



Standpipe Licence Procedures

Further Information

If you require any more information please contact us:
By phone on our Customer Helpline **0845 877 0002**
on the web at **www.niwater.com**
or in writing to:

Standpipe Rental Desk
Northern Ireland Water
Academy House
121a Broughshane Street
Ballymena
BT43 6BA



Northern Ireland Water can provide persons who have a legitimate need to obtain water from a public water main with a standpipe licence, which grants you prior permission to obtain direct access to our water supply network. This licence will allow, subject to any local operating restrictions*, authorised persons to gain direct access to our water mains and draw water from hydrants using a portable standpipe supplied by Northern Ireland Water.

Any direct access to our water supply network can pose a potential risk to the continuity of water supply and water quality to our customers. Due to this, the standpipe licence stipulates standpipe usage procedures that must be adhered to at all times, to ensure the required Health & Safety standards are maintained to protect the water supply network.

Every Northern Ireland Water standpipe is distinctively coloured (with our corporate colours blue and white) and is tagged with an individual registration number that is clearly visible. Each standpipe is fitted with a single tap and a double-check valve as standard, to prevent any back-flow of water re-entering the public supply and ensure water quality is protected.

Licence Procedures

Licences are issued for standpipes on a weekly basis ranging from a minimum of 1 week to a maximum of 52 weeks, with the licence period starting from the date of the delivery of the standpipe. Licences can be extended providing the necessary payment is made and the extended period does not take the total hire period beyond 52 weeks.

Please note, any use of unauthorised standpipes is illegal and will lead to prosecution. You will require a separate licence for each individual standpipe.

*Such as local or national hosepipe restrictions.

Payment

We will ask for advance payment by cheque or official purchase order before your standpipe licence is issued. Payment for your licence which includes our corporate standpipe can be made through the Northern Ireland Water Standpipe Rental Desk. Details of our licence application process, terms and conditions and the current standpipe charges can be obtained by referring to our web site, by email or telephone number as detailed below. Once we have received your standpipe licence payment, we will issue you with a licence, standpipe and receipt.

Website: **www.niwater.com**
 Email: **standpipereental@niwater.com**
 Customer Helpline: **0845 8770002**

Details of our charges can be found in the company's current Scheme of Charges at www.niwater.com.

Delivery

To arrange delivery contact the Standpipe Rental Desk through our Customer Helpline and the standpipe will be delivered to you at your specified address by our courier.

From payment being received we aim to deliver in 2 working days.

Failed delivery attempts may be charged if you are not present to receive the standpipe.

Return

Two weeks before the end of the licence period you will receive a reminder from our Standpipe Rental Desk highlighting that your standpipe licence period will soon expire. If you do not return the standpipe you will lose your deposit and this may also result in legal proceedings.

The standpipe will then be collected by our courier having agreed a collection day and address with you. Failed collection attempts may be charged for if you are not available to return the standpipe as agreed.

Equipment

Northern Ireland Water standpipes must not be modified in any way. If the standpipe develops a defect then contact the standpipe rental desk where a replacement standpipe and licence will be issued. However subject to the defect there, there may be a charge for replacement.

If the standpipe is lost or seriously damaged you will lose your deposit.

