Minutes of Meeting for Dialogue with Professional Bodies – 6th October 2015 (2pm at Conference Room, Level 4, ENV Building)

Representatives from Professional Bodies

Er. Chong Kee Sen President, IES
Er. Lee Teng Pong, Simon Committee Member, IES
Dr. Ang Choon Keat Committee Member, IES
Mr Richard Lai Council Member, SIA
Mr Yeo Eng Choon Committee Member, SIA
Mr Lim Choon Keang Committee Member, SIA
Er. Teo Yann Chairman, M&E Practice Committee, ACES

Representatives from PUB and NEA

**PUB**

Mr Tan Yok Gin DCE (Operations)
Mr Ooi Kian Eng Director, Water Reclamation (Network)
Mr Ridzuan Bin Ismail Director, Catchment & Waterways
Mr Chris Chow Senior Assistant Director (C&W)
Mr Tan Chee Hoon Senior Principal Engineer (WRN)
Mr Christian Budiman Senior Engineer (WRN)
Mr Jonathan Lim Engineer (WRN)
Mr Chua Chor Pheng Chief Engineer (WSN)
Mr Lee Cai Jie Senior Engineer (WSN)
Ms Olivia Teo Senior Engineer (WSN)
Mr Ow Zhao Hui Engineer (WSN)
Loh Kwang Yen, Matthew Chemist (WQO)
Mr Goh Pin Cheh Head (BPU)
Ms Ivy Poon Principal Engineer (BPU)
Mr Sio Wei Hurng Senior Manager (BPU)
Mr Muhd Razis Engineer (BPU)
Mr Ryan Ng Engineer (BPU)

**Agenda of Meeting**

1. Service Improvement
2. Enhancements to the Procedure for Water Service Works
3. Requirements on Location and Leak Tightness Test of Sanitary Pipes
<table>
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<tr>
<th>S/N</th>
<th><strong>Representatives’ Feedback</strong></th>
<th><strong>PUB’s Response</strong></th>
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<tr>
<td>1.0</td>
<td><strong>Service Improvement</strong></td>
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<tr>
<td>1.1</td>
<td>Online self-service system services plan</td>
<td>The representatives were pleased with the new self-service system since its launch in Apr 2015.</td>
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<td>IES rep. Er. Simon Lee enquired if the cost of service plan could be further reduced and how accurate is the Water Services Plan (WSP).</td>
<td>PUB shared that the price of the service plan is for cost recovery due to operating cost and system maintenance. PUB explained the WSP cannot be 100% accurate as most of the pipes and services were laid in the 70s and 80s which is based on survey plan and plotted manually before digitalisation. As for new pipes and services, GPS coordinate will be used to ensure its accuracy in the services plan.</td>
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<td>1.2</td>
<td>Online submission status check system</td>
<td>The representatives were pleased with the proposed content/details on the submission status check system.</td>
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<td>SIA rep. Mr Yeo Eng Choon enquired if the status check system comprises records of older submission.</td>
<td>PUB explained that the system is only available to new submission after its launch. The data of old submissions may not be migrated to the new system. Ch E Chua Chor Pheng from Water Supply (Network) Department explained the processing time by PUB would depend on the quality of submission received. He further explained there is a need for PUB to ensure that the submitted schematic plans/design are in compliances with code of practice and regulations. Ch E Chua suggested to have a separate session with Er. Simon Lee if necessary to address the specific cases.</td>
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<td>1.3</td>
<td>Online consultation booking system</td>
<td>The representatives were generally supportive of the new booking system, SIA rep. Er. Lim Choon Keang, suggested to have a 6 month transition period for walk-in consultation instead of 3 month.</td>
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<td>IES rep. Er. Simon Lee was concerned that QPs are unable to make an appointment for urgent case if the system only allows booking to be made 3 day in advance.</td>
<td>PUB has taken in the feedback. We will monitor the situation and make adjustment if necessary. PUB shared that QPs can contact processing officer directly for urgent matters. PUB explained that the consultation booking system allows users to make reschedule or cancel their appointment prior to the actual day and an individual</td>
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Representatives questioned for the need of confirmation after appointment is made.

### 1.4 Revising of Major Submission Response time from 21 to 14 days

The representatives welcomed the initiative by PUB to improve service quality. Requested to hold more briefing/training sessions with the industry on the following:

1. Common mistakes from submissions
2. Common findings from audit checks
3. Detention Tank

SIA rep. Er. Lim Choon Keang enquired the need to have endorsement on plans when declaration has already been made on form resulting in duplicating efforts.

PUB shared that briefing sessions are organised throughout the year to brief the industry on the common mistakes. Several sessions have been held to brief on detention tank requirements. Online guides are also available to help the QPs with their submissions. PUB will continue to work with the relevant Departments to organise briefing/training sessions for the industry, the next session will be the Joint Technical Briefing with IES and NEA on 30 Oct 2015.

PUB has taken in the feedback. We will review the current requirements and make adjustment if necessary.

### 2.0 Enhancements to the Procedure for Water Service Works

SE Lee Cai Jie from WSN shared on the three enhancements to be implemented by PUB on the current procedure for water service work. The three enhancements are:

1. Enhancements to the existing Notification of Water Service Work and Certification of Satisfactory Completion forms
2. Review of Joining Methods for Potable Water Applications
3. Enhanced Water Sampling by PEs/LPs for New Developments

The feedback from the Professional Bodies(PBs) were that they are generally ok with the three enhancements and suggested to PUB to give suitable lead time for the industry to react. The meeting agreed that 3 months lead time is sufficient.

PUB informed that they are looking to implement these enhancements for all new notification of water service work from 1 Apr 16.
With regard to the proposed changes to the existing Notification of Water Service Work and Certification of Satisfactory Completion form, Er. Simon Lee suggested to have an Annex in the Notification and CSC forms to elaborate on specifics and details of the critical items. Er Teo Yan suggested that the annex is not necessary as it might entail including details from CP 48 and lengthening the forms.

With regard to the proposed doing away of capillary joints/fittings for potable water applications, the feedback from the PBs were that alternative joining methods to capillary fittings are welcomed if it can improve productivity but the PBs cautioned that the cost of using alternatives such as press fit system is higher than capillary joints/fittings and is a concern for the industry.

With regard to the enhanced sampling by PEs/LPs, Mr Lim Choon Keang from SIA enquired on the type of development that falls under the new requirement. The PBs noted on the additional cost for the sampling of heavy metals for completed installations and commented that they are agreeable to this implementation and do not foresee any concern on this implementation since it is an extension of the current industry practice of conducting water sampling before TOP. PBs asked if it is mandatory to submit the test results.

**3.0 Requirements on Location and Leak tightness Test of Sanitary Pipes**

**3.1 Reminder on the Location of Sanitary Pipes**

Representatives welcomed the clearer requirement and requested PUB to put the revised requirements explicitly in the revised COP.

SIA rep. Mr. Lim Choon Keang shared the industry were well aware of the requirements in COP. However, sometimes QPs were in a difficult position when Developer insisted on the improper design.

PUB informed that this enhanced sampling will be applicable for all new notification of water service work for developments that has to go for TOP submission from Q1 2016.

PUB informed that this sampling is an extension of the current sampling requirements stipulated in CP 48 and there is currently no need for mandatory submission of the test results. PEs/LPs will have to keep a record of the test result for their completed project and present to PUB upon request for verification.

PUB reminded PBs on improper location of sanitary pipes/stack such as above water tank, above dry areas. Some owners of recently completed apartments have complained of such issues to PUB.

PUB made clear on the requirements that:

- No sanitary pipes shall be located above potable water tanks and electrical transformers/ switchgears.

- No sanitary pipes shall be located above swimming pools and balancing tanks. If unavoidable, adequate
protection measures shall be provided to ensure that they do not cause any health and safety hazards. These measures must be clearly illustrated in the detailed plans.

- No sanitary pipes from adjacent dwelling units shall be located within the dry areas (such as bedroom, living room, dining room, study room, etc.) of a dwelling unit.
- No sanitary pipes serving toilet bowls shall be located within the kitchen area of any dwelling unit.
- Any common sanitary pipe maintained by the MCST or Town Councils shall only be located either in common areas or in the toilet/bathroom. Common sanitary pipes may be located outside the dwelling unit (e.g. aircon ledge) if adequate protection measures are provided to ensure that they do not pose health and safety hazards or give rise to maintenance problems.

PUB would like to seek the help of PBs to remind its members on these requirements.

On the feedback that some of these were on the request of developers/owners, PUB informed that QP has the responsibility to inform the developers/owners on the requirements stipulated in the COP.

3.2 Leak tightness Tests to Sanitary Pipes and Sanitary Drain lines, Sewers

PUB also shared on a recent case of leaks in sanitary/vent stack that caused a smell nuisance which affected 7 blocks of residential unit. PUB highlighted that this can only be due to a lack of supervision and poor workmanship. It has always been a requirement to carry out water tightness test to sanitary/sewer lines before commissioning the system and PUB will henceforth require QPs to submit/show the results of such test prior to applying for TOP. PUB will send a circular to
ACES rep. Teo Yann raised that most of the endorsement on the completed plumbing system were by the QP and asked if the plumbers or other representatives could be responsible for their respective parts.

remind the industry. PUB would like to seek the help of PBs to remind its members

PUB agreed that it may be necessary to have plumbers supervise and endorse the sanitary works as in the case of licensed plumbers endorsing water piping works. However in the meantime, the QP is still responsible for the sanitary work done.

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