

FAQs on Scottish Water Strike Action

A guide for customers on what to expect during periods of strike action

Q. Will you still be able to provide my water and waste water services?

Yes, we are still running essential services to support our customers. We have contingency plans in place to ensure that we can maintain the supply of high-quality drinking water and protect the environment.

Q. The unions say your ability to respond to incidents will be hit by strike action, is that correct?

We're doing all we can to minimise any disruption to services. We have a senior management team in place to assess the impact of the industrial action and prioritise our response to any incidents. We're doing all we can to minimise any disruption to services. During this time, we are extending our standard service level agreements by 4 days for non-urgent water related queries to allow us to manage through this period. We are also working closely with our supply chain partners and other stakeholders to ensure that we can deliver our essential services.

Q. Will the quality of my water still be the same during the strikes?

Yes. Maintaining water quality standards is a priority. We have robust monitoring and testing systems in place to ensure that the water we supply meets the regulatory requirements and the expectations of our customers.

Q. Can I still flush my toilet?

Yes. Our waste water services will still operate. We have a network of over 2,000 waste water treatment works and over 60,000 miles of sewers that we manage and maintain. We will continue to collect and treat the waste water from homes and businesses and return it safely to the environment.

Q. Why are Scottish Water employees taking strike action?

The dispute is in relation to a proposal to modernise the SW pay and grading structure and provide employees with an annual pay award for 2023. We believe that this proposal is fair and reasonable and reflects the value we place on our employees. However, some trade unions have rejected this proposal and have called for industrial action. We respect the right of our employees to take part in lawful industrial action, but we are disappointed that this has been chosen as a course of action. We remain committed to resolving this dispute through dialogue and negotiation.

Q. Are there any services you're unable to run?

We have a senior management team in place continually monitoring and assessing the impact on services. We are doing our best to minimise any disruption to our services, but there may be some delays or reduced availability of some non-essential services, such as meter readings, water efficiency advice, or non-urgent repairs. We apologise for any inconvenience this may cause and we appreciate your patience and understanding.

Q. Will I still see some of your people working during the strikes – who are they?

Scottish Water has more than 4,000 employees and the majority of those will be working as normal. Taking industrial action is a personal choice. As this is a dispute restricted to Scottish Water employees, our supply chain partners will also be working to support our essential services. We are grateful to all our employees and partners who are working hard to ensure that we can continue to serve our customers and communities.

Q. Will I still be able to reach the Customer Service Team in an emergency?

Yes, we will continue to operate 24/7 to serve our customers. You can contact us on 0800 0778 778 if you have an emergency or a query about your water or waste water services. You can also visit our website www.scottishwater.co.uk or follow us on social media for updates and information.