to lead to any water closet without the intervention of a two-gallon waste water preventer cistern and having a ball and stopcock fitted to the pipe or any other apparatus to be approved by the Waterworks Managers.
4. All houses shall be charged for domestic purposes at the current rate per annum and pay such proportion for any shorter period in the year during which the premises are connected. A water rate will still be payable even if the property is empty for any time.
5. In the case of commercial users the Waterworks will determine the rate to be charged. In no case must water be pumped direct from the Waterworks' main.
6. The water rate shall be due and payable annually by no later than April 30th (1st instalment) and October 30th for the balance in any year for the 12 months ending on 31st day of March next following. Any person taking in water after that date shall pay a proportionate amount for the balance of the year left. It is the responsibility of the owner to notify the Waterworks of any change in ownership or occupation of any property and the owner will remain primarily responsible for all water rates in respect of any property.
7. The Waterworks reserve the right without notice to the consumer to cut off the supply to any person who wilfully or negligently allows his or her cistern or fittings to be out of order so that water is wasted, misused or unduly consumed.
8. The Waterworks Managers shall have access at all reasonable times to inspect after due notice has been given and the Waterworks may make any regulation to prevent waste of water.
9. No one other than the managers or their authorised agent may use or allow to be used any key either for turning on or off at any stopcock on the main. No unauthorised person may interfere with any property or apparatus belonging to the Waterworks.
10. Each consumer shall be supplied with a copy of these Rules and Regulations which shall be deemed to be sufficient notice thereof.
11. A reasonable charge may be payable to the Waterworks by any consumer when application is made for the water to be turned off at the main for repairs or alteration to their installations.
12. Whilst the Waterworks take reasonable precautions as to the quality and continuity of the water supply, they do not accept any responsibility or liability for any stoppage or shortage of water howsoever caused.
13. Should any fault arise in a feed-off from the main a stopcock must be fitted if none is there already.
14. The Board of Directors of Youlgrave Waterworks Limited have the power to alter any of these Rules and Regulations or make others if they deem it necessary, to take effect after giving public notice of the same. Notice to individual consumers shall not be necessary.
15. Consumers must note that the repair and maintenance of the whole of the pipe from the Waterworks stopcock to the outlets is the responsibility of the consumer. It is, however the Waterworks Managers' responsibility to investigate leaks and to arrange for their repairs, and in the aforementioned instance to present the bill to the householder concerned for all expenses reasonably incurred in so doing, which shall be recoverable by the Waterworks summarily as a civil debt from the owner of the premises supplied, but without prejudice to the rights and obligations, as between themselves, of the owner and occupier of the premises.

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16. Where several houses or other buildings in the occupation of different persons are supplied with water by one common supply pipe belonging to the owners or occupiers of the houses or buildings, the amount of any such expenses as aforesaid reasonably incurred from time to time by the Managers in the maintenance and repair of that pipe may be recovered by them summarily as a civil debt from those owners or occupiers in such proportions as, in case of dispute, may be settled by the court.
17. (a) If any person fraudulently alters the index of any meter used by the Managers for measuring the water supplied by them or prevents any such meter from registering correctly the quantity of water supplied, or fraudulently abstracts or uses water of the Waterworks, the Managers may do all such work as is necessary for securing the proper working of the meter, and may recover the expenses reasonably incurred by them in so doing from the offender summarily as a civil debt.
(b) For the purposes of this section, if it is proved that a consumer has altered the index of a meter, it shall rest upon him to prove that he did not alter it fraudulently, and the existence of any artificial means under the control of a consumer for preventing a meter registering correctly, or for enabling him fraudulently to abstract or use water, shall be evidence that he has fraudulently prevented the meter from registering correctly or, as the case may be, has fraudulently abstracted or used water.
18. If any person either:
 - (a) wilfully and without the consent of the Managers or
 - (b) negligently turns on, opens, closes, shuts off or otherwise interferes with any valve, cock or other work or apparatus belonging to the Waterworks and thereby causes the supply of water to be interfered with, the Waterworks may recover from that person summarily as a civil debt the amount of any damage sustained by them.Provided this action shall not apply to a consumer closing the stopcock fixed on the service pipe supplying the premises, who has obtained the consent of any other consumer whose supply will be affected thereby.
19. No person may without the consent of the Managers attach any pipe or apparatus to a pipe belonging to the Waterworks, or to a supply pipe, or make any alterations in a supply pipe or in any apparatus attached to a supply pipe. The Waterworks may recover summarily as a civil debt the amount of any damage sustained by them and the value of any water wasted, misused or improperly consumed. In this context a supply pipe means the length of pipe between the water main and the boundary of the property.
20. A consumer who has not obtained the consent of the Managers shall not connect or disconnect any meter by means of which water supplied by the Waterworks is intended to be measured for the purposes of the payment to be made to them. If such a meter is to be connected or disconnected the consumer shall give to the Managers not less than forty-eight hours notice of any requirements and of the time when the work can be commenced and thereupon the Managers shall carry out the necessary work and may recover from the consumer summarily as a civil debt the expenses reasonably incurred by them in so doing.
21. Subject to any statutory provisions relating thereto, the Waterworks may for the purpose of measuring the quantity of water supplied, or preventing and detecting waste, affix and maintain meters and their apparatus on their mains and the service pipes and may insert in any street, but as near as is necessarily practicable to the boundary thereof, the necessary covers or boxes for giving access and protection thereto and may for the purpose temporarily obstruct, break open and interfere with streets sewers pipes wires and apparatus.
22. No water may be resold without prior licence of the Waterworks.
23. All charges must be paid by the dates shown on your bill. If you do not pay on time, we will take action to recover the debt from you. You may need to pay additional costs because of this. We also utilise the services of a 3rd party debt collection agency to recover unpaid water charges, who will apply collection costs. If we have to pass an outstanding balance to a collections cycle, direct payments to us will incur a charge of at least 10% to cover their fees. Trade Debt Recovery undertake a doorstep service to assist non-payers in making a plan to clear our outstanding charges as part of their service.
24. Reminder letters for payment are an increasing expense and unnecessary expense to us and your Board has agreed that any further correspondence after the first reminder will have £5 administration charge per letter added to the outstanding amount towards the costs of us having to chase you.

These rules are supplied to all new customers and are available on the Waterworks page of www.youlgrave.org.uk.
All customers will receive a copy when they are updated.