



## STANDARD OPERATING PROCEDURE ELECTRICAL WATER HEATERS & HEATING SYSTEMS

### ***Governing standards and regulations:***

- Electricity at Work Regulations 1989
- BS 7671:2018+A2:2022 Requirements for Electrical Installations. IET Wiring Regulations (BSI)
- Corrigendum to BS 7671:2018+A2:2022 Requirements for Electrical Installations. IET Wiring Regulations (BSI)
- IET Code of Practice for in-service inspection and testing of electrical equipment
- BS EN 806-5:2012 Specifications for installations inside buildings conveying water for human consumption - Operation and maintenance (BSI)

**SOP Number 019**

**SOP Title Electrical Water Heaters & Heating Systems**

	<b>NAME</b>	<b>TITLE</b>	<b>SIGNATURE</b>	<b>DATE</b>
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<b>Reviewer</b>	<b>Turner &amp; Townsend</b>	<b>External 3<sup>rd</sup> party checker.</b>	<b>Issued</b>	<b>18/10/24</b>
<b>Effective from</b>				<b>01/12/24</b>



## Acronyms:

BS: British Standard

CPT: Corporate Property Team

EIC: Electrical Installation Certificate

EICR: Electrical Installation Condition Report

FM: Facilities Management

NCC: Norfolk County Council

NICEIC: National Inspection Council for Electrical Installation Contracting

SOP: Standard Operating Procedure.

## 1. PURPOSE & SCOPE

Electrical Water Heaters and Heating Systems are defined as any system or equipment designed to heat water or air, powered by electricity. The installation, repair and maintenance of these systems should be limited to those who have been trained and qualified to do so. This Standard Operating Procedure (SOP) will set out how we will ensure that when those equipment's are in an operable condition, safe to use and any possible issues are, as best as possible, negated. This can be achieved by way of good regular maintenance and regular inspections carried out daily, monthly, and annually, as per United Kingdom (UK) electrical standards and any regulations related in UK law.

The purpose of this SOP is to establish clear and comprehensive guidelines for the Installation, inspection, maintenance, and repair of Electrical Water Heaters and Heating Systems in commercial and domestic buildings managed by Norfolk County Council (NCC) Corporate Property team (CPT). It ensures compliance with UK and Health and Safety Executive (HSE) regulations, detailing the frequency and procedures for these tasks. By following this SOP, we aim to maintain fully functional and reliable Electrical Water Heaters and Heating Systems, thereby ensuring the safety and well-being of building occupants.

## 2. RESPONSIBILITIES

### 2.1 Responsible or Accountable Person

The owner or person in control of the premises is the responsible person. The responsible person is defined as **Norfolk County Council** for the purpose of this SOP. The duties of the responsible person can be delegated, however, ultimately the responsible person, NCC, will remain accountable.

### 2.2 Responsibility by Proxy

The Responsible person, NCC, can appoint one or more competent persons to assist in undertaking the preventative and protective measures. A competent person is defined as someone with sufficient training, knowledge, and experience. This will be determined and recorded by NCC CPT using the NCC training log. NCC CPT FM Operations Managers assigned to a specific portfolio



in collaboration with the appointed Premises Manager for the individual properties and or portfolios will undertake duties to assist the responsible person.

### 3. OPERATIONAL PROCEDURE & ACTIVITIES

#### 3.1 Electrical Water Heater & Heating System Installation & Setup

The NCC CPT FM Operations Manager will ensure that where Electrical Water Heaters and Heating Systems are required in properties under their care the NCC CPT FM Operations Manager will instruct a suitably qualified Electrical Equipment supplier to design, deliver, and install required items to site. This will be achieved using the Appointed Supplier Database (Internal Reference 1). Suitably qualified is deemed as registered with NICEIC (External Reference 1) and Electrical Installation Certificate (EIC) will be expected and an EICR may be necessary as per SOP 018 (Internal Reference 2).

The NCC CPT FM Operations Manager will liaise with the Premises Manager to ensure an asset list is created for the premises manager to complete any daily, weekly or monthly visual inspections as set out in NCC's Premises Manager Handbook, (Internal Reference 3). This is a premises manager obligation and the NCC CPT FM Operations Manager is there only to monitor completion and assist.

The assets will also be added to the CAFM System using the Asset Naming Convention (Internal Reference 4).

#### 3.2 Electrical Water Heaters and Heating System Service & Inspection Schedule

Once the Electrical Water Heaters and Heating systems have been installed as set out in the client brief, the NCC CPT FM Operations Manager will arrange the following inspections:

Scheduled Task	Task ID	Frequency
Water Heater Service & Descale	NCC-TASK-03-20	Annual
Convactor Heater Annual Service	NCC-TASK-03-21	Annual

Annual inspections and Services will be scheduled 12 Months from the installation date. NCC CPT will adopt the Annual schedule as a standard across all sites managed for Norfolk County Council.

In certain areas in Norfolk hard water is present this will be indicated the by the maintenance inspections. In sites with hard water more frequent descaling is recommended.

These inspection & Service will be implemented Annually and can be brought forward to reduce cost, such as in line with other sites but cannot be put back to ensure system will be out of date.



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The NCC CPT FM Operations Manager will set this schedule up on the CAFM System using the Asset Naming Convention (Internal Reference 4) to set the asset and the scheduled tasks as per CAFM System training.

### 3.3 Electrical Water Heaters & Heating System Reactive & Remedial actions

If, during any visual inspection or Annual Service & Inspection, any defect is found the article in question will be identified and repair shall be scheduled. The repair will be achieved through the CAFM reporting system by raising a Follow-on Work Order.

Once the defect has been raised either by Premises Manager, Inspection engineer or NCC CPT FM Operations manager through the helpdesk or direct on the CAFM System and a work order raised, the NCC CPT FM Operations manager or Admin will instruct a suitable repairer to carry out maintenance. This may be the same as the installer.

The NCC CPT FM Operations Manager will select the supplier from the Appointed Supplier Database (Internal Reference 1) and will update the work ticket on the CAFM System.

## 4. FORMS/TEMPLATES TO BE USED

Asset Naming Convention to be used for all assets and scheduled tasks on the CAFM System.

## 5. INTERNAL AND EXTERNAL REFERENCES

### 5.1 Internal Resource References

1. Appointed Supplier Database
2. SOP 018 EICR
3. Norfolk County Council – Premises Manager Handbook
4. Asset Naming Convention

### 5.2 External Resource References

1. National Inspection Council for Electrical Installation Contracting

## 6. CHANGE HISTORY

Should this SOP require alterations of any kind, they must be recorded as follows:

- **SOP Number:** The current SOP and new version number.
- **Effective Date:** The date the updated SOP becomes effective.
- **Changes:** A brief description of the main changes from the previous version.
- **Previous SOP Number:** The previous SOP and version number.



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<b>SOP no.</b>	<b>Effective Date</b>	<b>Changes</b>	<b>Previous SOP no.</b>
019	01/12/24	Rebranding to NCC specifications	116