

Pressure management

Scottish Water provides a vital public service to over 2 million households across Scotland, essential to the health of our nation.

As part of our vision for Scotland we are continually investing to ensure you have a quality supply of clear, fresh drinking water into the heart of your home, and to help protect Scotland's natural environment.

We work 24 hours a day, 365 days a year to deliver these essential services to you, our customer, while providing increasing value for money.

Keep water flowing

We want all our customers to enjoy a consistent, good flow of water when you turn on your taps.

But sometimes the pressure in your pipes can be too high, sometimes too low. In both circumstances, this can potentially cause problems.

Managing the pressure in your water pipes in a sustainable way is crucial to ensuring we safeguard the water supply in Scotland and limit the amount of drinking water lost through leaking pipes.

We have more than 29,000 miles of water pipes stretching to every corner of Scotland, supplying more than 5 million customers in over 2 million households.

We are working hard to upgrade and maintain our network of pipes for the benefit of all our customers and our environment. As part of our investment we are working on a wide-ranging programme to reduce the amount of water leaking from our pipes. In some areas, with high pressure, this work may lead to a change in the water pressure levels that we currently provide.

What does this mean?

Through the use of a range of innovative techniques, such as valves that allow us to control water pressure, we're working to reduce water leaking from our pipes while at the same time ensuring that our service to our customers is maintained. If the pressure is high, especially in some older pipes, this can cause bursts and leaks leading to the loss of vital treated water from the network.



Our minimum service standard for pressure at the boundary of your property is 1.0 bar. This should allow you to fill a 10 litre bucket on the first floor of your property in around one minute. Where possible we plan to provide efficient pressure management in excess of this standard.

By managing the water pressure across our network of pipes we expect to save significant amounts of water from being wasted, which will help us provide the best value for money for our customers.

Will you notice a change?

For the majority of customers any changes to pressure will be minimal – in fact you may not even notice the change.

In certain high pressure areas, we will be managing pressure gradually to ensure the changes are implemented smoothly and with minimum impact.

Any revised pressure levels will be planned to provide enough pressure to allow you to use modern household appliances under normal operating conditions as well as allowing businesses to operate as normal.

When purchasing water using appliances, it is important to check that they are able to operate under the water pressure levels supplied to your property. Also remember that levels of water pressure can fluctuate at different times of day.

Occasionally, pressure management can highlight if there are any issues with your private pipework. If you do happen to notice a change, it could be caused by a possible leak on your private supply pipe or an issue with the arrangement, size or

condition of your private pipework fittings. Our website has further information about pipework responsibility.

Some customers, particularly if you are a business, may need to adjust your historic working procedures or make on-site pipework modifications if you find that reduced pressure levels impact on your process. Also, automatic fire-fighting arrangements or controls may need to be adjusted.

Why is high pressure a problem?

High pressure can put water mains, internal pipework and fittings under strain and cause them to burst, leading to leaks and potential disruption to your water supply.

Why is low pressure a problem?

Low pressure, below the minimum service standard, may be a problem as it may impact on households, such as running showers or washing machines, and on businesses who need certain flows of water for manufacturing processes.

We regularly review properties which may receive low pressure and are committed to find solutions for our customers to tackle the problem.

Quick and simple tips to help you maximise your water pressure

- Ensure that your internal stop valve is fully open (this is often, but not always, located under your kitchen sink and normally opens by turning anti-clockwise).
- Adjust the thermostat on your shower to increase flow.

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

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Please quote this reference code when contacting us: **SWFact PM3 03/15**