

Keeping you  
in the picture

How we  
will keep you  
informed



**Scottish  
Water**

Always serving Scotland

Scottish Water provides you with clear, fresh drinking water and also removes waste water from your property.

This leaflet tells you how we will keep you and your community fully informed and involved when our work and future plans may affect you. This work is varied and could include water mains replacement, waste water improvements or building new treatment works.

## **What do we do?**

- Scottish Water's key responsibility is to provide you with water and waste water services – all day, every day. In order to achieve this, we have to carry out regular maintenance on our pipes, or build new structures.
- Sometimes work will affect our services to you for example, when replacing water mains or sewers but we will tell you when this happens.

## **Why will we keep you informed and involved?**

- To ensure you know what we plan to do in your area - when we are working in your area, we will keep you informed so you know exactly what's happening, what to expect and how work may affect the local community
- To provide you with timescales for the work being carried out and to explain how we will minimise the effects on your home and business life
- To ensure you know how to contact us
- To allow you to speak to us and directly influence how work is carried out where possible
- To inform you of future plans or changes within the industry.

## When will we involve you?

- When work is taking place in your area.
- When you may be affected by work taking place.

## Why do we want you involved?

- We listen to our customers and take your views into account where we can.
- We need you to tell us how this work may impact you and your community.
- Sometimes we cannot change our plans but we will be open and honest with you about this.

## How are we going to keep you informed and involved?

Depending on the type of work we have planned, we will communicate with you and your community in the following ways:

- letters or cards to you
- letters to your community representatives
- community newsletters
- notices in your local paper and other media
- customer meetings on site
- community council meetings
- information days and exhibitions
- focus groups and opinion surveys
- updates online at [www.scottishwater.co.uk](http://www.scottishwater.co.uk)



## What happens if we have an emergency such as a burst water main?

- You will be able to get up to date information from our Customer Helpline or on our website [www.scottishwater.co.uk](http://www.scottishwater.co.uk)
- For further details refer to our Code of Practice at [www.scottishwater.co.uk/customercharter](http://www.scottishwater.co.uk/customercharter)



## How can you find out more or give us feedback?

- You can contact our Customer Helpline on **0845 601 8855** for further information on any project we are planning or working on in your area
- Our Customer Helpline can put you in touch with the local team involved
- You can also contact our Customer Helpline to give us feedback following our work in your area
- Or visit [www.scottishwater.co.uk/kyitp](http://www.scottishwater.co.uk/kyitp) and fill in a Feedback Form.

Here are some of examples of the advance notice that we will give you or your community when carrying out planned work:

Type of Work	Minimum Notification Period
Planned interruption to Water Supply (longer than 4hrs)	<b>48 hours</b>
Planned work on water or waste water services in your street	<b>2 weeks</b>
Constructing new assets, e.g. a pumping station	<b>8 weeks</b>



By working closely with you we believe better outcomes can be achieved.

Our community engagement approach has been developed in conjunction with Consumer Focus Scotland, following the 7 principles of best practice in consumer engagement:

- Engagement should aim to make a difference
- Organisations should know who their consumers are
- Methods of engagement should be appropriate
- Methods of engagement should be accessible
- Engagement should make a difference to the outcome
- Consumers should be kept informed
- Organisations should continually improve their engagement practice

## You can write to:

Scottish Water  
PO Box 8855  
Edinburgh, EH10 6YQ

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 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 record all calls for quality and training purposes.

For more information on Scottish Water, and our customer service please call our Customer Helpline on **0845 601 8855** or visit our website at:

**[www.scottishwater.co.uk](http://www.scottishwater.co.uk)**