

Standpipe Hire

Instructions for Use

Temporary connections to a water main

Customers often need to temporarily draw water directly from Bristol Water's mains network for a variety of reasons including for welfare facilities, events, festivals, cleaning, construction and even to water carefully nurtured blooms.

To connect to the Bristol Water mains network for any reason, an authorised standpipe from Bristol Water must be used.

The Standpipe Hire team are on hand to support you with your need. All standpipes are metered, and water used will be charged at the current Bristol Water rate.

Available standpipes, what they can be used for and where they can be used

Two types of standpipes are available for hire:



15mm with $\frac{3}{4}$ inch bore (delivers approx. 1 litre per second)

Can be used on any standard fire hydrant or washout in the Bristol Water supply area that does not have logging equipment.



High flow 64mm with $2\frac{1}{2}$ inch bore (delivers approx. 4 litres per second)

Restricted for use on designated filling points (marked with a red lid) to avoid causing network issues for other customers (e.g., poor pressure).

Standpipes are hired to draw water for a range of purposes, including:

- Non-domestic use (e.g., filling bowzers/tankers, construction/demolition site uses, watering plants and trees, cleaning windows and solar panels)
- Domestic use such as drinking, cooking, and washing (e.g., for events, festivals, site welfare facilities, temporary domestic supply) – Bristol Water will chlorinate both the hydrant/washout and standpipe before hire for domestic use.



A high level map of Bristol Water's supply area is toward the back of this pack, a more detailed map and full list of designated filling points for 64mm standpipes is available on our website bristolwater.co.uk/standpipehire or can be requested from the Standpipe Hire team.

We advise you visit your intended location to identify an appropriate hydrant/washout for your use before hiring a standpipe. Please do contact us if you still need more information on the appropriate hydrants/washouts for what you need and where you need it.

Consideration of new filling points will be given to long-term hires where closer points would be beneficial to the user (there will be a charge for setting this up).

Water supplied by Bristol Water meets required drinking water standards, however the quality can be compromised by the condition of the standpipe. We use an approved process to chlorinate standpipes for domestic use, however we generally recommend any water drawn from the mains through the standpipe is not used for domestic purposes such as drinking or cooking. If you have concerns about someone who has drunk water from the standpipe, or concerns about the condition of the standpipe, please contact us.

You will be connecting to the public water supply system. It is your responsibility to prevent damage and avoid contamination. Failure to do so may render you liable to prosecution under the Water Industry Act 1991 regulations.

Unauthorised use

Connecting to the Bristol Water network using equipment other than that supplied by Bristol Water is illegal and could lead to prosecution. Please report any suspected illegal use to the Standpipe Hire team. Any reported use of unauthorised equipment will be dealt with strictly and appropriate action taken.

Anyone found to have caused damage to the mains network will be held fully liable and we will look to recover the costs of repairing the damage. Using an illegal standpipe constitutes the crime of theft from Bristol Water.

Terms and conditions

All standpipes must be made available for inspection by a representative of Bristol Water upon request.

Bristol Water Standpipe Hire Terms & Conditions apply for all customers hiring a standpipe from us. These are available to view on our website bristolwater.co.uk/standpipehire or can be requested from the Standpipe Hire team. Bristol Water is part of South West Water Ltd, registered in England with company number 02366665.



Usage instructions

In addition to these instructions, there is a short video on our website showing how to connect and disconnect your standpipe bristolwater.co.uk/standpipehire. Failure to follow these procedures can incur charges or loss of deposit.

Inspect all components of the standpipe fully before connecting standpipe to the valve. Any faults or damage must be reported immediately to the Standpipe Hire team. Under no circumstances should users dismantle, tamper or remove any standpipe components.

When using a standpipe in the highway or footpath, it is your responsibility to follow all safety requirements and comply with any relevant legislation and regulations (e.g., correct signage or guarding is in place as per New Roads & Street Works Act 1991 'NRSWA').

Connecting the standpipe ready for use

Locate hydrant and remove surface cover. If the hydrant chamber is full of water or debris it should be cleared to at least 150mm below the connection point. Remove hydrant cap.

Remove dirt, debris or sediment from the valve outlet cup. It is important you open the valve **slowly** using the key provided. Most hydrant valves open anti clockwise. Release all air from the valve and ensure the water is running clear of any particles. Do not fill the chamber.

Once air is released and water is running clear, close the valve slowly. Ensure the standpipe taps or outlets are closed. Carefully connect the standpipe.

Re open the valve slowly (no more than one full turn every 60 seconds), increasing the flow gradually to clear any sediment lying in the water main that could produce discoloured water further down the water main network.

Using the standpipe

Please provide meter readings when requested by the Standpipe Hire team to allow accurate billing of water consumption during the hire.

15mm standpipes will deliver approximately 1 litre of water per second. 64mm standpipes will deliver approximately 4 litres of water per second. The **maximum safe flow rate is 15cu of water per hour (1cu = 1000 litres), 250 litres per minute or 4 litres per second** and must not be exceeded.



The red 10-litre wheel on the meter of a **64mm standpipe** (circled in this image) should not exceed 4 digits in 10 seconds.



Rapid start up, over running, air or particle contamination can cause irreparable damage.

Check for any leaks. Ensure the meter is recording consumption. Meter failures or damaged components must be reported immediately to the Standpipe Hire team. Continued extraction of unmetered water is considered unauthorised use and theft.

If you are unable to operate the valve or the hydrant leaks, seek an alternative hydrant and report the fault to Bristol Water's 24-hour emergency helpline on 0345 702 3797.

If using a flexible hose connected to the standpipe, users must ensure that the end of the hose cannot become submerged. Under no circumstances should a hose be directly connected from the standpipe to a sewer, gully, drain, culvert or ditch. An air gap must be maintained if the equipment is to be used to fill any receptacle, bowser, tank or IBC.

When you're not using the standpipe

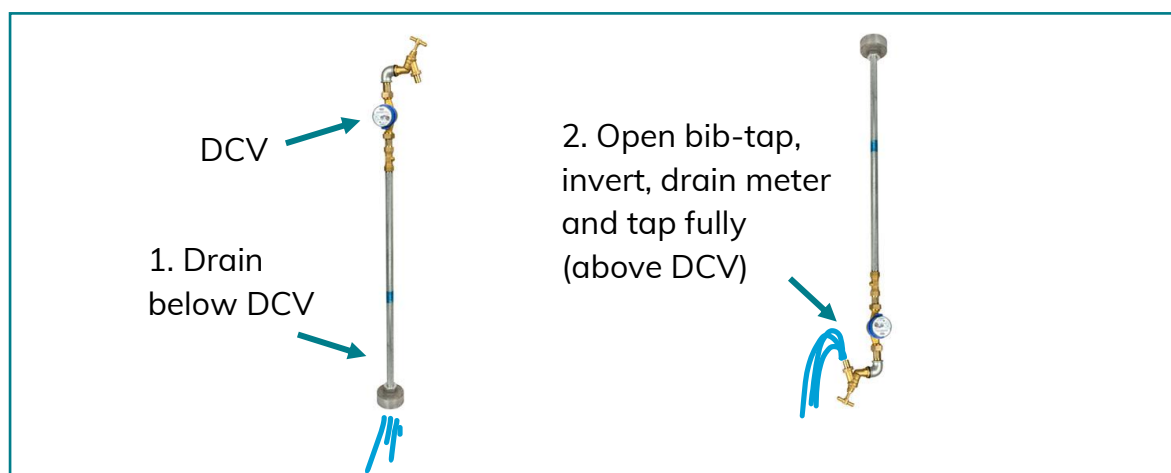
Handle equipment with care, being cautious not to drop or cause impact to the standpipe; it is a calibrated measuring device.

When not in use, the standpipe should be disconnected and the hydrant cover replaced. Do not leave a standpipe unattended.

Close down hydrant valve slowly, check for leaks, remove standpipe, drain down all components fully, refit hydrant cap and replace hydrant cover securely.

The standpipe and accessories must be stored and transported away from any contaminated materials, fittings or containers.

During **cold weather**, to prevent frost or ice damage to components, drain standpipe completely (both sides of the double check valve 'DCV') and exercise caution with any water spillage. Protect, handle and store equipment as you would with outside pipework in cold weather.



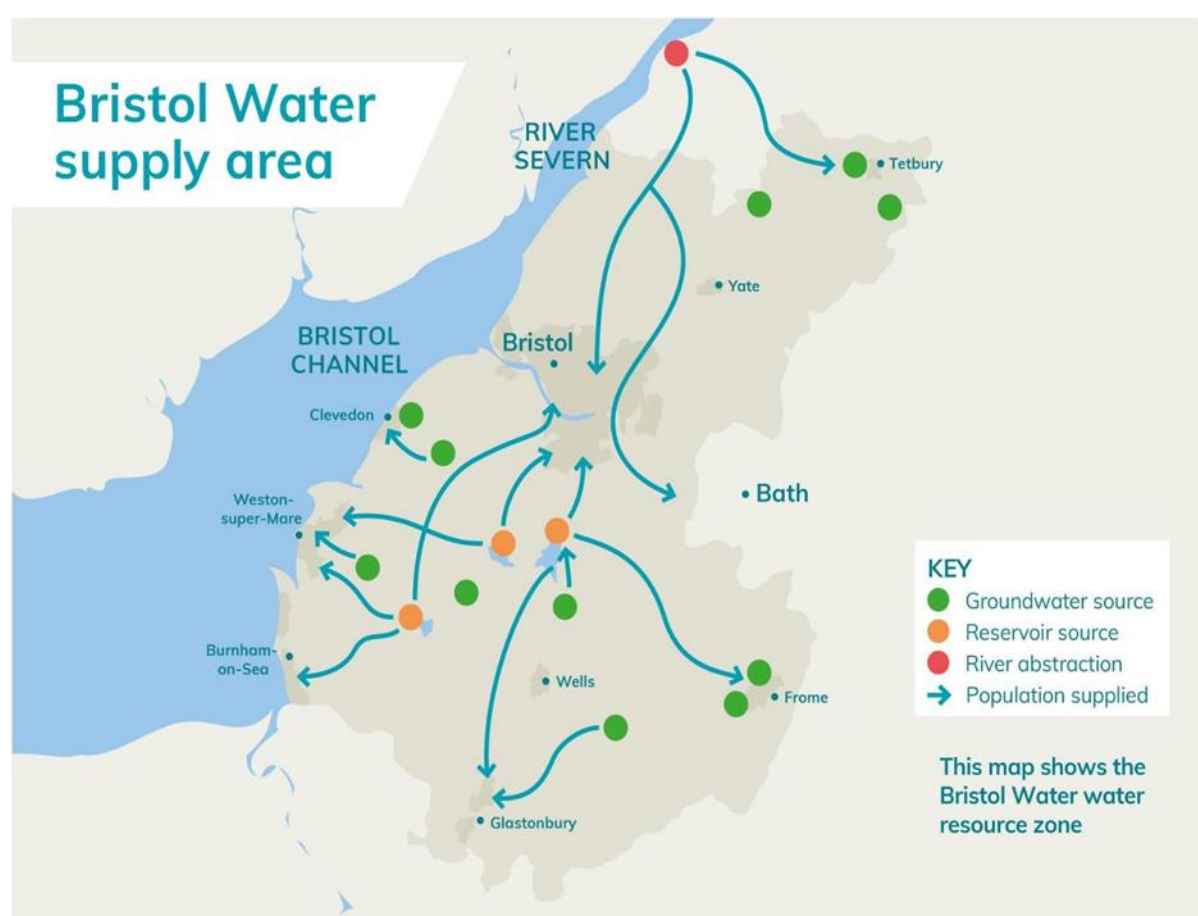


When you've finished using the standpipe

Inform the Standpipe Hire team you intend to off-hire your equipment.

For a standpipe to be off-hired, equipment must be returned with all issued items or accessories and be in the same condition as at commencement of hire. Additional loss or damage charges and forfeiture of deposit may apply for any damaged, missing or unserviceable items.

Where you can use a Bristol Water standpipe



Available on our website or on request from the Standpipe Hire team are:

- A detailed map of Bristol Water's supply area and boundaries
- A list of "Independent Distribution Network Operators" (IDNOs) responsible for the water supply in some distinct areas within Bristol Water's supply area. A Bristol Water standpipe cannot be used in IDNO areas.
- A full list of 64mm standpipe designated filling points.



Contact the Standpipe Hire team

Call us

We are open 08:00 to 15:30 Monday to Friday (excluding public holidays) and can be called on 0345 600 0220.

If you have an **out of hours emergency**, you can contact our 24-hour emergency helpline on 0345 702 3797.

Other information, including a short video on how to connect, and disconnect your standpipe, is on our website bristolwater.co.uk/standpipehire

Email us

standpipehire@bristolwater.co.uk

To collect or return a standpipe during our open times, we are located at

Barrow Logistic Centre, Barrow Street, Barrow Gurney, Bristol BS48 3RY

Google maps: [Barrow Logistics Centre](#)

what3words: [///petal.friend.petty](#)