



**Scottish
Water**

Trusted to serve Scotland

Taking care of your Water Supply

What are the site working hours?

Our normal site hours are Monday to Friday 8am-8pm, although some weekend working may be required.

Will there be parking restrictions on our street?

Parking will be suspended within our lane closures. This is to enable our workforce to operate efficiently and safely. We ask residents to respect any restrictions to ensure the safety of the public and the workforce.

Will access to driveways be permitted during the works?

Access to driveways will be maintained where possible. If an excavation crosses your driveway, then plates will be provided to allow access.

What will the effect be on residents with mobility issues?

Access will be maintained at all times. If you have specific concerns about yourself or a neighbour, speak to one of the site team who will be happy to assist.

Vulnerable residents affected by the works

We would ask you to check on any vulnerable neighbours. If you have any concerns, contact one of our site team who will be happy to assist.

Will there be any disruption to public transport?

We will notify the local public transport operators of our plans and advise them of temporary arrangements in relation to traffic management.

What access will there be for emergency services and hospital pick ups?

We will advise the emergency services of the works and will provide access when required.

What other household appliances may be affected?

Please avoid using washing machines, dishwashers, showers etc. until your supply has been fully restored.

Will refuse bins be collected?

Residents should put their bins out as normal, if the refuse lorry cannot get into the street for collection we will arrange for the bins to be taken to a collection location and returned back to your property. We would ask that all residents label their bins with the house number so they can be correctly returned.

Will deliveries still get access to my property during the works?

We would ask that residents advise the delivery company about the works and if necessary contact one of our site staff if you are expecting a large delivery so that we can assist where possible.

What type of noise will be heard?

There will be some noise from the tools used to expose the existing pipework, mainly road saws and excavating machines. We will also have some other plant and equipment onsite during the works e.g. mini diggers, dumpers and site vans.

How long will the water be off?

Water supply interruptions can be up to 12 hours. However, you will receive 48 hours notice in advance of any planned interruption.

When the water is off can toilets still be used?

Unfortunately as the water will be off once the water in the cistern has been used then the toilet will no longer flush. We would ask that in advance of the water being switched off that you store some water that can be used to flush the toilet e.g. fill the bath or use buckets.

Will bottled water be available?

We will give you 48 hours notice of any planned interruption to supply and the times it is likely to affect you. We do this so that you can store enough water for your needs during the interruption. Bottled water will be provided to any vulnerable customers such as families with infants/young children and customers who have medical conditions.

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When the water comes back on, will the water be ok to drink straight away?

You will be required to boil your water when the supply comes back on for brushing teeth, preparing food & baby feeds, cleaning surfaces and utensils and washing fruit, salads etc. This will allow us time to take a sample to ensure the high quality of your tap water is maintained. Water not boiled can be used for washing, bathing and flushing your toilet as normal. You will be issued with an All Clear Notice to let you know when you can use your tap water in the normal way.

Why might the water be discoloured?

The colour of your tap water may be affected briefly by the work we are carrying out – tiny particles of sediment in the water mains may be disturbed causing the water to have a slightly brown appearance. Please don't be concerned, just run the **kitchen cold water tap** for a few minutes until the water runs clear. It is important to only run the **kitchen cold water tap** as this is usually the first outlet on the system and will stop sediment and grit being drawn through the whole system. Also avoid washing clothes until the water is clear to avoid any staining.

Why is my water supply milky and cloudy following your work?

Following disruption, some customers may experience what is known as 'white water'. This happens when air gets into the water main and dissolves under pressure. When the pressure drops as you turn on the tap, air forms tiny bubbles. These bubbles will slowly float to the surface and the water will clear. If you pour a glass of water you will see it clear from the bottom upwards. Your water is still safe to drink. If the problem persists, please contact us and we will investigate this further for you.

Will fish tanks and ponds be affected?

We advise that if you have any ornamental fish tanks or ponds, do not change the water. Afterwards, please make sure you check your water quality before changing the water in the fish tank.

What if I am a customer who requires additional support?

Scottish Water has a confidential Additional Support Register that customers with additional needs can sign up to free of charge. Customers who require additional assistance may include the elderly, young children or those with a disability or medical condition that requires a constant supply of water. For more information about our Additional Support Register, please visit www.scottishwater.co.uk/support or call our **Customer Helpline** on **0800 0778778**.

DO's and DONT's

DO remember to fill suitable, clean containers with water for you to use whilst your supply is turned off.

DO make sure that taps are turned off to avoid flooding.

DO remember to run the cold water tap for a few minutes to clear any discoloured water or odour.

DO NOT turn off any stop-taps whilst your supply is off.

DO NOT drain the hot water tank or cylinder.

DO NOT forget your neighbours who maybe old or disabled – they may need your help.

If you have any further queries please ask a member of our team or alternatively contact Scottish Water.

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

 Customer Helpline **0800 0778778**

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