

Keeping you in the picture

Your guide to how we will keep you and your community involved

We provide a very important public service which is essential to the health of the nation.

As part of our vision for Scotland, we continue to spend money on our services to make sure you have a quality supply of clear, fresh drinking water and to help protect Scotland's natural environment.

We work 24 hours a day, 365 days a year to provide these very important services to you, our customer, while still providing one of the best value-for-money packages for water services in the United Kingdom.

Listening to our customers, stakeholders and staff is very important to us. Where possible, we aim to make sure we take your priorities into account when we make decisions on policy-making and community projects throughout Scotland.

We work every day to continue to improve our water and waste water services for you. There are times when we may carry out maintenance work, projects and improvements behind the scenes, but we realise that there are also many occasions, depending on the project, when our work may affect our customers.

We are committed to carrying out a range of ways of communicating with relevant customers and community groups locally. The level and nature of these will depend on the type of project planned. We always aim to keep our customers informed, normally through community groups. We will explain the benefits of the work we are doing in the local area, how it may affect the local community and individuals and how we can best limit any disruption while the work is being done.

We will let you know about our plans in the following ways.

- Letters to community representatives and letters to customers.
- Community newsletters and updates through local media.
- Customer meetings on site.
- Community council meetings.
- Information days and exhibitions.
- Focus groups and opinion surveys.
- Internet updates and reply and feedback forms on www.scottishwater.co.uk.

The above list does not show all the types of communication that we will carry out and how we let the community know will depend on each individual case.

Our customer approach and consultation code (your guide to how we will keep you and your community involved) has been developed along with Waterwatch Scotland, who are independent of us and other organisations, and represent the views and interests of our customers. The consultation code meets our responsibilities under the Water Industry (Scotland) Act 2002 and is approved by Scottish Ministers.

If you have any questions about Scottish Water and our services, please visit www.scottishwater.co.uk, or call our **Customer Helpline** on **0845 601 8855**.