

# Street furniture: covers

Scottish Water is responsible for operating and maintaining over 29,000 miles of water pipes and over 31,000 miles of sewer pipes for our 5 million customers in over 2.4 million households. As all of this pipework is underground we need access points to help us maintain our water and waste water networks. Within this factsheet we look at how to identify covers that are Scottish Water's responsibility.

**This factsheet will provide you with information on:**

- Manhole covers
- Buchan trap covers
- Stopcock covers
- Valve covers
- Fire hydrants
- Marker posts and plates
- What to do if you notice one of our covers is damaged, missing or noisy
- Our investigation process
- How to contact us

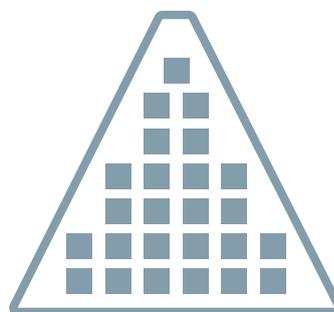
## Manhole covers

Manhole covers allow us to gain entry to our network of waste water pipes for routine maintenance and inspections. Many different types of covers are used on the waste water network, these can be made from concrete, steel and cast iron.

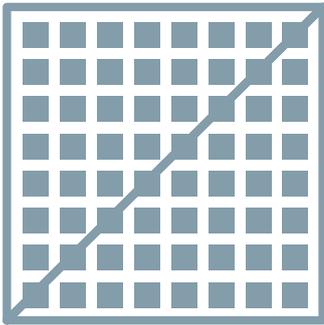
Ownership varies depending on the location of the cover within the waste water network. Any type of cover can be used in a number of locations on both public and private sewers, so you can not assume a particular cover identifies a public sewer.

Any manhole cover on private property is the responsibility of the owner of the property unless it is on a public sewer having crossed from one property to another. For more detailed information on pipework responsibility please refer to our website at [www.scottishwater.co.uk/responsibility](http://www.scottishwater.co.uk/responsibility)

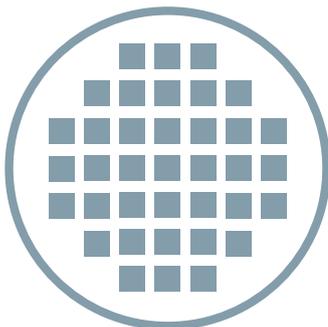
The heavy duty triangular cover below is commonly found on main roads in residential areas, towns, cities and industrial areas where there is heavy traffic. These covers could be the responsibility of either Scottish Water, the local Council or privately owned.



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The extra heavy duty double triangular cover above is usually located on trunk roads, bus routes or motorways with heavier traffic flow. These covers are often Scottish Water’s responsibility although sometimes they could be located over road drainage systems on motorways.

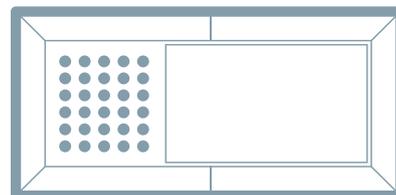
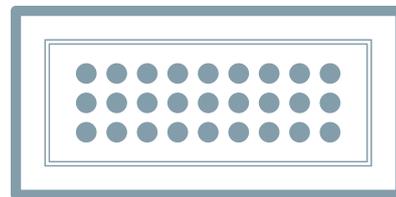


The round manhole cover above can be found in older residential areas on public sewers, culverts (drains or pipes used to flow water under a road, railroad or similar obstruction) or surface water road drains.

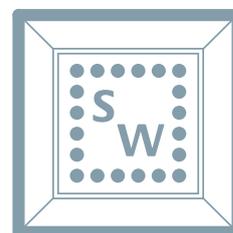
These covers belong to Scottish Water, the local Council or are privately owned.

### Buchan trap covers

A buchan trap is a large clay U-bend with air inlets and vents on the cover. The trap is located below the ground level and can be accessed through the cover to the rodding hole. This hole allows drain rods to unblock anything located at the bottom of the U-bend. Buchan trap covers are Scottish Water’s responsibility and usually come in two sizes 6”x12” and 6”x 6”. The two buchan traps in the following diagrams are the ones you will most commonly encounter, although different sizes on the same design were used for a variety of applications.



The covers below are only available to Scottish Water, and should be a clear indication that the cover is part of the public waste water network, it will show a Scottish Water logo or SW.



## Stopcock covers

Stopcock covers are usually located at the boundary of a domestic or commercial property to allow access to the stopcock to isolate the supply of water to that property when needed.

Stopcock covers are made of a variety of materials from cast iron to plastic.

Stopcock covers are usually easily identifiable from other utilities covers by the following markings:

- W on the cover
- WATER on the cover
- SC on the cover

Below are a few examples of stopcock covers.

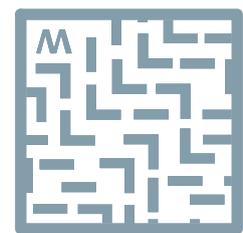


## Valve covers

Valve covers are located strategically on our water network to allow us to access valves to isolate and repair burst water mains and carry out routine maintenance with as little disruption to you as possible.

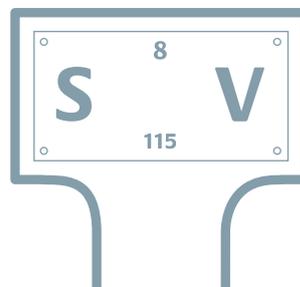
Valve covers change style throughout Scotland and many covers have no markings due to wear and tear of the cover.

Some of Scottish Water's valve covers have similar markings to stop cocks, showing water W. Other valve cover markings include air valve AV, sluice valve SV, scour valve ScV and pressure release valve PRV.



## Marker posts and plates

Marker posts and plates, similar to the ones below, display key information about a nearby cover and can be extremely useful when attempting to locate a cover or identify a cover type.



## Fire hydrant covers

A fire hydrant is a connection point to a water main from which water may be taken for fire fighting purposes. Fire hydrants are usually located on the footpath to allow easy and safe access to operate them.



They can be easily identified from other Scottish Water covers as on most occasions they are painted bright yellow. On some occasions they are not painted and are only identified with a simple FH on the cover.

## What to do if you notice one of our covers is damaged, missing or noisy

If you identify a cover is damaged, missing or noisy you can contact our Customer Helpline and a customer service adviser will arrange for a customer representative to investigate.

## We want to make it easy to contact us – here's how:

We always have someone here to take your call, you can write to us or alternatively you can contact us through our website.

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you will need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.

## Our investigation process

The customer representative will start their investigation by first assessing if the cover is our responsibility.

If the customer representative concludes the cover is our responsibility they will, where possible, fit a replacement cover to resolve the issue.

On many occasions further work may be needed to resolve the cover enquiry, the customer representative will arrange this further work.

The customer representative should always leave you with a customer service sheet giving you advice of any next steps that are needed. They will ensure the area is safe before leaving the site.

 Customer Helpline 0800 0778778

 [www.scottishwater.co.uk](http://www.scottishwater.co.uk)  
[customer.services@scottishwater.co.uk](mailto:customer.services@scottishwater.co.uk)

 Scottish Water, PO Box 8855,  
Edinburgh, EH10 6YQ

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Please quote this reference code when contacting us: **SWFact C15 16 03/15**