



**Scottish
Water**

Trusted to serve Scotland



Reinstatement Information

Scottish Water has recently carried out essential work in your area. Now that the repair work is complete, we will restore the affected area to the original condition. Please be assured that we always aim to minimise disruption.

This booklet contains important information about what to expect when we are restoring the affected area and answer some common questions. We appreciate your patience while this essential work is completed.

Work progress

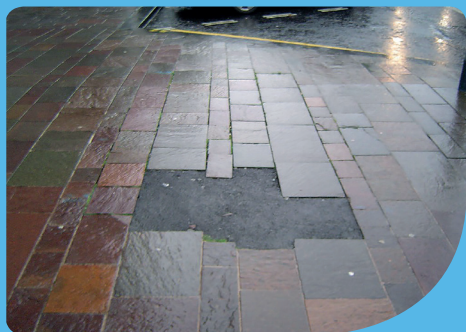
We are normally able to fully restore an area to the original condition upon completion of repair work on our network. However, there are occasions where we may temporarily backfill the affected area to allow the site to be cleared and left safe.

Please note this is a temporary measure until a specialist team can attend. An example of a temporary reinstatement is shown below.

When carrying out a permanent reinstatement, we always try to reuse any original material wherever possible and return the affected area to the original condition.

Our aim is to complete all straightforward reinstatements within two days. Some reinstatements may take longer due to complex issues such as specialist materials, proximity to other assets and size of reinstatement.

Temporary



Area temporarily backfilled and made safe until a specialist team attends.

Permanent



Area restored to the original condition using existing or similar materials, unless an assisted repair.

Common questions about the work

Why did you not fully complete the work when you were here?

Our repair teams do not carry all the materials that are required to fully complete all types of reinstatement. A specialist team, in most cases a 3rd party contractor, will reinstate the area and complete the work. We will always leave temporary reinstatements neat and tidy and ensure that we comply with standards set by the Local Council.

Reinstatement on areas covered by grass won't be reseeded during winter however, it will be fully reinstated at a later date.

Why is it a different colour?

We aim to match the original material as close as possible to minimise colour differences. Any new material used has not been subject to ageing or weathering and may change over time.

Why is the ground stained?

Some material contains chalk and clay that may cause temporary staining which will fade over time. Our teams sweep and wash all sites once work has been completed. Any paint or markers used to outline areas for repair will wash away over time.

Did you ask permission before carrying out this work?

All roads, pavement and kerbs unless privately owned are the responsibility of the Local Council, and all work we carry out is done with their full knowledge and agreement. If the land is privately owned, work is carried out with full knowledge and agreement of the owner.

If it is an emergency repair, we endeavor to inform the owner in advance.

Can I speak to anyone for more information about the work?

If you have any queries, concerns or wish to give feedback regarding the work carried out, please contact our Customer Helpline on **0800 0778778*** and quote the reference number below.



When would barriers and traffic management be removed?

Barriers and traffic management may be left in position around an excavation until we are confident it is safe to remove them. This is to ensure that all materials have correctly set before they are removed.

Work Order Number:

* We record all calls for quality and training purposes.

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.

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.



How did we do?

Are you impressed with the service you received? Did one of our team go the extra mile for you? Nominate them for a Scottish Water gem Award and give them the recognition they deserve.

Visit www.scottishwater.co.uk/gem or scan the QR code.



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 help@scottishwater.co.uk

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Call

Customer Helpline free 24/7

 0800 0778778