

Important Scottish Water Information

Address 1
Address 2
Address 3
Post town
Postcode

6 April 2021

Project reference

Capital/Tighnabruaich Lead

Tighnabruaich lead investigation and replacement pilot project.

Dear Customer,

Following our previous correspondence, I am writing to update you on the Tighnabruaich lead Investigation/replacement pilot project and the next steps we are planning to take.

During the Covid-19 (Coronavirus) pandemic, Scottish Water and its supply chain partners have continued to work around the clock to keep customers supplied with water and treat the country's waste water, while ensuring the health and wellbeing of our employees and customers are effectively managed in line with the Government's advice.

Following a review of our Capital Programme in light of the Covid-19 (Coronavirus) pandemic and Government guidelines around construction works, we made the decision to postpone the next steps of this project in spring 2020 until summer 2021.

Based on current Government dates for Covid-19 (Coronavirus) restrictions being lifted we anticipate returning to Tighnabruaich in July 2021 to recommence with water sampling of properties.

Following these water samples we will then undertake investigations at properties where the water quality result indicate the presence of lead piping. Where lead piping is identified at a property we will discuss with the property owners how best to replace this.

As previously communicated this is a pilot project and normally the cost of these investigations and replacements would be the responsibility of the property owner. However, as part of this pilot project Scottish Water will financially contribute and support all investigations in removing the lead, replacement and reinstatement costs incurred.



For more details on how we
carry out this work, visit:
scottishwater.co.uk

We understand that this is an anxious time for everyone and we are acutely aware of our role in the communities we serve. Please go to our website for the latest information and updates on this project www.scottishwater.co.uk/tighnabraich

Over the course of June 2021 we will write to you again with the details about how to arrange for water sampling to be carried out at your property.

Thank you for your continued support whilst our teams work to keep Scotland's water cycle flowing during these difficult times.

Joanna Peebles
Communication Manager

Keep up to date

Visit

 scottishwater.co.uk

Email

 customer.services@scottishwater.co.uk

Follow us

 facebook.com/scottishwater

 [@scottish_water](https://twitter.com/scottish_water)

Call

24/7 Customer Helpline free on:

 **0800 0778778**