

Your guide on how to connect to our network

If you are constructing a new domestic property, renovating an existing property, requiring a temporary connection, building water supply or planning to convert from a private water supply, you may require a new connection to the public water supply or sewer network.

There are various utility connections required within the overall construction process for your development. It is important that you plan these connections at the earliest convenience. This guidance leaflet is intended to help make this process simple and easy to understand.

Connecting to our network First stage in the water and/or sewer connection process

Preparing for a new connection

Initially you will need to check if we have capacity to serve your development and that we have network in the vicinity of your development. To do so you should submit a "Pre-Development Enquiry" (PDE), you can submit this by logging into www.scottishwater.co.uk/portal.

We will check if our water network can supply the water you require and if relevant check if our sewer network can drain your waste water. If these checks highlight any issues, it may take longer to process your application. We may at this point offer alternative solutions. In order for us to plan ahead and deliver as fast a service as possible, please highlight any site issues that you may be aware of.

We aim to respond to your PDE within 15 working days, please note that on occasion it may take us longer depending on the requirements of the site.

If after reviewing your PDE response, you wish to proceed to apply for a connection, you can do so via the portal, you will be given a reference number unique to your development.

You can apply for both water and waste water connections directly via the portal, and you will have the ability to track these through our process.

Once we receive your completed water and/or waste water application it will be assigned to a member of our technical team, who will complete a technical audit of your design proposal.

Once technical audit has been satisfied and passed, you will receive a quotation, in order to proceed to inspection/connection stage, you must accept the quote. You can do this via our portal www.scottishwater.co.uk/portal or by calling our team on **0800 389 0379** or emailing: developmentoperations@scottishwater.co.uk advising acceptance of your quote, this will then allow your invoice to be generated.

Please note: There are varying factors taken into consideration when you are connecting to our water

and/or sewer network that may influence the costs and timeline. You will be advised at the earliest possible date if this is relevant to your property.

If you are applying for a water only connection and using private treatment for sewage discharge please inform us of this on your water application, as no physical water connection will be permitted until the sewer connection has been made or updated as private treatment, Scottish Water may ask for evidence of this.

Land Access (Servitude)

Should you need to lay your pipework across land which is not in your ownership, to gain a connection to our network, you must obtain permission from the owner of the affected land prior to commencing work. We will request a copy of this documentation for our reference and review.

Important information you will need to complete the application form:

- Planning Ref number
- Site Plan 1:1250 with clearly marked route of pipework to our main
- Consent if crossing third party land.
- Drainage proposals – foul and surface water (or information on private treatment if water only connection)

Remember: You cannot pay for the quote once you accept it. You must wait for the invoice to be generated before full payment can be made.

For further information on charges, please refer to our 'Scheme of Charges' available online at www.scottishwater.co.uk/charges



Scottish Water
Trusted to serve Scotland

Planning for a new connection

We would recommend that you commence with planning your design for your connection to both the public water supply and public sewer network as early in the process as possible. When you submit the planning applications for either outline or full planning for your development location, the Local Authority will pass your application to us as a statutory consultee in the process.

We along with other public bodies, may be asked to comment on the planning application within 21 days.

We will highlight if there are any items for you to consider when planning your development. Important factors to consider in this planning process for a water and/or sewer connection are the location of your nearest public water supply or public sewer network.

In some areas of Scotland you may be some distance from the nearest public network and you will need to consider the implications that this may have. The nearest public network may be quite a distance from your planned development and you may have to consider this in the

cost of connecting to the water network or alternative options to drain your development on location via another option such as a septic tank for sewage and SUDS (Sustainable Urban Drainage System) for rainfall run-off.

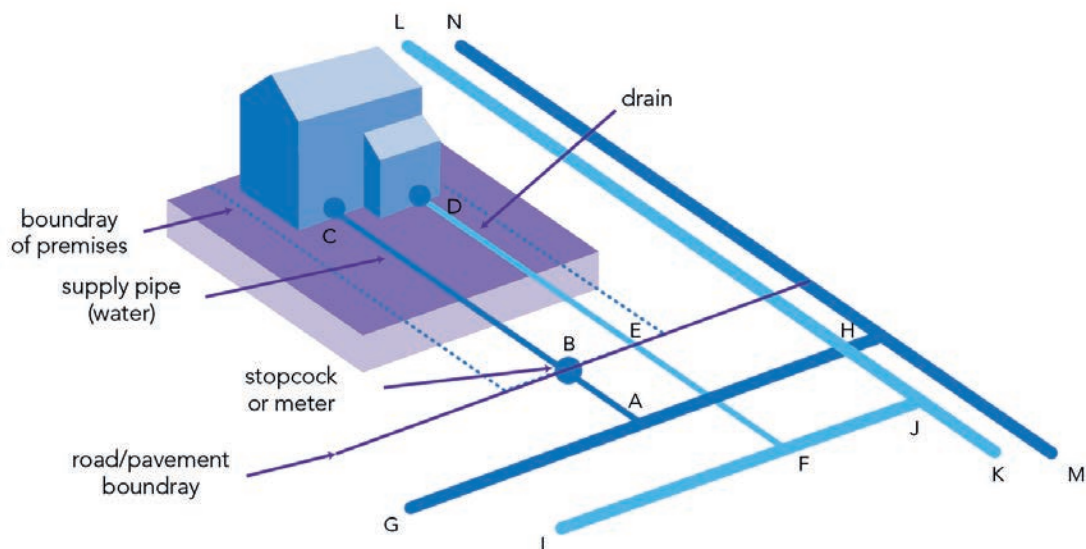
We are only legally obliged to take our network to such points to enable a connection at reasonable cost, but we are not required to do anything which is not able to be done at reasonable cost.

Diversions

If your proposed new development impacts Scottish Water's existing infrastructure, we will work with you to find a viable solution that works for both Scottish Water and yourself. We may recommend a slight change in your plans to avoid building over our pipework or we may advise that you will need to divert pipework to ensure we can continue to safely access and maintain our water and sewer network.

Please note: Please ensure your contractor has carried out suitable checks for existing public infrastructure within the boundary of your land. This will not always be noted within the land title.

Responsibilities for water and sewer networks



Reference in a diagram	Ownership and maintenance responsibility
A-B Communication pipe (part 1 infrastructure) Stopcock, boundary box or meter	Scottish Water
B-C Supply pipe (part 1) Internal Plumbing	Property Owner
G-H New water main (part 2)	Scottish Water
M-N Local existing mains (also includes water service reservoirs pumping stations not included in this diagram) (local) (part 3)	Scottish Water
D-E Private drain (part 1 infrastructure)	Property Owner
E-F Lateral sewer (part 1)	Scottish Water
I-J Waste water (new sewer) (part 2))	Scottish Water
L-K Local existing sewers, waste water pumping station, some SUDS (part 3)	Scottish Water

Connecting to our water network

You should ensure that you have engaged suitable contractors or designers at various stages of the process. This may range from a plumber or architect to support either internal plumbing requirements or the overall design of the water connection, through to a contractor who can support the excavation works required for the water connection.

Once you have submitted a formal application to our Development Operations department and we have assessed your application to ensure it provides us with all required information, we will then provide you with a quotation for the cost of the final connection to our network, and confirmation of our approval for you to continue based on your design proposal. In order to progress you must provide quote acceptance within 6 months and we will then issue an invoice to be paid prior to works commencing.

Please note: Please read our response letter carefully, as we may detail specific requirements that you or your contractor must put in place.

Remember: You can find details about the size of pipes on our website.



Your role in the water connection process

Once paid and your contractor has completed all ground works you or your contractor can contact us on **0800 389 0379** to arrange a track inspection.

Remote Track Inspection

Scottish Water has recently released a mobile app which allows you to carry out your own track inspection remotely removing the need for a Scottish Water inspector to come to site. All of the information and guidance required is in the remote inspections guidance pack however should you require any further assistance please contact us via email developmentoperations@scottishwater.co.uk or call **0800 389 0379**.

This app allows Scottish Water to ensure that your pipe work has been laid correctly and in accordance with our latest guidelines, and do so adhering to social distancing rules, ensuring safety on site for you, your contractors and Scottish Water colleagues.

Track inspection

A track will include, the laying of the pipes to the correct depth (750mm), ducted before entering the property and ensuring that a double check valve and drain valve have been installed within the property.

When a Scottish Water representative arrives on your site to inspect the track it must adhere to our standards. If all these measures are correct we will pass the track inspection.

Connection will take place within 10 working days after a successful track inspection and we will send out our Scottish Water representative to do this. After connection has taken place **you** will arrange for the excavation to be reinstated.

Please note: You do not need to book a connection date. This will automatically happen within 10 days.

Utility Connection Provider

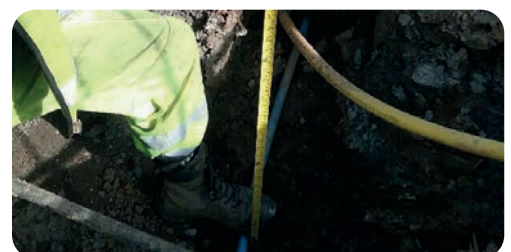
In some cases, you can arrange for a Utility Connection Provider to carry out the physical connection as an alternative to Scottish Water. A Utility Connection Provider is a contractor with an accreditation to carry out water connections. To find out more about this option please contact our team on **0800 389 0379**.

Your responsibilities

- You will apply for a road opening permit from the local council to allow for your contractor to expose the main if applicable
- You will purchase and arrange for a contractor to lay the pipes and install all necessary valves
- You will reinstate the excavation after connection has taken place

Scottish Water responsibilities

- Audit your connection proposal
- Inspect the track
- Instruct our accredited contractor to make the physical connection



Connecting to our sewer network

You should ensure that you have engaged suitable contractors or designers at various stages of the process. This may range from a plumber or architect to support either internal plumbing requirements or the overall design of the water connection, through to a contractor who can support the excavation works required for the sewer connection.

Once you have submitted a formal application to us and we have assessed your application to ensure it provides us with all required information, we will then provide you with a quotation for the cost of the final connection to our network, and confirmation of our approval for you to continue based on your design proposal. In order to progress you must provide quote acceptance within 6 months and we will then issue an invoice to be paid prior to works commencing.

Please note: Please read our response letter carefully, as we may detail specific requirements that you or your contractor must put in place.

Remember: You can find details about the size of pipes on our website.



Your role in the sewer connection process

Once paid and your contractor has completed all site excavations and pipe laying, and prior to the final sewer connection, you must then make a request for a 'Sewer Inspection'. You or your contractor can contact us on **0800 389 0379**.

We require 5 working days' notice to then send out an inspector to assess the sewer works.

Sewer inspection

A sewer inspection will include checking the laying of the pipes, groundwork excavations, location of disconnection manhole and the location of the physical connection to the sewer in line with agreed drainage proposals.

Please note: Our acceptance letter details all elements of the work which is your responsibility to carry out and materials you must supply.

Once you receive approval after inspection, **your contractor** can carry out the connection. After the connection has taken place **you** will arrange for the excavation to be reinstated.

Your responsibilities

- You will apply for a road opening permit from the local council to allow for your contractor to expose the sewer main if applicable
- You will supply all materials necessary to undertake your sewer connection
- Instruct your contractor to make the sewer connection
- You will reinstate the road once connection has taken place

Scottish Water responsibilities

- Audit your connection proposal.
- Inspect the sewer works.

Important things to note with a sewer application

include: Alternative means of discharging surface water should be explored and fully exhausted before requesting permission to discharge this into the combined sewer (foul and surface water). Alternative means may include a soakaway system, rain water harvesting or discharge into a water course. Please see our website for more details.



Moving from private to public

Converting from private water supply

If you currently have a private water supply and wish to consider the option of a connection to the public water network, this guide will provide important key information to be aware of.

Scottish Water understands that connecting to the public network may not be your preferred choice, so before making a decision it may be beneficial in the first instance to contact your Council as they are responsible for regulating private water supplies under the Private Water Supplies (Scotland) Regulations 2006. They should be able to provide you with advice on how you might improve the quality and/or sufficiency of your existing supply.

Your Council will be able to advise if you are eligible for any grant towards these works.

Please refer to your Council website for more information regarding any grant support which can be offered to improve a private supply, or the Private Water supply website for more general advice, visit www.privatewatersupplies.gov.uk

To transfer a single house to the Scottish Water network

The process to transfer from a private to public supply is very similar to the process for new buildings covered on pages 1-3 of this document. Please note that the information regarding planning applications and reference does not apply to you and our application forms have sections for you to advise us that you wish to connect an existing property. Please see our '[Moving from Private to Public Water Supply](#)' booklet for information on real life examples of applications received by Scottish Water which may help you in the connection process.

By following the guide you will be able to progress through the application process through to completion and connection to the public network. There are some key differences which must be clarified however.

Distance to nearest available main

As many properties on private supplies are in rural areas the nearest public water main may be some distance away. Local network maps can be obtained from one of our approved providers:

National One-Call

Tel: 0800 0853 865

Email: swplans@national-one-call.co.uk

Web: www.national-one-call.co.uk/swplans

Site Investigation Services (UK) Ltd.

Tel: 0333 123 1223

Email: plans@siteinvest.co.uk

Web: www.sisplan.co.uk

Cornerstone Projects Ltd.

Tel: 0151 632 5142

Email: enquiries@cornerstoneprojects.co.uk

Web: <http://www.cornerstoneprojects.co.uk/index.php/scottishwaterplans/>

If you are however having difficulties you can email our specialist mailbox PrivateSupplyTransfers@scottishwater.co.uk for assistance in identifying the nearest main.



Moving from private to public

Converting from private water supply

Sufficient pressure and flow

Due to the distances often involved in laying a pipe to the main there may be pressure/flow issues in reaching your property. Scottish Water would recommend that internal storage is fitted to your property – usually enough to last for 24 hours. There is also sometimes a requirement for you to fit a private pump to your supply pipe also to ensure a constant supply of water. As part of the connection process Scottish Water will have a representative attend and check the pressure at the nearest public hydrant so that we can advise of this.

Existing pipework

No existing pipework currently used to carry water from your private source to your property can be reused, so please ensure that you have made plans to lay new pipework from the mains location right into your property.

Internal plumbing

Our byelaws team may also require to inspect your property to ensure there are no potential issues with existing fittings to avoid any risk of water quality.

If at any point during this process you are unsure or require additional information please contact

PrivateSupplyTransfers@scottishwater.co.uk where we will be happy to help.

Please be advised that Scottish Water is not able to assist financially with a transfer from a private supply to a public supply, and all standard costs for a new connection would be applied to a new application, as they would for all new single house connections to our public network.

To connect multiple properties to the public network at the same or near location

In some circumstances, more than one customer in a community can be interested in converting from a private supply. If this requires the extension of the public water main then Scottish Water can provide advice on the process by which this can be applied for and completed.

Provision of new mains to an area requires specialist planning and design, so it is crucial that all customers liaise in the planning, funding and delivery of this new infrastructure and the associated individual supplies to ensure that the project can be well co-ordinated locally. This is also useful if all customers are using the same contractor.

In these situations, Scottish Water is able to apply a reasonable cost contribution towards the additional infrastructure installed to the boundary of a customer's land, on the condition that it is offered to Scottish Water for adoption and meets our criteria.



The criteria primarily relates to the pipework meeting our standards to transfer it into public ownership, design and installation should be as per our technical specification document 'Water for Scotland'. A copy of this is available from our website www.scottishwater.co.uk

To initiate this process it is essential to submit a pre-development enquiry application to allow our connections team to confirm the available water capacity and the best option for your community. The application should contain as much information as possible and clearly indicate the number of properties potentially seeking a transfer to the public supply.

We would also encourage anybody who is seeking to bring new mains into their community to contact our specialist team PrivateSupplyTransfers@scottishwater.co.uk who can provide further information on the application requirements, nearest public mains and advice on how to approach the planning and implementation of this installation.

We can also organise a site visit from one of our connections or field teams as appropriate to meet and discuss with communities.

Water Byelaws

What are your duties?

Owners and occupiers of premises, and anyone who installs or maintains plumbing systems and water fittings, have a legal obligation to ensure that the systems and fittings meet the requirements of Water Byelaws.

General information on Water Byelaw issues, frequently asked questions and useful links can be found by visiting our Water Byelaws webpage at:
www.scottishwater.co.uk/byelaws

The Water Supply (Water Fittings) (Scotland) Byelaws 2014 apply to all plumbing systems, water fittings and appliances connected to our public water supply in Scotland. This includes all internal plumbing fixtures and fittings as well as the external supply pipe.

They help ensure that any plumbing systems in your property are installed and maintained correctly. Complying with the Water Byelaws helps to prevent any potential contamination of the public water supply or to water supplies in other parts of your property. Importantly, compliance helps protect the health and well-being of everyone using the public water supply in Scotland.

Scottish Water is responsible for the water main in the street and all the pipework up to, and including the stopcock at your property boundary. The owner/occupier will then normally have responsibility for compliance with Water Byelaws for any pipework from the stopcock into the property (known as the supply pipe), and all the indoor and external plumbing.

It is important for Scottish households to note that Water Byelaws can protect:

- You, your family and neighbours – by protecting your drinking water and therefore the safety of everyone
- You, from criminal prosecution and potentially substantial fines

Helping you comply

Within our water connection application there is a notifiable plumbing items checklist. This checklist contains a list of high risk non-standard design notifiables. To help you comply with Water Byelaws, please tick any boxes that apply to your proposed plumbing design. Early notification of the listed plumbing items will allow us to provide any necessary guidance on Water Byelaw compliance and could help prevent costly, abortive work and delays to your development.

Compliance also starts with good design and choosing compliant water fittings. All plumbing fittings and materials that you use must meet the requirements of Water Byelaws and, therefore, must have relevant UK or EU approval and carry approved markings. For example WRAS, CE, BS Kitemark etc.

At the technical audit and quote stage of our water connection process we will send you a copy of our Water Byelaws Domestic Development (WB1) form. Please fill out the form to notify us of what option you have chosen to provide evidence of internal and external Water Byelaws compliance. This form will be required for us to process your quote acceptance.

Private supply conversions

Where you intend to convert to a public supply only, or are connecting solely for a back-up supply during periods where your private supply is insufficient, the whole of your plumbing installation must comply in full with 'Water Byelaws' requirements. This may mean the replacement of some, or all, of your existing system and this should be considered at an early stage in your planning. Internal byelaws requirements must be consulted to ensure all internal plumbing work is modified correctly to comply with Water Byelaws.

Watersafe accredited plumbers

WaterSafe is a dedicated online search facility to help customers to find the nearest qualified plumbing and heating professionals in their area.

Scottish Water supports and promotes the WaterSafe scheme and recommends the use of WaterSafe accredited plumbers. WaterSafe accredited plumbers have completed Water Byelaws training and are authorised through their accreditation scheme to issue a Water Byelaws compliance certificate covering their own work.

There are a number of benefits in using an accredited WaterSafe plumber.

These include:

- They hold public liability insurance
- They ensure that plumbing work is carried out in accordance with all statutory requirements including Water Regulations/Byelaws and Building Regulations
- Plumbing work is carried out by a properly trained and qualified individual
- They must ensure that all relevant plumbing work is subject to the issue of a completion certificate and where appropriate notification of the work is made to the Water undertaker
- There are appropriate complaints procedures in place

For further details and information please visit:

www.watersafe.org.uk

Connections Charges

What can I expect?

All of our current charges for customer connection services are contained within a document titled: **Scheme of Charges – your charges explained.**

Our charges

- Connection charge (Water 25mm/32mm connection)
- Inspection charge (Water & Sewer each)
- Infrastructure charge (Water & Sewer each)
- Application charge (Water & Sewer each)

Any connections 25mm or 32mm in size will have the standard cost shown in the 'Scheme of Charges'

Water connections of greater size than 32mm will be assessed and quoted based on the size of the connection, size of the existing water main, location of water main and any components that need to be installed.

We also may ask you to take your connection to a water main or sewer that is a greater distance from a nearer public pipe. This may be due to known supply issues from this pipework and therefore a new supply is not available.

Please Note: If our public main is of a particularly large diameter and is deemed a "trunk" main, then your quotation may also include excavation costs for exposing this trunk main as a requirement. When connecting to a trunk main this can involve a more delicate form of digging around the pipework to ensure no damage is caused, and protect the supplies to existing customers.

Any new properties will be liable for a building water charge and this will be included as a separate item in your quote.

This charge will differ per house type. For further information on charges please refer to our 'Scheme of Charges' available online.

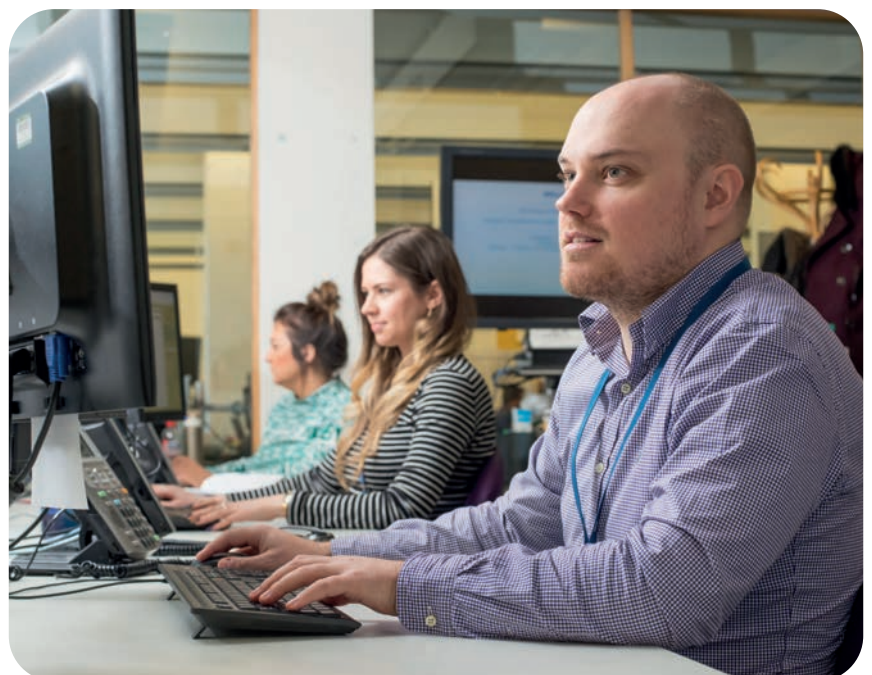
If you have used an alternative source of water for building use, which was not taken from a public supply, you will be asked to provide evidence of this water source such as receipts or photographs, before we can remove this charge from your quote.

Where water has been abstracted from a private source for building purposes, the water quality should be in accordance with BS EN 1008: 2002 (Mixing water for concrete) i.e. potable. If you plan to use an alternative source, it is helpful to detail this on your application form.

Infrastructure charge is applied to all connections which increase the load on our water and waste water network. This charge helps us invest in future development for Scotland.

Our Scheme of Charges document is updated annually, and a new version is published in April.

Online Support: For further information on charges please refer to our 'Scheme of Charges' available online at: www.scottishwater.co.uk



Making an Application

What must I submit to Scottish Water?

We have launched our Development Services Portal, from which all applicators can be submitted and tracked, this can be found at www.scottishwater.co.uk/portal

If you are unable to use the portal, you can contact our Development Services team on Freephone **0800 389 0379** or alternatively email developmentoperations@scottishwater.co.uk and we can assist you with the completion of your application.

If you would like to make enquiries about a plot of land that you wish to develop or wish to start the application process, please use our portal to submit a:

Pre-Development Enquiry



Once your PDE is completed, for a new water connection to a house, conversion from a private supply or a building water connection, please submit via our portal a:

Water Connection Application



Once your PDE is completed, for a new sewer connection, please submit via our portal a:

Sewer Connection Application



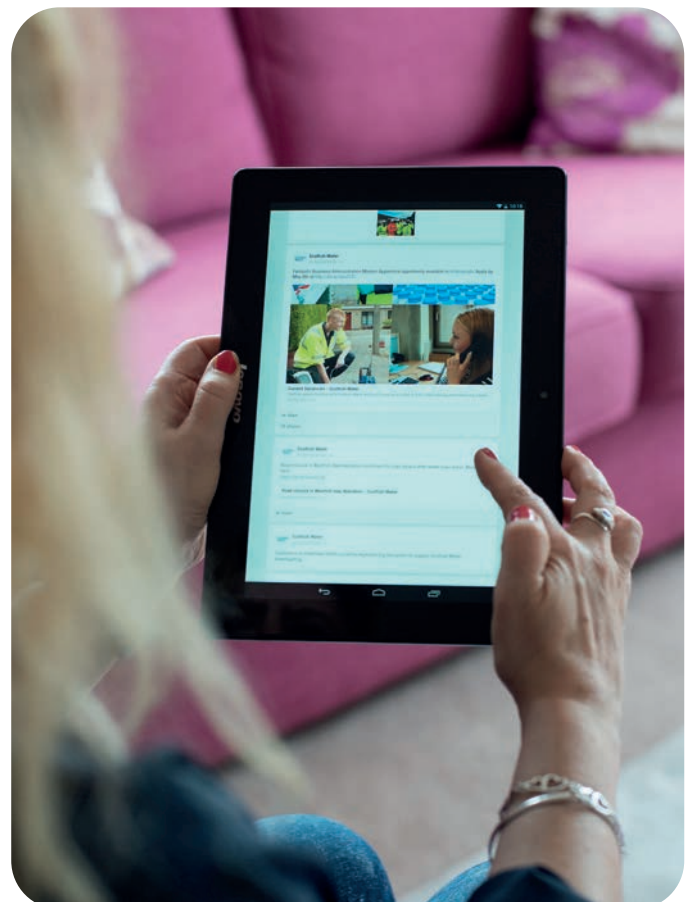
Guidance notes are contained throughout the forms to assist with completion of the correct mandatory sections, and it tells you why this information is important to ensure that Development Operations process your application promptly.

Please note: it is important to include your planning reference on your application, if applicable, and a clear site location plan with your submission.

Within your Water Connection application you must also note your sewer application details, or if you have a plan to discharge to a private drainage solution before we proceed with your water connection.

If any sections noted as mandatory are not fully completed it may delay the processing of your applications within our committed timescales, and we will contact you to confirm any information that is missing or is unclear.

If you require additional support you can contact our office directly within office hours by calling **0800 389 0379**.



Inspector top tips

Important: Please ensure all relevant checks are confirmed before requesting a site inspection.



Water connection checklist before inspections:

- 1** Ensure the water main to be connected to is fully exposed to the requested dimensions and the track is fully dug to the correct depth along its entire length.
- 2** Ensure the correct size and material of pipe has been laid in the track and the boundary box has been installed at the correct depth, and is located in the correct position.
- 3** Ensure the service pipe is ducted in to the building at the correct depth, is insulated where required, the duct is sealed internally and externally and the service pipe terminates with a stopcock, double check valve and drain tap immediately at the point of entry.

Sewer connection checklist before inspections:

- 1** Ensure the disconnecting chamber is located immediately next to the property boundary within the curtilage of the property to be connected.
- 2** Ensure the inlet, outlet and the channel running through the disconnecting chamber is 150mm in diameter.
- 3** Ensure that 150mm twin wall PVC pipe is used to connect between the sewer and the disconnecting chamber.

Getting connected: A step by step guide

Step 1

Submit an enquiry regarding water and waste water connections.

This will ensure your property can be supplied as required. This is a free check of capacity in our treatment works and network.

Step 2

Apply for planning permission from your Council.

You will need a validation date to proceed.

Step 3

Apply for water and waste water connection

You supply all mandatory information noted on our forms.

Step 4 – Water

Capacity is assessed

Quote prepared/Approval issued

Quote accepted

Invoice issued for payment

Timescale: 20 working days to issue approval.

Step 4 – Waste Water

Capacity is assessed

Quote prepared/Approval issued

Quote accepted

Invoice issued for payment

Timescale: 20 working days to issue approval.

Step 5

Track Inspection requested

5 Days notice must be provided.

Step 6 – Water

Connection completion

Following successful track inspection the connection will be planned for completion.

Timescale: 10 working days

Step 6 – Waste Water

Connection completion

The connection is carried out by your own private contractor.

Additional guidance and frequently asked questions

Q. What soil investigation requirements do I have to consider?

A. No soil investigation requirements are stipulated for connections of 25mm or 32mm (sizes which supply a single property), though it would be recommended to undertake this investigation if the proposed site is thought to have some risk, for example, in the vicinity of a petrol station or refuse tip, or if the site's previous use causes concern i.e. a previous chemical plant or similar industrial building. Furthermore, if your site is located near a railway line, there may be potential contamination issues and you should take this into account for investigation.

Q. How might this impact your material choice?

A. By undertaking a soil investigation to United Kingdom Water Industry Research (UKWIR) standards, this will highlight if a particular material can withstand certain contaminants or chemicals, without erosion or risk to the supply. As such, a material choice would have to be selected which is suitable against found contaminants, so that your supply is protected from potential contamination.

Q. Why might I require a road opening permit?

A. If the public water main or sewer which you intend to connect to, is located within a public road, then a road opening permit will have to be applied for via the Local Authority, to undertake the work of excavating the road as this can cause disruption to the road.

Therefore relevant notice can be issued to the Local Authority by applying for this permit. They will also advise regarding relevant traffic management to be undertaken. You may also need to consider if the road is a trunk road. You should reference the Transport Scotland website to confirm the name of the organisation in charge of maintenance and permits for access.

Note: Please plan the request for your road opening permit carefully, and ensure it is co-ordinated with our confirmed connection date.

Q. How do I request this?

A. Contact your Council Roads Department directly or have your contractor contact them.

Q. What are the risks if the correct traffic management is not in place at the time of connection?

A. If our squad arrives to find that the legally required level of traffic management is not in place, they will not complete the work due to health and safety concerns, and will leave site. This will result in an abortive visit charge being applied, and your connection date being re-scheduled.

Q. Do I have to apply to Scottish Water if I intend to connect to a private pipe, that then connects to the public water network?

A. Yes, you would be expected to submit an enquiry to allow Scottish Water to check the network capacity. All physical aspects of the actual connection would have to be arranged by you once permission from the pipeowner is agreed. Scottish Water may request proof of such permission.

Q. What if my new development site is building over or near to Scottish Water infrastructure?

A. Scottish Water must protect all existing public infrastructure, and must ensure that there is clear and safe access should a repair or maintenance be required. We will provide you with guidance of the clearance distance required, or any mitigating efforts required by you to proceed with your development. This is also to ensure the safety of you and your new building for the future.

Q. What if my existing house supply is a lead pipe and needs replaced?

A. To request a lead renewal please contact our Customer Helpline number and they will provide you with a form to complete and return. To qualify for a lead renewal your new supply pipe must replace the route of your existing supply pipe.

Lead pipes cause problems with water quality. Older buildings are more likely to have lead plumbing. We will replace our part of any lead pipe when you are replacing pipework that is your responsibility.

If you would like us to check if our communication pipe is lead, please call our Customer Helpline on **0800 077 8778** to arrange an appointment.

Q. What if I require further advice or support?

A. Website: www.scottishwater.co.uk

E-mail our team:

developmentoperations@scottishwater.co.uk

Main office contact address:

**Development Operations
Scottish Water,
The Bridge,
Buchanan Gate Business Park,
Cumbernauld Road,
Stepps, G33 6FB**

Main office phone number,
available 9am–5pm: **0800 389 0379**

Our main office operates
Monday–Friday within business hours.

Additional guidance continued:

Request an inspection

Should you require early assistance on-site, prior to submitting an application to Scottish Water, you can make a request to our team on **0800 3890379** for a site visit.

This allows a member of our experienced field team to attend and provide guidance or answer any immediate questions you may have.

If further site visits/inspections are required: once you have submitted an application to Development Operations Team, you will require attendance from our inspectors at several points of the process, to ensure your work is conducted to our published standards.

Glossary of terms

Should you read anything in this guidance document that you don't understand the meaning of, this glossary should give you a clear understanding of the technical reference. If you have any further enquiries please call Development Operations on **0800 389 0379** or email: developmentoperations@scottishwater.co.uk

Building Water

Water used for the purposes of building work taken from a public supply source. Alternative sources of water from bowsers or private supplies have to be evidenced.

Communication Pipe

The portion of the service pipe that lies between the main and the boundary box, where the boundary box is placed as near to the boundary of the property as possible. This portion of the service pipe will be adopted by Scottish Water.

Curtilage

The ground associated with a building which has a use associated with the building e.g. gardens, ground and car parks.

Reasonable Cost

There are Regulations which set out what is meant by 'reasonable cost' and how these costs are calculated.

If an applicant is unable to reach agreement with Scottish Water on this issue, they may question whether:

- A supply can be provided at reasonable cost; or
- If anything is practicable at reasonable cost; or
- The point to which pipes must be taken to enable a building to be connected at reasonable cost

That question should be addressed to Scottish Ministers who will refer the matter to the economic regulator, the Water Industry Commission for Scotland (WICS) for determination.

Making a payment

Customers can now make payment via the Scottish Water website using the link below:

<https://www.scottishwater.co.uk/services/makepayment/find>

Information the customer will need in order to make a payment is:

- Customer Reference which can be found on their invoice (note this is not the case ref)
- Invoice Number
- Email Address

This facility is only available for invoices that were generated from 1st January 2018 onwards.

Soakaway

A pit from which surface water can drain slowly out into the surrounding soil.

Sewer

Generally greater than 150mm in diameter for the transportation of wastewater from more than one property.

Supply pipe

The section of a water service pipe that is not a communication pipe. The supply pipe remains the responsibility of the Customer and will run from the boundary box to the property.

Track Inspection

Formal inspection by Scottish Water of assets and infrastructure associated with the water connections to ensure compliance with the latest version of Water for Scotland: A Design and Construction Guide for Developers in Scotland and all other requirements.

Water Main

Pipe for the purpose of transporting water to a number of properties, generally of a diameter greater than 32mm. Water mains may be public or private.

Trunk Main

A 'Trunk' main is of large diameter and usually of high pressure. Its function is usually to transport large volumes of water. It should only be connected to in exceptional circumstances.

Keeping up to date and getting in touch

Find out more about Scottish Water, our careers and keep up to date with what we are doing in your area:

Visit



www.scottishwater.co.uk

E-mail



developmentoperations@scottishwater.co.uk

Call



0800 389 0379

Follow us



facebook.com/scottishwater



[@scottish_water](https://twitter.com/scottish_water)

Write to us



Development Operations
Scottish Water
The Bridge,
Buchanan Gate Business Park,
Cumbernauld Road,
Stepps,
G33 6FB

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline on **0800 077 8778**.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.