

Street furniture: not Scottish Water's responsibility

Many of Scotland's utility companies deliver their services to customers through a network of underground pipes and cables. They all need access points to help them maintain their specific networks. Most utility covers within the road and footpaths are the responsibility of the public utilities. You can often recognise which utility is responsible by identification letters on the cover. Within this factsheet we look at what covers are not Scottish Water's responsibility and how to identify them.

This factsheet provides you with information on:

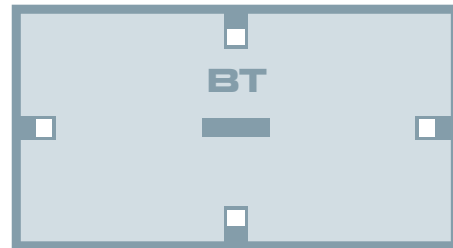
- British Telecom covers
- Gas covers
- Road drainage covers
- Cable TV covers
- How to contact us

British Telecom covers

Most British Telecom (BT) covers are usually located on the footpath to allow BT access to their apparatus. The covers are usually made of concrete, steel and cast iron.

You can contact BT to report a missing or damaged cover on 0800 800 154. BT covers will usually have the following markings on them to make them easily identifiable:

- BT on the cover
- British Telecom on the cover



Gas covers

Gas covers can be located on the footpath and the road and can be made from a variety of different materials from plastic to cast iron. Certain gas covers look very similar to Scottish Water's stopcock covers so please check their markings carefully before contacting SGN (formally Scotia Gas Networks) on 0845 070 1432 or by e-mail to customer@sgn.co.uk

- GAS on the cover
- G on the cover

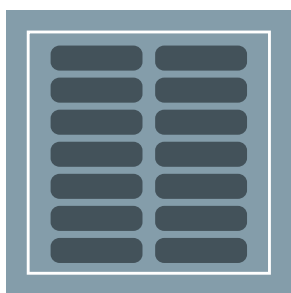


Scottish Water
Trusted to serve Scotland

Road drainage covers

The purpose of road drainage is to take rainwater run-off from the roads and footpaths. Gullies may discharge, ultimately, into drains, ditches, watercourses or sewers. Most, especially in urban areas, connect to the public sewers which carry both waste water and surface water. Occasionally gullies become blocked, or covers are broken or missing and require additional maintenance.

If you are aware of a blocked gully or a broken or missing gully cover, please contact the local Council.

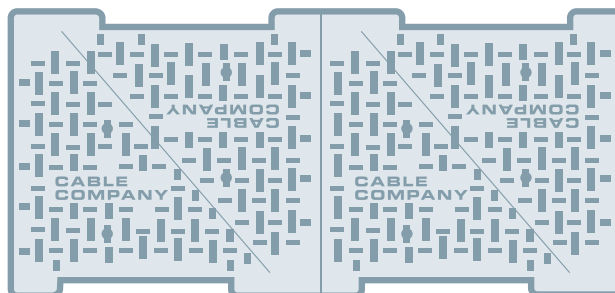


Cable TV covers

Cable TV covers are usually located on the footpath and are made from a variety of different materials from plastic to cast iron. Certain cable TV covers look very similar to our stopcock covers so please check carefully before contacting the correct utility company.

Cable TV covers usually have the following markings on them:

- cable TV
- cable TV suppliers for example Virgin Media or older suppliers like ntl or Cable & Wireless



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.

 Customer Helpline 0800 0778778

 www.scottishwater.co.uk
customer.services@scottishwater.co.uk

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 www.facebook.com/scottishwater

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