

Protecting your drinking water

Use of standpipes

We understand that you may sometimes require an additional water supply outside of our normal supply arrangements. That's why we offer a comprehensive standpipe hire service. These freestanding standpipes are fitted with a tap and can be attached to a hydrant to provide a water supply where there isn't currently one available.

These standpipes are fitted with a double-check valve, that stops water going back into the water mains, keeping our drinking water safe. They are also fitted with a meter so that we can measure how much water has been used.

It's for these reasons only standpipes hired from our Standpipes Hire Team or Aquam Water Services are approved for use on United Utilities water network. Anyone wishing to hire a standpipe must hold a Calm Network Operation Certificate which is awarded following the completion of an online training programme.

If you have any queries, or want to know more about our standpipe hire scheme, please contact us by email UUStandpipeHire@uuplc.co.uk or call us on 01925 679498. For more information you can also visit our [website](#).

Designated Hydrants

Aren't all hydrants the same?


No not all hydrants are the same, some hydrants are on small diameter pipes and don't allow much water through, some are at the end of the line and may cause discoloured water if used. Some hydrants are for the Fire Brigade, and these are marked with yellow markings, or a yellow and black plate, these are for firefighting purposes only. The best hydrants are on larger diameter mains and we call these our 'designated hydrants'.

Why do we need Designated Hydrants?

Designated Hydrants were originally identified water abstraction points for hired standpipes. The identification of an available hydrant was and still is to be compatible with our Calm Network Principles.

The Calm Network Principle is that when operating a hydrant in a safe and controlled manner, which minimises disruption on the drinking water network. This is so we can protect all customers from discoloured water, high demand related poor pressures and reduce pressure transients that might otherwise lead to a burst water main.

Where are Designated Hydrants and how can I find them?

We now have a designated hydrant MAP that will provide you with the location of each Hydrant we have identified as being a suitable Designated Hydrant with a unique target symbol . This will help you find your way around our water network, to a hydrant that is suitable for both of us. We have also undertaken a review of these locations in order to increase the number available and ensure they are more accessible whilst following Water Quality focused rules.

The [designated hydrants map](#) can be used on either a Desktop/Laptop browser or via the same URL when opened on a mobile phone or tablet with an internet connection.



If any hydrant does fail in operation please report it to United Utilities immediately. You can call our friendly team on 0345 672 3723.