

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 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 will mean a reduction 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 damage and leaks leading to the loss of precious treated water from the network.



Where possible, we are planning to manage water pressure levels at the boundary of all customers' properties at around 2.5 bar. This level of pressure is above our minimum guaranteed service standard (1.0 bar) which allows you to fill a 10 litre bucket on the first floor of your property in around a minute.

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.

The management of pressure, leakage and the level of service that we provide to all of our customers are our top priorities. While leakage is a complex, historic problem with no easy or quick fix solution, we have invested additional resources to address this important issue and we are determined to meet leakage reduction targets agreed by our regulator.

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 reducing pressure gradually to ensure the changes are implemented smoothly and with minimum impact.

The 2.5 bar pressure levels will provide enough pressure to allow you to use modern household appliances, as well as allowing businesses to be able to operate as normal.

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 threatening to interrupt your water supply.

why is low pressure a problem?

Low pressure, below the minimum guaranteed 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 at risk of 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.

how to contact us

If you would like to discuss changes to the water pressure in your area or report a leak, we have someone here to take your call 24 hours a day, 365 days a year, please call our Customer Helpline on **0845 601 8855**.

On the web at **www.scottishwater.co.uk**

Or in writing at **Scottish Water, PO Box 8855, Edinburgh, EH10 6YQ**

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.

Please quote this reference code when contacting us: **SWFact PM3 04/11**

We record all calls for quality and training purposes.