



**Scottish
Water**

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Contains Important Scottish Water Information

21st December 2023

Project Reference

Capital/506149/CWA

Our Alliance Partner Caledonia Water Alliance will be carrying out this work on our behalf.

Taking care of the water supply in your area.

What we are doing

We are continuing our work to improve water services in your community by upgrading the water pipes in the Tankerness, Toab, Foubister and Upper Sanday area of Orkney. Work is progressing and will soon be starting in the area near between Toab & Upper Sanday. See overleaf for details of work locations.

When are we doing it

Work is continuing on this section and is expected to be completed within the next 5 months.

What happens next

- Most of these works will be carried out in rural land/fields, however there will be some sections of work required in roads and road verges.
- There will be roadworks during the dates above. This may include the use of temporary traffic lights, localised road closures and some access restrictions. Advance signage will be in place ahead of any work in roads. Our site team will liaise with any customer whose access may be restricted during the works.
- **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.**
- During the works you may experience a change in water pressure and/or discoloured water. If this happens don't be alarmed, turn on the cold water tap in your kitchen, let the water flow slowly until it runs clear.
- Our contractor Andrew Sinclair LTD are carrying out this work on our behalf and they will do all they can to keep disruption to a minimum.
- If you have any questions regards this section of our works, please contact our Project manager James Tomas on 07977 710885 or via james.tomas@caledoniawater.com
Please note, dates and durations may be subject to change depending on progress.

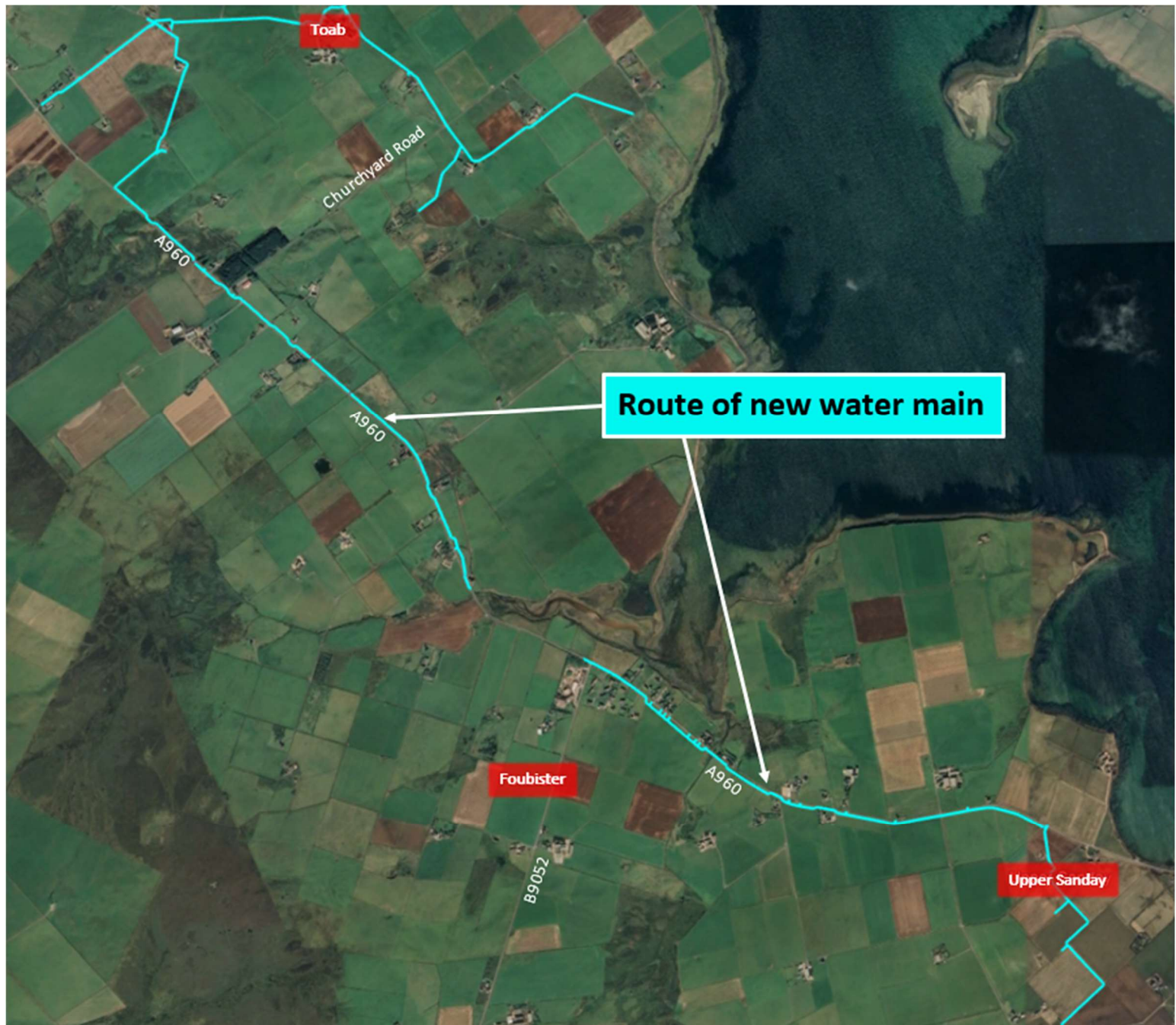


For more details on how we carry out this work, visit:

scottishwater.co.uk



Tankerness & Foubister New Water Mains Route



We thank you for your patience and understanding whilst we carry out this essential work

Yours sincerely,

Clive Duncan

Customer Manager, Caledonia Water Alliance

Visit



scottishwater.co.uk

Email



help@scottishwater.co.uk

Call

24/7 Customer Helpline free on:

 0800 0778778

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If you have any special requirements during our works or would like information in an alternative format or language, please contact us.

We record all calls for quality and training purposes.