

Terms and Conditions

The provision of a standpipe for hire by Northumbrian Water Ltd. (the Company) to the Customer is subject to the terms and conditions detailed below. By entering into an agreement to hire a standpipe the Customer is understood to have read and agreed to the following:

1. The standpipe must only be used by the Customer in the area designated on the licence, subject to any other arrangements made with the Company. Where the Customer wishes to use the standpipe in another location, permission must be sought from the company prior to doing so.
2. The licence is not transferable to any other Customer and only the Customer detailed on the licence can use the standpipe.
3. That the Customer will not permit back siphonage to take place and to prevent this possibility the following shall apply:
 - A) The Customer must only use the metered standpipe which has been supplied by the Company.
 - B) The discharge hose shall not be immersed into any liquid eg: if the hose is used for filling a tank the water shall discharge above the tank through a type 'A' air gap in accordance with the Water Supply Bylaws.
 - C) The Customer will permit the Company to inspect any apparatus used in conjunction with the metered standpipe if it so desires.
4. That the Customer will not draw water in excess of 22 litres per minute at any time and will not permit wastage of water.
5. That the Customer will indemnify the Company against any claim or action in conjunction to the hydrant/washout or to property or personal injury as a result of the Customer using the hydrant/washout and metered standpipe and reimburse the Company for any repairs required to the hydrant/washout.
6. That the Customer will operate the screw down stopcock fixed on the metered standpipe to control its water requirements, thereby avoiding operating the valve incorporated in the hydrant/washout.
7. That the Customer will return the metered standpipe to the Company immediately upon it's use of the hydrant/washout is ended, unless prior authorisation has been obtained from the Company. Any use after this date will be unauthorised and legal action may be taken against the Customer.
8. That the Customer will pay to the Company in advance a deposit which is refundable if the metered standpipe is returned in working condition. If the standpipe is damaged in any way which would render the Company unable to hire it out again upon return, the Customer's deposit will be retained. This includes, but is not limited to, modifications made to the standpipe and blockages.
9. That the Customer will also pay to the Company in advance the sum for the rental charge for the metered standpipe for the agreed period which includes an allowance of water depending on the hire period.
10. The use of non-designated hydrants/washouts or non-compliance with these conditions will result in the immediate termination of the licence by the Company and the forfeiture of the returnable deposit; Legal action may also be taken.

A copy of the full standpipe policy is available upon request.