

## **Provision of alternative supplies in the event of loss of private water supply**

No one wants to turn on the tap and find they have no water or that it is not safe to drink. Insufficiency can arise during periods of drought when ground water levels drop significantly causing reduced water levels or even no water at all. Temporary insufficiency is also a problem and can be caused by leaks, pump failure, frozen pipes, along with induced stoppages during maintenance and repair works.

Flooding can also affect water supplies as the supply becomes contaminated with sewage, mud and debris making it unusable.

In these situations alternative water sources need to put in place to ensure that the health of the residents is not put at risk.

### **Who is responsible for providing an alternative supply?**

The registered responsible person for the supply (e.g. the owner/managing agent) must provide an alternative water supply to all domestic premises normally supplied.

The provision of alternative water supplies is outside the Council's control and the Council cannot accept responsibility for the acts or omissions of any independent contractor. You should check that the costs and service provided will meet your requirements.

In the event of supply failure, private water supply owners/managers should supply residents on the supply with at least 10 litres per person per day within 24 hours of loss of supply. Where the water supply is interrupted for five days or more, 20 litres of water is required per person, per day for drinking, washing, cooking and toilet flushing. Periods of prolonged insufficiency can pose a significant public health risk if alternative water provision is not in place. You may therefore wish to consider what action you would take should your supply become insufficient.

### **Where can I source an alternative water supply?**

In the event of the loss of your private water supply you may be able to obtain an emergency supply from one of the contractors listed below. The list is not exhaustive and you may be able to find alternative suppliers.

Wincanton 0844 335 6340 <http://www.wincanton.co.uk/sectors/water/>  
Bristol Water 0845 702 3797

Your household or business insurance policy may provide for reimbursement of costs, but it is essential to check this with your insurer. The water supply may be a bowser or larger mobile container. Costs vary and contractors may charge for refilling bowzers. Some suppliers recommend that water should not be taken from the bowser for drinking and food preparation after 48 hours on site, and you should follow any guidance given by the supplier.