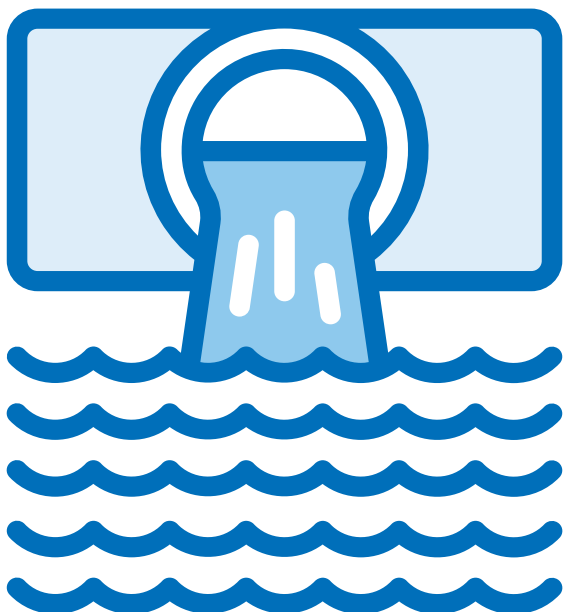




**Scottish
Water**

Trusted to serve Scotland



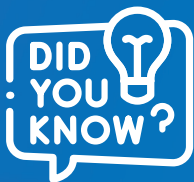
Understanding overflows

Overflows are a vital part of Scotland's waste water network. They help reduce the risk of flooding to homes, businesses, and streets by safely releasing excess water during heavy rainfall or when the system is under pressure.

How do they work?

When the sewer network, pumping station, or treatment facility becomes overwhelmed, overflows release excess stormwater into rivers, lochs and the sea, usually during heavy rain or prolonged wet weather.

- During overflows, nearly all the water comes from rain and household use – only about 1% is from toilets. So any waste water entering rivers or seas is highly diluted.
- Overflows stop automatically when rainfall subsides.
- All overflows in Scotland operate under conditions set by the Scottish Environment Protection Agency (SEPA).

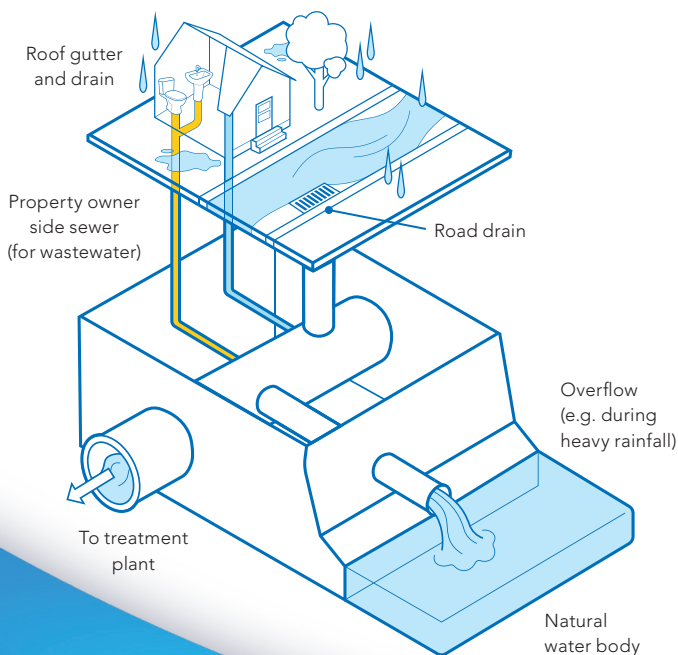


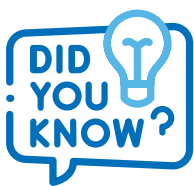
Once rain and surface water subsides and the levels in the sewer network reduce, overflows stop automatically.

Why do we have them?

Climate change means we're experiencing increasing extreme rainfall events, which increases the risk of our sewer networks becoming overwhelmed. Overflows play a crucial role in protecting our communities by preventing flooding:

- Combined Sewer Overflows (CSOs) are vital measures to stop flooding by releasing excess water during storms or heavy rainfall.
- Emergency Overflows operate during rare sewer system failures, such as blockages or power failures.
- New housing and commercial developments are now beginning to have nature-based designs such as green roofs and raingardens included at the design stage to help manage surface water.





We invest £millions every year upgrading and replacing our sewer network and finding better ways to deal with excess surface water.

What are we doing to improve them?

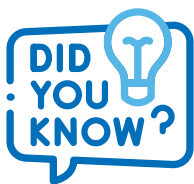
The impacts of extreme weather along with our water usage, mean we face challenges in how we manage waste water and surface water back into the environment. Scottish Water is committed to protecting and improving Scotland's water environment:

- Around 87% of Scotland's waterbodies achieve 'good' or 'excellent' condition according to the EU Water Framework Directive.
- Scottish Water is improving water quality, increasing monitoring, and reducing overflow events through commitments in our Improving Urban Waters Routemap.
- We're rolling out thousands of new monitors at priority overflow sites as part of our Improving Urban Waters programme.



**Stay informed:
Check out the
Overflow Map
on our website**





You can easily report any issues with your waste and water services via our online Report A Problem portal which is available on our website.

What can you do?

Scottish Water is publicly owned, and we all have a part to play in protecting our environment. You can help by:

- Supporting campaigns for responsible behaviour, such as the **Nature Calls campaign** which encourages everyone to bin wipes and **follow the 3Ps: only flush pee, poo, and toilet paper**.
- Staying informed by checking our **Overflow Map** – if you see an 'Overflowing' status, you don't need to report it. **We continuously monitor and have processes in place to review, investigate, and respond where appropriate.**
- If you have a **pollution concern**, you can report it via our **Report a Problem Portal** on our website.



Support our
NatureCalls
Campaign:
Only flush
the 3Ps

PROTECT THE **ENVIRONMENT**

Keeping up to date and getting in touch

Find out more about Scottish Water, our services, and keep up to date with what we are doing in your area:

Report a Problem Portal



[customer.scottishwater.co.uk/
ReportAProblem](https://customer.scottishwater.co.uk/ReportAProblem)

Customer Helpline free 24/7



0800 0778778

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We're here for you

For customers with medical, disability, caring, or communication needs, our free Priority Services Register offers extra support during water disruptions. Sign up today: www.scottishwater.co.uk/Priority

We record all calls for quality and training purposes.