



**Scottish
Water**

Trusted to serve Scotland

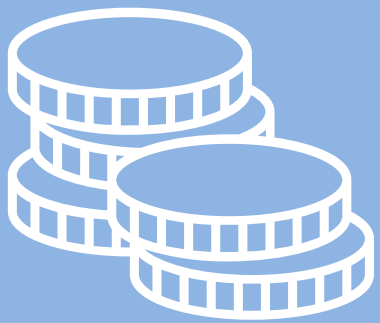
Taking care of your water network in Strontian

Thank you for attending our information event

We are proposing to extend the public water network in Strontian to enable residents in Monument Park to connect to the public supply.

Under a Scottish Government Private Water Supply initiative to tackle water scarcity, funding has been made available to allow Scottish Water to extend a water main to Monument Park. This will enable homes to be connected permanently to the public water supply that serves Strontian.

Some key facts about the project



£250,000

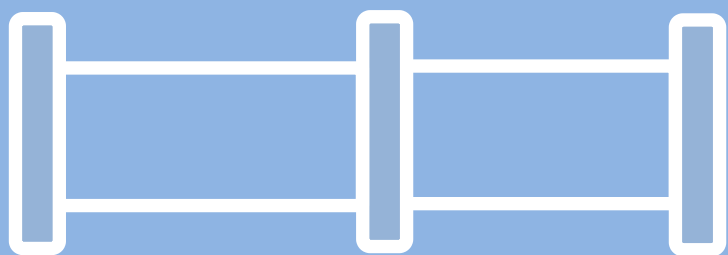
project to benefit the community
(approx. £13k per property)



It will enable

18

properties to become
Scottish Water customers



270m

of pipework will be
installed



The project is estimated to take

10 weeks

to complete

The project will be delivered by commercial subsidiary Scottish Water Horizons and AG Wilson Civil Engineering



**Scottish
Water
Horizons**





**Scottish
Water**

Trusted to serve Scotland

Project funding



Scottish Government
Riaghaltas na h-Alba

This project is funded by the Scottish Government private water supplies project.

The private water supply connections project aims to build the resilience of private water supply communities affected by water scarcity by ensuring they have access to a reliable source of clean drinking water. Funding has been made available by the Scottish Government to determine whether a connection to the public water mains is a viable option for nominated communities.

The project is led by the Scottish Governments Water Policy Division, in partnership with Scottish Water, Consumer Scotland and Local Authorities.

Our vision for Scotland in 2026 is a Scotland that is more resilient to water scarcity; a Scotland that better understands how to overcome the barriers of connecting private water supply communities, and a Scotland that can carry forward the lessons learned to future Climate Change adaptation projects.





**Scottish
Water**

Trusted to serve Scotland

Benefits of connecting to the public water supply

Improved resilience

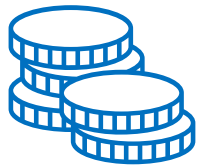


Climate change presents major challenges to Scotland's water resources and already contributes to periods of drought and flooding. Private water supplies are particularly vulnerable to these weather extremes. They are also vulnerable to land use change. Scottish Water is working to improve operational and asset capability to respond to more frequent extreme weather events. It is our job to ensure our customers have access to a consistent wholesome water supply.



Dedicated customer service

If you suffer an interruption to your water supply as a result of an issue on the public water main, Scottish Water will work to resolve it. We have service standards in place to ensure you receive an excellent level of service.



Potential longer-term cost savings

The costs to maintain and treat private water can be expensive. Extreme weather events like drought and flooding have significant potential to increase the need for additional investment to maintain private water supplies to the required standards for drinking.



Improved water quality

While there are many private water supplies that comply with the drinking water standards, they can vary in quality. Generally, private supply water quality is lower for most of the tested parameters than the water quality offered by public water supplies. Scottish Water are required to adhere to strict water quality standards. Every year we take samples and carry out over 300,000 tests from customers' taps, service reservoirs and treatment works to ensure customers receive consistently high-quality drinking water.



Recognised and documented water supply

There will be instances where an inconsistent private water supply may lead to problems when attempting to sell a property. All houses in Scotland must meet the tolerable standard* which includes a requirement to have an adequate piped supply of wholesome water available with the property. For those experiencing water scarcity or water quality issues, being connecting to the public water supply will ensure the property meets the required standard for a house sale.

* All homes in Scotland are required by law to meet the minimum Tolerable Standard Housing (Scotland) Act 1987 (legislation.gov.uk). When selling your home, a surveyor will carry out a Single Survey as part of the Home Report. The survey assesses the condition of the home, including water supply, and applies a category 1, 2 or 3. Category 3 identifies an urgent repair or replacement and that a failure to address the issue may cause problems to the property. It recommends that estimates for repairs or replacements are sought.



**Scottish
Water**

Trusted to serve Scotland

Existing arrangement



- Since 2018, properties in Monument Park have been supplied with water from Strontian's public water network via a temporary connection as part of an emergency response, funded by the Scottish Government, to water scarcity issues.
- The existing arrangement is not suitable to remain in place for the long-term and needs to be removed.
- Funding has recently been made available from the Scottish Government to support communities on private supplies that are at significant risk of water scarcity, where there is a viable option for them to connect to a public water supply.
- An extension of the Strontian water network will allow Monument Park residents to be formally connected to the village's public supply.
- As Scottish Water customers, residents will be required to pay a one-off infrastructure charge and annual domestic water rates via Council Tax bills.
- The proposed solution will involve a public water main being connected to the existing private water distribution system, so residents will not be required to make amendments to existing private pipework or pay connections charges or fees. Property owners will continue to have responsibility for the maintenance of this private pipework.
- Residents may need to consider and review property title deeds to ensure they reflect any change to the water supply arrangement and the relevant rights and responsibilities of owners.



**Scottish
Water**

Trusted to serve Scotland

Project details

Scottish Water will extend the existing water main which serves Strontian, along the A861 and connect it into the existing private distribution network in Monument park



- A 270m 90mm high performance polyethylene (HPPE) water main pipe will be installed on the public road and in the entrance to Monument Park
- It will connect to the existing private distribution system
- We are exploring using directional drilling on the A861 in order to minimise disruption to residents and commuters, which will allow the road to remain open with traffic management in place*
- Herras fencing will be used for all open excavations
- Pressure testing has taken place to ensure sufficient water pressure is available to all properties
- We anticipate that work will be able to commence later this year for approximately 10 weeks
- A double check valve, Pressure Reducing Valve (PRV) and water meter (for leakage purposes) will be installed near the connection point
- Upon completion, the existing temporary supply to Monument Park and water storage tank will be disconnected

*Subject to ground condition testing

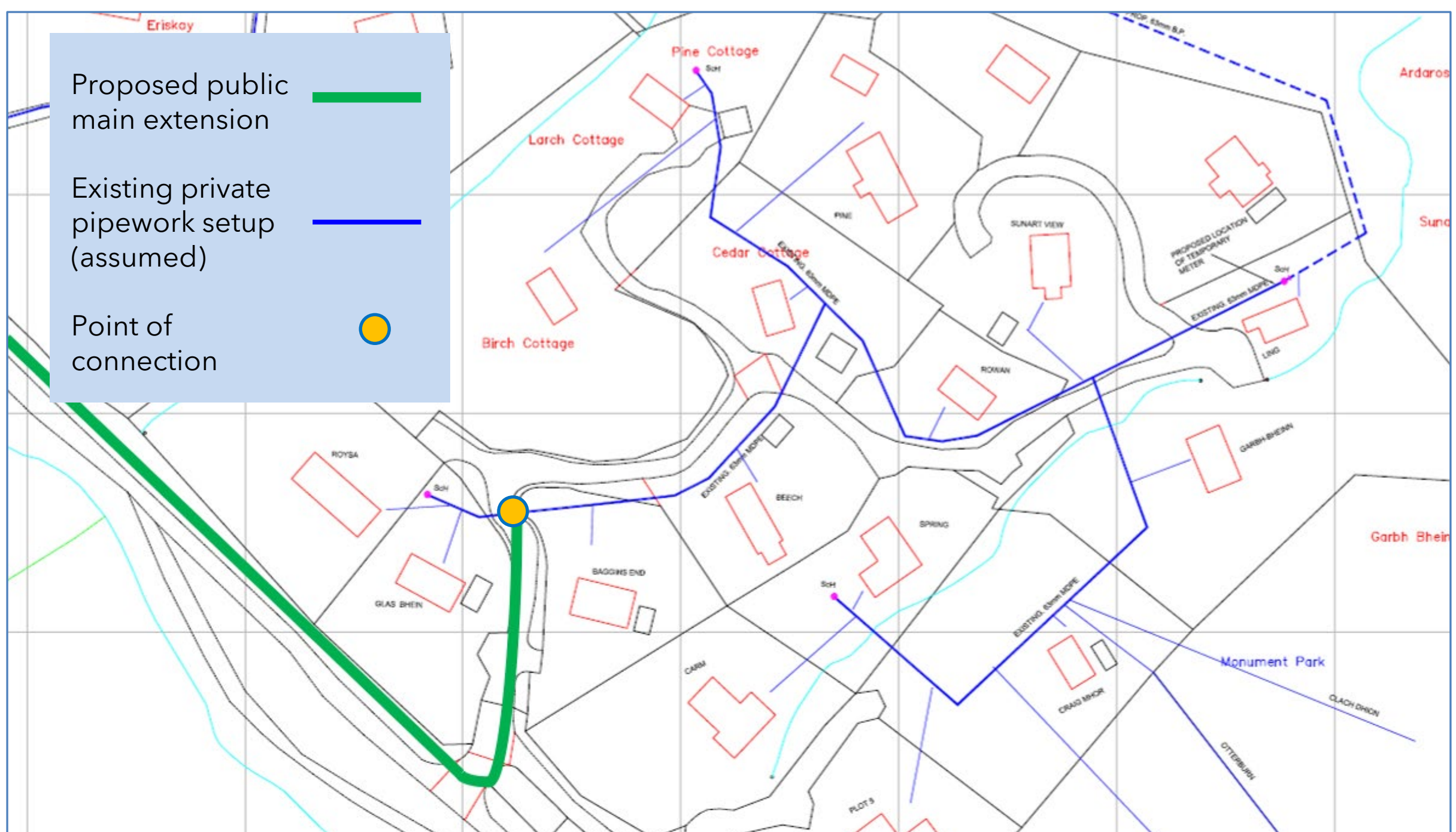


**Scottish
Water**

Trusted to serve Scotland

Project details

Given the location of the properties in Monument Park, we plan to connect to the first available point of connection from the A861 road on the access road to Monument Park.



Residents should check responsibility and ownership of the current pipework arrangement

Benefits to this approach

- Existing pipework can be used so residents won't need to engage and pay for a local plumbing contractor to dig a track and lay new pipework to the mains extension
- Apart from an infrastructure charge, residents won't be liable for costs associated with connecting to the network which includes application, inspection, and connection fees
- The work will be less disruptive to the area as no additional excavations would be required within Monument Park
- Properties can be connected quicker
- Lower costs for Scottish Water and residents



Scottish Water

Trusted to serve Scotland

Becoming a Scottish Water customer

We hope you never experience a service issue, but if you do, we are available 24/7, 365 days a year.

Our customers are at the heart of everything we do. We believe in quality of service and work around the clock to provide you with clear, fresh water.

We continually invest in new resources to deliver improvements that meet your needs as well as meeting industry standards.

Our Code of Practice tells you about the services we promise to provide you with. We call these our Service Standards.



Our promises
Our Code of Practice for household customers

www.scottishwater.co.uk/ourpromises

Charges once connected to the public water supply

The vast majority of domestic properties in Scotland are liable for unmetered water charges as set out by the Water Industry (Scotland) Act 2002. These charges form part of an occupier's Council Tax bill which is collected by Councils on behalf of Scottish Water.

Once you have connected to the public water supply, your charges will automatically be added to your Council Tax bill. Unmetered water charges are based in the banding of your property and are updated each year. Charges for the year 2024/25 can be found in the table below and further information can be found online at:

www.scottishwater.co.uk/charges



Council Tax Band	Water Supply Charge
Band A	£168.60
Band B	£196.70
Band C	£224.80
Band D	£252.90
Band E	£309.10
Band F	£365.30
Band G	£421.50
Band H	£505.80

* Please note charges are updated each year



**Scottish
Water**

Trusted to serve Scotland

Becoming a Scottish Water customer

Infrastructure charge

It is important to note that as a condition of connecting to the public water main, each resident will be required to pay an infrastructure charge of **£508.60**.

This is levied by Scottish Water on all new connections which increase the load on our water network; and it plays a key role in enabling us to invest in strategic infrastructure to continue supporting growing communities.

The charge that applies is linked to the connection of new customers and isn't directly connected to the private arrangements between individual property owners and the owner of the road / private water network within Monument Park.

Residents may need to consider and review property title deeds to ensure they reflect any change to the water supply arrangement and the relevant rights and responsibilities of owners.

Scottish Water cannot provide residents with legal advice in relation to existing arrangements with the landowner beyond reflecting that residents / owners may wish to obtain their own advice to ensure their rights and responsibilities are clear. The Lochaber Citizens Advice Bureau (CAB) may be able to provide some advice or signposting with regards to legal matters.



www.lochabercab.org.uk
01397 705311



**Scottish
Water**

Trusted to serve Scotland

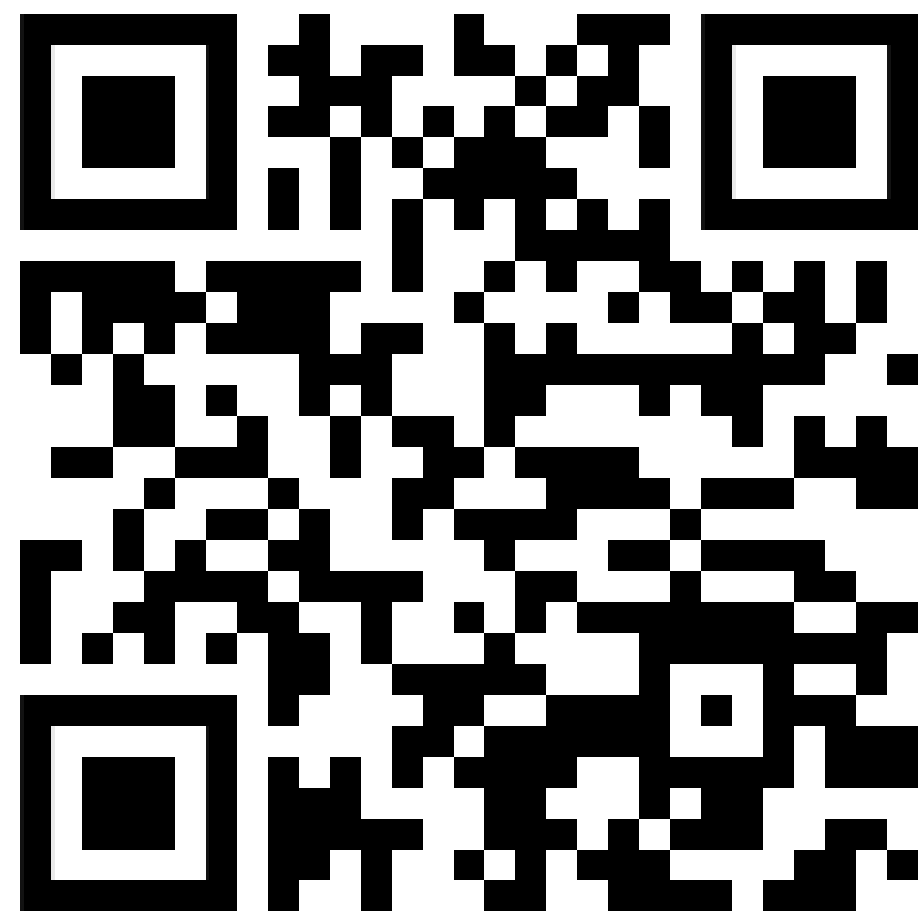
Keeping you informed

Scottish Water Horizons is committed to keeping you and the local community fully informed about the work we are doing.

As this project progresses, we will keep the community informed of any developments including traffic management timescales. This may be in the form of social media, emails to stakeholders, letters to local residents and webpage updates.

We endeavour to keep disruption to the local community, homes and businesses to a minimum and greatly appreciate your patience and understanding while we carry out this essential work.

Share your feedback



If you have any comments or feedback regarding our information event, you can share them by scanning the QR Code above to complete a feedback form.

Keep in touch

If you have any questions or comments after today's event, please don't hesitate to contact us:

Telephone: 0800 077 8778 (quote reference: Monument Park water main)

Email: Alastair.kerr@scottishwater.co.uk

Website: www.scottishwater.co.uk