

Please complete all sections below.

If you have any queries, please contact Aquam on 0151 257 7992. Our depot opening hours are 7.30am to 4.00pm Monday - Friday.

Address for Standpipe Collection: AQUAM Unit 1, St Michaels Industrial Estate, St Michaels Close, Widnes, WA8 8TL

E-mail: unitedutilities@waterservicesltd.com

Note – ALL new account applicants will also need to complete a [Credit Account Application Form](#)

Applicant

Company name _____ Account number _____
 Contact name _____
 Company address _____ **Calm Network Information**
 _____ Trained users name _____
 Postcode _____ Certificate number _____
 Contact telephone _____
 Contact mobile _____
 Contact email _____

Standard charges 2024/2025

Long term hire

25mm standpipes @ £460 per annum _____

40mm standpipes @ £625 per annum _____

Water Usage £1.9800 per cubic metre

Delivery required Yes/No

Short term hire

25mm standpipes @ £35 per week _____

40mm standpipes @£58 per week _____

Collection from Widnes Yes/No

Information

Purchase Order (PO) _____

Purpose for which water is required _____ Date required _____

If required, have you applied for a [temporary building water supply](#) with United Utilities Developers Services. Yes/No
 You will have a separate contract with United Utilities for this service.

If 'no' and required, this needs to be done before we can supply a standpipe

Location of use _____ Site contact _____

Contact number _____

POSTCODE _____

Agreements

I hereby make an application to hire a metered Standpipe from Aquam Water Services Limited for use in the United Utilities Water Region for the purpose indicated above and I have read and accepted the Terms & Conditions of Use, below. I understand that acceptance of this application by Aquam Water Services Limited will create a contract for the hire of the metered Standpipe between the Applicant and Aquam Water Services Limited subject to the Terms & Conditions of Use.

I understand that the Applicant will be responsible for paying charges to Aquam Water Services Limited for all water used by the metered Standpipe at the rates detailed above.

I understand that the Applicant can only use a Standpipe provided by AQUAM for the purpose indicated above and attach it to a Wash Out (WO). Use of a Fire Hydrant (FH) is **strictly prohibited**. I undertake to report any damages or loss immediately.

Signed on behalf of the applicant detailed above.

Signature _____

Print name _____

Date _____

Position (if relevant) _____

1. The use of a non-approved standpipe, from a non-approved supplier on United Utilities water distribution network is both dangerous and illegal. United Utilities policy is that the use of illegal apparatus will result in prosecution. A copy of the [United Utilities enforcement policy](#) can be found on their website. Use of the Standpipe Equipment in a way that breaches this policy, will be a breach of these terms and conditions.
2. Standpipes are not to be connected onto Fire Brigade hydrants (i.e., plated hydrants usually marked yellow or marked 'FH' with a yellow plate on the wall or concrete post nearby).
3. As a metered standpipe user, you will be required to take and provide meter readings on a monthly basis and telephone 0151 257 7992 or email unitedutilities@waterservicesltd.com
4. The user/operator MUST have a valid Calm Network Operation Certificate.
5. Metered standpipes will only be available for hire where no alternative supply is available at the site or location.
6. The metered standpipe should not be used in lieu of a standard building water supply.
7. If you need a [temporary building water supply, you must apply to](#) United Utilities Developers Services for this. You will have a separate contract with United Utilities where you require this service.
8. The standpipe and associated hoses should not be used to provide water for domestic use. Supplies for domestic use should be taken from a normal metered water connection from a supplier of water services using suitable materials. (Applications for new domestic connections in the United Utilities area can be made through [United Utilities Developer Services](#)). You will have a separate contract with United Utilities where you require this service.
9. Water taken from a wash out (WO) must not be used for drinking or food preparation and should not be allowed to run to waste.
10. Each registered standpipe is fitted with a backflow prevention device in the form of a BS6282 double check valve.
11. The hirer and operator of the standpipe will be liable for any costs incurred as a result of any stolen, lost or damage to the metered standpipe or hydrant that has been used.
12. The applicant, by signing this 'Application for the hire of a metered standpipe' form, agrees to indemnify Aquam Water Services Limited against all actions, claims, damages, or demands which may result in respect of any such loss, damage, or injury.
13. Aquam Water Services Limited does not accept any liability in respect of any loss or damage caused to the property of any person or persons wherever situate by reason of the use or operation of the WO or Standpipe, or in respect of any injury suffered by any person or persons by reason of the use or operation of the WO or standpipe.
14. You must allow Aquam Water Services Limited, United Utilities and any Fire Authority to remove any standpipe or asset from the water network at any time and for any purpose. Aquam Water Services Limited will not be liable for compensation claims in relation to a loss of use of supply following the removal of the apparatus.
15. All connections using hydrants and standpipes must be in accordance with the Water Supply (Water Fittings) Regulations 1999. Particular attention must be made to the provision of air gaps at the fill point of any vehicle or tank or other receptacle. Failure to provide the correct air gap is an offence.
16. The user shall comply with requirements of the new road and street works act 1991 and any requirements of the highway authority when using a Standpipe on a wash out hydrant in a street.
17. Standpipes and attached equipment must be kept in a clean, well-maintained condition and disinfected prior to being connected to a WO. All standpipes and attached equipment must be properly maintained to minimise the risk of contamination, backflow, and water leakage. Damaged and worn equipment must not be used.
18. You should not leave a standpipe unattended while connected to our network. If you attach a hose, you are responsible to ensure this is done in accordance with all relevant health and safety requirements.
19. Any breach of these terms and conditions may result in action being taken against the account holder irrespective of who was operating the standpipe at the time of the breach.
20. It is the applicant's responsibility to ensure that the terms and conditions are complied with at ALL times. Metered standpipes cannot be sublet to other companies or contractors. If a metered standpipe is found to have been sublet to a third party, action will be taken, where necessary, against the relevant account holder.
21. **Strict hygiene procedures MUST be followed at all times.** The standpipe should be handled and stored separately from any contaminated environment before, during and after use.

Operating hydrants/wash outs

- Clean out the hydrant pit of any debris.
- Flush the hydrant to clear the connection point.
- Spray the hydrant and standpipe with disinfection spray (e.g. Milton's).
- Do not cross thread the outlet.
- Do not apply any bending or sideways load to the standpipe.
- Visually inspect the standpipe to confirm it is fitted correctly.
- Operate the spindle at arm's length.
- Do not stand directly over the hydrant.
- Always open and close the hydrant in a slow and controlled manner.
- **If any hydrant or other network infrastructure owned by United Utilities fails in operation, please report it directly to United Utilities immediately by calling 0345 672 3723.**