



Hydrant licensing

FAQs



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Hydrant Licence Overview.

Why do I need a licence?

It is an offence under section 174 of the Water Industry Act 1991 to draw water without permission and Section 42(6)(a) of the Fire and Rescue Services Act 2004 to attach any apparatus to the Company's network without obtaining its consent, and/or to use fire fighting apparatus for purposes other than for fire fighting. Therefore we may take legal proceedings against unauthorised users. Unauthorised use increases the risk of contamination to the public water supply on our network, possible reduction in pressure, interruption, pressure issues, discoloration of water supplies, damage to apparatus, and even a complete mains failure.

Who can apply for a hydrant licence?

Companies carrying out tasks such as watering trees, jet washing, drilling, dust dampening, window cleaning, street cleaning etc can all apply for a licence. Hydrant licences are not intended for domestic / residential use.

When can I start using the hydrant?

Please do not start using the hydrant until you have received a digital copy of the licence. This will be deemed unauthorised and is subject to our unauthorised use charge. The current charge is £517.20 (£431.00 + VAT £86.20)

Hydrant licence procedure summary:

1. Customer: Apply for licence via online application form.
2. Affinity Water: Send customer quotation for use.
3. Customer: Accept quotation with an email response and PO number if required. *(without acceptance of the quotation, the application will be closed.)*
4. Affinity Water: Carry out hydrant checks. *(if specific hydrant(s) required.)*
5. Affinity Water: Send customer invoice *(this will be sent via our accounts team.)*
6. Affinity water: Provide training where necessary.
7. Affinity Water: Issue Hydrant Licence.
8. Customer: Authorised to use hydrant as per licence.

What factors might make a requested hydrant unsuitable for a hydrant licence?

Logger Devices: Some hydrants are fitted with logger devices used by Affinity Water to monitor the network and detect leaks. These devices are critical to our operations, and for this reason, access to hydrants with loggers is strictly limited to Affinity Water personnel.

Location Constraints: Certain hydrants are situated in locations where access may pose a risk or obstruction. This includes areas with poor road layouts, limited stopping space, or where use would create a health and safety concern for road users or pedestrians.

Water Quality Concerns: Our hydrants are connected to the clean drinking water supply for homes and businesses. In some cases, hydrant use may present a risk to water quality and could impact the properties supplied by that section of the network. In such instances, we cannot approve a licence.

Licence Types.

What can I expect from an **Annual licence**?

Access to our approved location list points throughout the Affinity Water network. Licences run from 1 April – 31 March and you can apply at any time. If you require use of a specific hydrant, please indicate this on the application form.

What can I expect from a **Short term licence**?

You can specify which particular hydrant you want access to or use the approved location list points throughout the Affinity Water network for a period shorter than a year.

Standpipes.

When will I receive the standpipe?

We do not hire or sell standpipes. Please arrange hire or purchase of a standpipe separately.

Where can I hire or buy a standpipe?

We do not recommend specific retailers. Please ensure the standpipe is fitted with a double check valve and is suitable for use with a hydrant.

Training.

I have completed other training, do I need to do your training too?

If you wish to use a 63mm standpipe, our 30 minute, online training course is mandatory. This will last for 3 years and must be completed before your licence is due to start.

If I'm using a 19mm standpipe and require training how do I receive this?

You can request training at any point during the licence application process.

How do I complete the training.

Our trainer will email you to arrange a suitable date and time. You will then be sent an invite to join via Microsoft Teams. On the day of the course, you will need to join the meeting via Microsoft Teams, and the training will last approximately 30 minutes.

Approved location List.

Can I have a list of the approved location list points?

A full list of approved hydrants/washouts will be given with the licence. Only use the approved hydrant/washout point(s) you receive with your licence.

How can I check if there is an approved location nearby?

If you need to ensure there is a washout/hydrant within a certain range to a specific location, please email the team or include it in the Other Information on the application form.

Water Usage.

What if I don't know my water usage before I start?

Please try to calculate the volume of water required per day, in cubic meters, without this we cannot provide a quotation.

Please note: 1 cubic meter = 1,000 litres.

If I don't use all the water can I get some money back?

Water cannot be accrued or carried over to another day or transferred to another washout/hydrant or refunded.

Can I only pay for the water I use, like other water companies?

All water used is paid for in advance. We do not require you to use metered standpipes and will charge you based on your daily usage. This is calculated using a banding system, to allow for days when water is not being used, such as weekends.

Hydrants.

Why do I have to wait for the hydrant to be checked?

Applications requiring a particular hydrant must undergo a hydrant inspection by an Affinity Water technician. This inspection includes verifying the hydrant's safety and suitability for use, as well as assessing the location and potential impacts on our network and the public who rely on wholesome drinking water daily. If the technician deems any aspect unsafe, an alternative solution will be suggested. Applications requiring large volumes of water per day will require further checks, which could take longer.

Please can I speed up the hydrant check?

Hydrant checks and licenses cannot be processed quicker for any reason. However, if you're able to transport water to the site, you can ask for use of a location on our Approved Location list instead, which is available for immediate use.

Payment.

How do I confirm the license?

Once you have received a quotation, please provide us with a purchase order number, or confirm if you would like to proceed with the license and make payment.

Can I pay by phone?

All contact details are provided on the invoice to make a phone payment.

Can I pay by BACS?

All BACS details are provided on the invoice.

Can I pay by card?

All payment details for a card payment are provided on the invoice.

Can I pay with an AMEX?

NO. AMEX is not accepted for payment. All other cards are accepted.

How long do I have to make payment?

30 Days from the invoice date.

NDA's.

Can Affinity Water complete a NDA?

If you require a hydrant licence for a confidential project, such as filming, then we recommend that you apply for a short term hydrant licence. We will not require specific details of the project, just a short description of why the water is needed, e.g. filming purposes. All requests for hydrant licences are handled confidentially by our hydrants team as set out in our Terms and Conditions. Please note that the hydrants team are not in the position to consider any non-disclosure agreements (NDA) produced by customers. Any request for an NDA will be considered on a case-by-case basis and on our standard terms only.

Your Terms and Conditions.

Can Affinity Water agree to my Terms and Conditions?

Affinity Water only contract on our terms and conditions. This ensures that all due diligence requirements are satisfied before we issue a licence.

