



Question and Answers

Q. Does lead occur naturally?

- A. In Scotland, lead does not occur naturally in significant concentrations in our water supplies. The problem arises when drinking water comes into contact with lead supply pipes, lead tanks, lead solder joints on copper pipes, or inferior quality brass fittings and taps, particularly for longer periods (e.g., overnight). This can result in high lead levels in the drinking water supply. Information on the health effects of exposure to lead can be found on the NHS Inform website

Q. Where lead comes from?

- A. The use of lead service pipes was phased out during the 1960's and officially became illegal in 1969. Modern service pipes are made of blue plastic.

Q. Why can lead be a problem?

- A. When water lies in contact with lead service pipes, lead-lined tanks, or lead solder, particularly for longer periods (e.g., overnight) it can absorb lead. The longer the time that water is in contact with lead, the greater the concentration will be. Exposure to significant quantities of lead can be harmful to health especially for unborn babies and young children. For this reason, it is important that lead levels in drinking water are kept down to the lowest levels, for everyone.

Q What are the standards for lead?

- A. The maximum concentration allowed at the kitchen tap is 10 micrograms of lead per litre ($\mu\text{gPb/l}$). This means your water meets the Prescribed Concentration or Value (PCV) for lead in drinking water as detailed in *The Public Water Supplies (Scotland) Regulations 2014*. These are the regulations that establish our drinking water quality standards in Scotland.

Q. What are Scottish Water doing?

- A. As a pilot project we have engaged RPS to sample the water from kitchen taps in Tighnabruich and advise the householder what the level is. Where the sample indicates the presence of lead or it shows lead levels greater than the maximum concentration allowed at the kitchen tap a SW representative will be in touch to discuss the next steps of the project.

We hope to work with you to help identify any further lead that may be present up to the kitchen tap and work with you to try and remove it. We have engaged Clancy Docwra, and with your approval, they will investigate the service pipe from the water main to the kitchen tap and replace any lead found regardless of who owns it.



Q. What is the homeowners and what is Scottish Water responsibility?

- A. The service pipe carries water from the water main in your street direct to your property and is made up of two parts – the communication pipe and the supply pipe.

Scottish Water is responsible for the water main in your street and the communication pipe up to, and including, the stopcock, which is normally located at the boundary of your property.

The property owner is then responsible for the supply pipe from the stopcock into the property and all the internal plumbing.

Q. Will there be any cost to me?

- A. 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.

Q. Will you need access to my property?

- A. Our contractor, RPS will need access to your property (house) to pick up and take water quality samples.

Should we need to replace the service pipe supplying your property our contractor Clancy Docwra will also need access to your property.

Please check the identity of anyone who calls at your house claiming to be from Scottish Water or acting on their behalf. Representatives from RPS/Clancy Docwra will carry and display photographic identity badges and Scottish Water request that this is shown to you.

Q. When will the works commence and how long will they take?

- A. The works will commence from late August 2021 and will likely continue through to late 2022

Q. Will my water supply be interrupted?

- A. We may need to turn off your water supply. If we do, we will send you further information at least 48 hours in advance, detailing the dates and times that your supply will be affected and what to do.

Q. Will the Covid-19 pandemic impact the works?

- A. 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.