



**Scottish
Water**

Trusted to serve Scotland

Keeping you in the picture



Clearer, fresher drinking water in your area

YOUR GUIDE TO WATER MAINS IMPROVEMENT

Your guide to water mains improvement

We are continually working in communities across Scotland to maintain and improve our water network. We are going to be carrying out essential work in your local area to ensure you continue to enjoy clear, fresh drinking water when you turn on your tap.

We are committed to keeping you and your community fully informed and involved when our work and future plans may affect you[^].

This is your guide to how we will be doing this work, giving you information about:

- What we are doing and why
- Your guide to water supply
- How we will do this work
- How it affects you
- What to do if you have any special requirements

We will always try and keep any disruption that our work may cause to a minimum.

Thank you for your patience and understanding while we complete this essential work in your area.

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[^] For more information visit
www.scottishwater.co.uk/kyitp

What we are doing and why

Over time water treatment works need to be upgraded, water pipes age and grit and debris can build up in pipes. We have a programme of essential maintenance work to ensure that we repair, replace and upgrade, where needed, the water network which brings the water supply directly into homes and business across Scotland.

At times this can mean we need to:

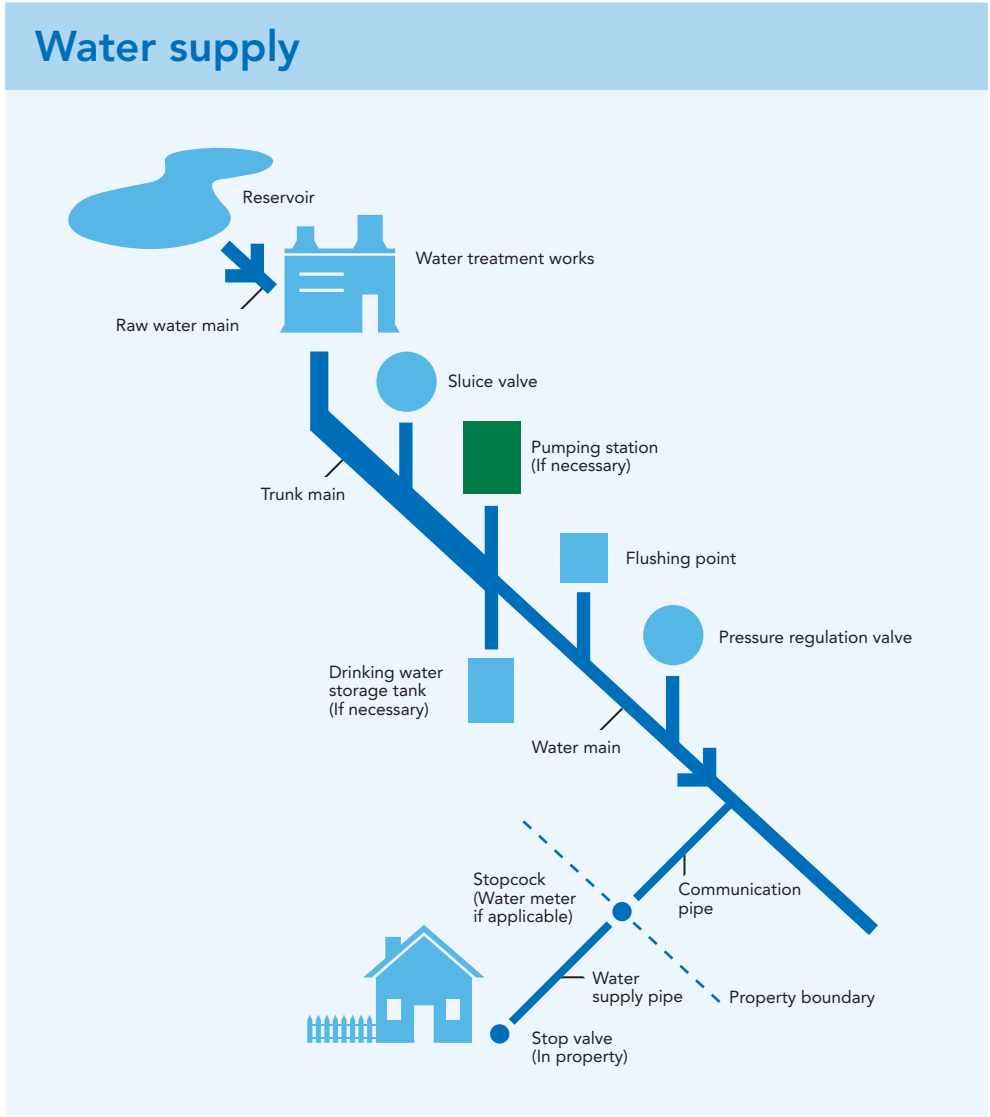
- Replace older water mains and/or extend the network of water pipes.
- Build a new water treatment works or upgrade an existing one.
- Carry out essential maintenance to clean the water pipes to ensure that they continue to bring you a constant supply of clear, fresh drinking water.

Our network is made up of water pipes called water mains which distribute water to customers across Scotland. The water main is generally in the road or the footpath and Scottish Water is responsible for the water main and communication pipe. The communication pipe connects the water main to the water supply pipe for the property. A water supply pipe is the underground pipe that brings the clear, fresh drinking water into your home/business. As the homeowner/property owner you are responsible for the repair and maintenance of this pipe within your property boundary[†].

[†]This responsibility may be shared with neighbouring properties.

Your guide to water supply

The diagram below shows you the typical water supply journey from the source to the taps in your home or business.



Your guide to water supply – explained

Reservoir – this is one of the sources of raw water in Scotland.

Raw water main – the pipe that brings the water from the source to the water treatment works.

Water treatment works – where the raw water is treated to ensure a high quality supply of clear, fresh drinking water.

Trunk main – a major water main brings water into the area.

Sluice valve (SV) – access point for maintenance on water pipe network.

Pumping station – this is an above ground control box that holds pumps which help to distribute the water around the network of pipes.

Water main – a standard water main brings water into the local area.

Drinking water storage tank – if necessary this is an underground tank which stores supplies of drinking water.

Flushing point (WO) – official name is a Wash Out. This is an access point for maintenance, in particular when we are cleaning water pipes.

Pressure Regulation Valve (PRV) – this valve controls the water pressure in the water pipes.

Communication pipe – this pipe runs from the water main in your street to the edge of your property boundary where it meets the stopcock and water meter (if applicable).

Stopcock – the stopcock and water meter (if you have one) are usually found at the end of the communication pipe. The stopcock is where we can access your water supply to carry out any essential work or checks.

Water supply pipe – for most customers this is the pipe that brings the tap water into your property. It runs from your property boundary and ends at the stop valve in your property. A property can have an individual water supply pipe or a shared supply pipe.

Stop valve – normally, but not always found under your kitchen sink, this is the control for your water supply into your property. This allows you to switch your water supply off if you are doing plumbing work or if a pipe bursts.

To find out more about your pipework responsibilities visit www.scottishwater.co.uk

How will we do this work

There are a number of methods that we can use to carry out this essential work in your area:

Pipe bursting or Slip lining:

- Replaces the existing water main with a new plastic water main (pipe) along the same route.
- Helps to improve the water quality by replacing the existing old water mains pipes with new plastic pipes.
- The existing water main is either cracked open to allow for the exact same size of pipe to be replaced or we use the existing water main as a sleeve into which a new pipe is inserted.
- We need to dig excavations located 100 metres apart to allow the new plastic pipe to be installed using winching equipment.
- Additional excavations are used to expose and replace individual water mains pipes and connections.
- We can complete up to 100 metres per day.

Spray lining:

- Re-lines the existing water main with a resin.
- Helps to improve water quality from the existing water mains pipes.
- Excavations are located approximately 100 metres apart.
- The lining is applied by a machine which travels along inside the pipe.
- We can complete up to 200 metres per day.



Mains cleaning:

- There are a number of different methods of cleaning water mains pipes. These include flushing, swabbing, jetting and air-scouring.
- Improve the water quality from the existing water mains pipes by cleaning any deposits (grit and debris) that have built up over time and can cause water to become discoloured.
- We may need additional hydrants and valves to flush out the pipes.
- This work can usually be done overnight to minimise any disruption for our customers.

Sometimes it is not possible for us to use any of the previous methods because of operational or health and safety reasons. In this situation we will use the traditional method of open trench excavation, so we can abandon the old water main and replace it with a new one. This method does involve more digging within the area.

The option that we will use to carry out the essential maintenance work in your area has been selected as it is the most suited for the network of pipes in your local area.

Mains cleaning improves the water quality from the existing water mains pipes by cleaning any deposits that have built up over time.

How it affects you

Whenever we are doing work in your local area we will always ensure that any disruption to your water supply and your daily lives is kept to a minimum.

If we are working in your area please read this section to find out about how this work may affect you:

Your water supply

The essential work we are doing may mean that we will have to interrupt your water supply for up to 12 hours at a time.

If the work does involve any interruption to your water supply you will receive an **interruption to your water supply** notice which will provide you with the dates and times that your water supply will be affected.

We will provide a minimum of 12 hours notice if we are turning off your water for less than 4 hours. If we need to turn your water off for more than 4 hours we will give you at least 48 hours notice.

If you are a business customer, we inform your Licensed Provider of any planned work at least 22 days before it starts. So your Licensed Provider may also contact you about this planned work.

This notice will give you clear instructions of what to do before and after your water is interrupted, please read these carefully.

Before your water supply interruption

Please let us know if you will require special assistance from us while we complete this work – see page 12 for what to do.

It is important you ensure that you do not use any taps or appliances that use water during dates and times that we advise in the interruption to your water supply notice.

After your water supply interruption

As a precaution, when your water supply comes back on it is sometimes necessary for you to boil your water. This allows time for us to take samples to ensure that the high quality of your tap water is maintained.

If you do need to boil your tap water, you will receive a notice to let you know what you need to do before the interruption to your water supply.

Business customers should get advice from your Licensed Provider on water quality following any interruption to your water supply.

Allow boiled water to cool before drinking by storing in a clean, closed container in your fridge for up to 24 hours. Please use boiled water for brushing teeth, preparing food, washing fruit, salads etc and for cleaning dishes, utensils and kitchen surfaces. Prepare babies feeds using cooled boiled water.

Do not use water that has been re-boiled several times. Your tap water can be used for washing, bathing and you can flush your toilet as normal.

Once we are satisfied that your water quality meets our high standards we will issue an **all clear notice**, to let you know that you can use your tap water in the normal way. Until you receive this notice, please continue to boil your tap water.

After any essential work to your water supply

After we have completed any essential work in your local area you may find that when your water supply is turned back on it may be cloudy, discoloured or contain sediment.

As a precaution when your water supply comes back on please:

- Let the cold water tap in your kitchen run slowly until the water runs clear. This should only take a couple of minutes.
- Avoid running hot water taps and do not use any appliances that use water such as washing machines and dishwashers, until the water from your taps runs clear.
- Do not flush your toilet until the water from your taps runs clear.

How it affects you – continued

Central heating

Most central heating systems, if properly maintained, can run without water from the mains for several days. If your central heating system is not controlled by a boiler thermostat, for example, if it is solid fuel heating, you should damp down the fire and check regularly that the cistern that provides water to the central heating system has water in it. Please avoid running your hot water if water is discoloured, as this could draw sediment into your heating system.

Access to property

We will do our best to keep your access to your home/ business clear. However, we may need to restrict access because of where we need to dig or to allow our construction vehicles access to where we are doing the work.

Parking

Parking in your local area may be affected so that we can access the area where we are working. If you have special access needs (for example if you are a Disabled Badge holder or for your business deliveries) please contact our Customer Helpline on **0800 0778778** and we can look at how we can assist you with your needs.

Travel

We may need to use temporary traffic lights or close roads and put diversions in place. This is agreed with the local Highways Authority and the Police and we work with them to try to ensure minimum disruption to traffic in the local area. At times we may also need to provide alternative footpaths and temporarily move bus stops while the work is being done. There will always be signs in place to let you know of any diversions and traffic management.

Re-instatement

Once we have completed this essential work we will fill in any holes and put back footpaths and roads to their original condition as quickly as possible. There are some circumstances where we will do a temporary repair and then make a second visit at a later date to finish the work.

Safety

The health and safety of our workers, our customers and road users is a priority for us. We will always make sure the site is as safe and secure as possible. However, we would ask that you take care and be aware around any site where we are doing work and please do not let your children play near this area.

Electrical earthing

Warning: It is dangerous to use metal water service pipes as electrical earths.

As part of our water mains improvement programme, we may replace the metal service pipe to your property. Prior to 1966 it was common practice for electrical circuits to be earthed via a connection to the metal water supply pipework. This practice has been forbidden by law since 1966.

If you are in any doubt about the electrical earthing to your property, we strongly advise that you contact your electricity supplier or a qualified electrician. Scottish Water cannot accept any legal liability for damage or injury resulting from the use of a water service pipe as an electrical earth. Nor can we accept any responsibility for any costs involved in bringing your property's earthing arrangement up to a safe standard. Council and Housing Association tenants and private rental tenants should contact the property owner for advice.

Preventing bogus callers

Scottish Water is continually working in communities across Scotland to improve the services we deliver to our customers, and there are times where we work with contractors to help us carry out our essential work in local areas.

We are committed to helping to reduce crimes carried out by bogus callers and we are doing everything possible to minimise the risk of anyone impersonating our employees or someone who is carrying out work on our behalf.

Anyone calling on behalf of Scottish Water, whether it is a Scottish Water employee or a contractor working on our behalf in your area, will always carry an identification (ID) badge which has a photograph of them on it.

This may be either a Scottish Water ID badge, or they may have an ID badge for the contractor who is working on our behalf in your area.

Scottish Water employees or any contractor working on our behalf will never ask for, or accept, any money from you at your home.

We recommend that before you answer the door to anyone claiming to be working on behalf of Scottish Water, that you follow our **'Three C's'** rule:

CARD, CHECK, CALL

1 CARD

You should always ask the caller to pass their ID badge* through the letterbox or hold it up to a window so that you can check their identity.

2 CHECK

Always check the identity card carefully:

- Is the photo on the card the same as the person at the door?
- Has the card been tampered with in any way?

3 CALL

If you are in any doubt about the caller's identity, before you open your door please call our Customer Helpline on **0800 0778778*** and we can help you to confirm the caller is genuine – a genuine caller will always be happy to wait while you confirm their identity.

If you are worried about your safety please contact a neighbour or call the local Police.

Don't be fooled by bogus callers! If you are in any doubt, do not open your door and allow the caller access.

* Scottish Water uses contractor partners who should also carry an ID badge with their company logo (or an official letter from Scottish Water).

What to do if you have any special requirements

Looking after you

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

We also publish our disability equality scheme – you can get a copy by calling our Customer Helpline on **0800 0778778** or visiting our website at **www.scottishwater.co.uk**

We have special services available to help you communicate with us:

- We use the Text Relay service when appropriate.
- We can provide information in large print (14 point or larger).
- We can provide information in Braille, audio and a variety of languages.

- If you would like to speak to us in a language other than English you can call our Customer Helpline and our customer adviser can set up a three-way conversation with an interpreter, either at the time of the call or at a more convenient time for you.
- We offer a personal visit or telephone call to discuss your needs – with a password to protect you against bogus callers.

To register a password, please call our Customer Helpline on **0800 0778778**.

We offer these services in liaison with local and national organisations who represent customers with additional service needs to ensure we publicise this service and give you the best assistance.

Registering for additional support is easy

You can contact us yourself or ask a friend or family member to do it on your behalf.

Here are the contact details:

- Call our Customer Helpline on **0800 0778778**
- Email us at:
additional.support@scottishwater.co.uk
- Use the Text Relay service
- Through our website:
www.scottishwater.co.uk/support
- By writing to us at Additional Support Register, Scottish Water, PO Box 8855, Edinburgh, EH10 6YG

Business customers

Business customers should contact your Licensed Provider in the first instance to advise them of any special requirements that you may have.

آپ کے علاقے میں دستیاب خدمات میں ہم کس طرح بہتری لا رہے ہیں اس بارے میں مزید معلومات کے لیے برائے مہربانی ہماری کسٹمر ہیلپ لائن سے نمبر **0800 0778778** پر رابطہ کریں یا ہماری ویب سائٹ دیکھیں:
www.scottishwater.co.uk

لتزید من المعلومات حول كيفية عملنا لتحسين خدماتنا في منطقتكم تفضلوا بالاتصال بخط مساعدة العملاء التابع لنا على رقم **0800 0778778** أو زوروا
www.scottishwater.co.uk

আপনার এলাকায় আমরা সার্ভিস সমূহ কিভাবে উন্নয়ন করছি সে ব্যাপারে আরও তথ্য পেতে হলে, দয়া করে আমাদের কাষ্টমার হেল্প লাইনে **0800 0778778** নম্বরে ফোন বকবন অথবা www.scottishwater.co.uk পরিদর্শন করুন।

有关我们在您的地区如何改进服务的更多信息，请致电我们的客户帮助热线：**0800 0778778**，或浏览我们的网站：www.scottishwater.co.uk

Informacje o tym, jak usprawniamy nasze usługi w Państwie rejonie można uzyskać dzwoniąc do Biura Obsługi Klienta pod numer **0800 0778778** lub odwiedzając stronę internetową www.scottishwater.co.uk

ছিব মাতর মর্হি বি অনী ভূযাঠি হিলাই বিচ মেহ হা বিচ ভিইঁ মুদাত অত
অয়ে যা, ভূমীঁ ভিতখা অরই মার্হী নমতা ন বীলপমার্হীইন কুঁ ভঁমত
0800 0778778 ঐ হেঁ অত না মার্হী ছিব হঁঁমমার্হীত পই -
www.scottishwater.co.uk

Airson barrachd fiosrachaidh mu dheidhinn mar a tha sinn a' leasachadh sheirbheisean anns an sgìre agaibh fhèin, cuiribh sgairt air Àireamh an Luchd-chleachdaidh againn air **0800 0778778** no tadhlaidh air www.scottishwater.co.uk



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/capitalgem or call our Customer Helpline on **0800 0778778*** to make your nomination.

If you require any more information please contact us:

By phone on our **Customer Helpline 0800 0778778***

On the web at www.scottishwater.co.uk

Or in writing to **Scottish Water, PO Box 8855, Edinburgh, EH10 6YQ**

Alternative formats of the enclosed leaflets can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

*We record all calls for quality and training purposes.

SWWMIP 03/15