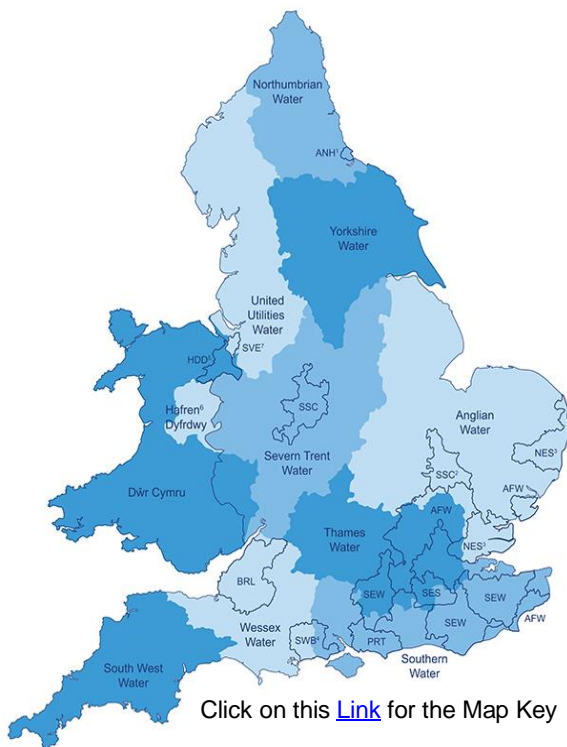


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Connections

- 👉 **Supply** - Transportation of fresh water to customers.
- 👉 **Sewerage** – Transportation of waste water to *treatment plants* or back into the environment.
- 👉 **Self Lay Organisation (SLO)** – A new development may require water mains or a sewer connection. The developer can choose whether this is constructed by the local water company (*incumbent*) or by a contractor of their choice, known as Self-Lay Organisation, eg: M&S Water and Clancy Docwra.
- 👉 **Regional Water Authorities (RWAs)** - In the UK there are 12 regional water supply and sewerage companies/**Incumbent**. Scottish and Northern Ireland Water remain publicly owned, but the rest are private companies. **Incumbent companies** are the largest water companies in the UK, and they serve the most customers providing both freshwater and sewerage services.
- 👉 **Sustainable Urban Drainage System (SUDS)** – This system is designed to both store and re-use surface water. It also decreases the flow rate of the surface water into the drainage system to prevent surcharging of networks.
- 👉 **Peak Demand (PD)** – The ultimate daily flow rate.
- 👉 **Average Daily Demand (ADD)** – The median flow rate. This is calculated by the total volume of water delivered over a year divided by the 365 days in a year.
- 👉 **Treatment Plants** – Installations that purify contaminated water.
- 👉 **Water Treatment Works (WTW)** – Installations that take grey water (surface water, river water etc) and process then back into the potable (safe to drink) water supply.
- 👉 **Waste Water Treatment Works (WWTW)** – Installations that take waste water and process it back to potable supply.
- 👉 **Pumping Station (PS)** – Used to increase pressure within the network to enable the *incumbent* water company to achieve the *Ofwat* standards for flow and pressure.
- 👉 **Sewage Pumping Station (SPS)** – These are used to lift waste from low level areas into the gravity-fed foul drainage system.
- 👉 **Booster set** – Normally found in apartment blocks to boost water pressure to upper floors.
- 👉 **Tank** – Water storage for the *booster sets*. They are typically located within apartment blocks and can be used as part of the sprinkler system.



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- 🔌 **Barrier pipes** – To be used in contaminated ground conditions to enable safe delivery of the clean water supply.
- 🔌 **Litre (l)** – Unit of measurement that equals 1,000 cubic centimetres.
- 🔌 **Megalitre (ML)** – Unit of measurement that equals a million litres.

Metering

- 🔌 **District Meter Area (DMA)** – Measures water usage for the *incumbent* companies. It can be used to monitor leakage areas in a network (not for billing purposes).
- 🔌 **Standard meter** – Meters that need to be read manually by personnel. Standard meters are used for billing purposes but are being phased out by *Smart Meters*.
- 🔌 **Automatic Meter Reading (AMR) / Smart-capable** – Meter readings detected by smart devices by either driving or walking close to the meter and picking up the signal emitted. The smart devices then link back to the *incumbent* water company for billing purposes.
- 🔌 **Advanced Metering Infrastructure (AMI) / Smart Meters** – These meters broadcast readings by mobile mast technology directly back to the *incumbent* water company for billing purposes.

Other

- 🔌 **Water Only Company (WOC)** – A company that only provides clean water services.
- 🔌 **Water and Sewerage Company (WaSC)** – A company that provides clean and wastewater services.

- 🔌 **Ofwat** – The non-ministerial government regulator for the water industry in England and Wales. <https://www.ofwat.gov.uk/>
- 🔌 **Lloyds Register** – Operates the *Water Industry Registration Scheme (WIRS)* and *Water Industry Registration Scheme Accredited Entity (WIRSAE)*. <https://www.lr.org/en-gb/>
- 🔌 **Water Industry Registration Scheme (WIRS)** – The *Lloyd's* accreditation scheme for water contractors. They are classified as *SLO's* and provide new connections to existing supplies. <https://www.lr.org/en-gb/utilities/wirs-wirsae/>
- 🔌 **Water Industry Registration Scheme Accredited Entity (WIRSAE)** - A *Lloyd's* scheme for water contractors who have fulfilled the scheme requirements. Consequently, they can conduct disconnections & meter installation/replacements. <https://www.lr.org/en-gb-wirs-wirsae-search>
- 🔌 **Water Industry Commission for Scotland (WICS)** – The regulator for the water industry in Scotland. <https://www.watercommission.co.uk/>
- 🔌 **Water Regulations Advisory Scheme (WRAS)** – Protection of public health by preventing contamination of public water supplies. <https://www.wras.co.uk/>
- 🔌 **New Appointments and Variations (NAVs)** – Limited companies that need to provide a water and/or sewerage service within a region that is managed by the *incumbent* water company. <https://www.ofwat.gov.uk/NAV>
- 🔌 **Environment Agency** – A Government Department that regulates areas concerning the environmental impact of the water industry. <https://www.gov.uk/environment-agency>

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- 👉 **Department for Environment, Food and Rural Affairs (Defra)** – The government department that sponsors the Environment Agency and oversees environmental protection and standards in the UK.
<https://www.gov.uk/DEFRA>
- 👉 **Drinking Water Inspectorate** – Scrutinises the quality of drinking water in the UK to make sure the water quality is acceptable & safe.
<http://www.dwi.gov.uk/>
- 👉 **Consumer Council for Water (CCWater)** – A public body that helps customers with complaints and offers advice for consumers.
<https://www.ccwater.org.uk/>
- 👉 **Water UK** - Membership organisation which represents and works with the major water and wastewater service providers.
<https://www.water.org.uk/>
- 👉 **Open Water** – The option to choose your own water retailer rather than being stuck with the existing *incumbent* water company. This came into effect 1st April 2017 for commercial customers only. <https://www.open-water.org.uk/>
- 👉 **Water Act 2014** – Contains the new rules that fully opened up England's commercial water supply market to competition.
<http://www.legislation.gov.uk/2014>
- 👉 **Flood and Water Management Act 2010**
– Reduces the risk of floods associated with extreme weather to help manage the hazard to people, homes and businesses.
<https://www.legislation.gov.uk/2010>
- 👉 **Water Industry Act 1999** – Made it illegal for water companies to disconnect customers for non-payment.
<http://www.legislation.gov.uk/1999>
- 👉 **Environment Act 1995** – Created by the *Environment Agency*. It led to restructuring of environmental regulation and placed a duty on the companies to promote the efficient use of water by customers.
<https://www.legislation.gov.uk/1995>