

You can write to us at:

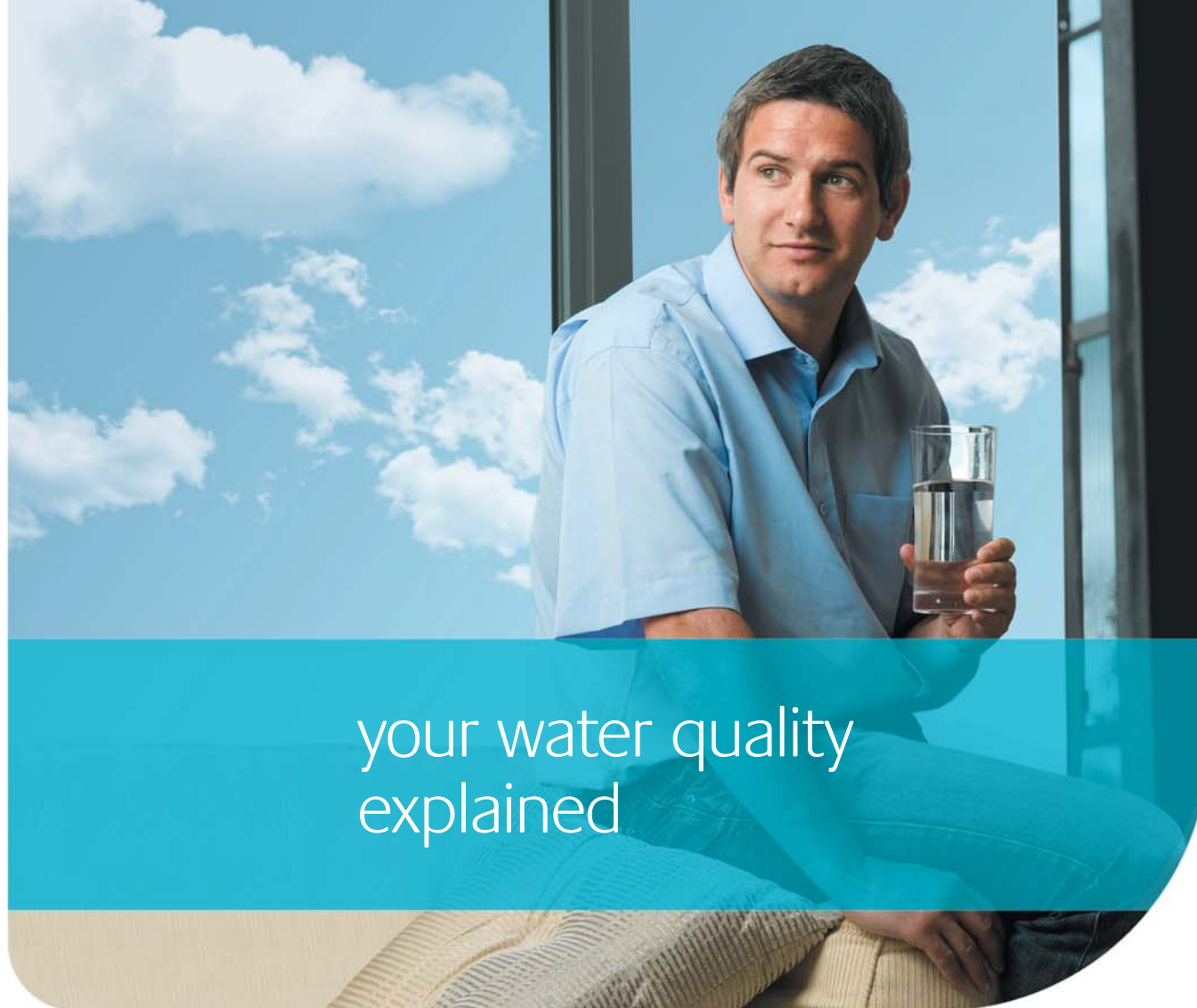
Scottish Water

PO Box 8855

Edinburgh, EH10 6YQ

Alternative formats of this leaflet can be made available free of charge. Textphone users please call **0845 603 8855**. For information on Braille, large print, audio tapes and a variety of languages, please call **0845 606 8855**.

We record all calls for training and quality purposes.



your water quality
explained

For more information on Scottish Water,
call our Customer Helpline on
0845 601 8855 or visit our website at

www.scottishwater.co.uk

SCOTTISH
WATER 

At Scottish Water we work to ensure that we deliver a clean supply of quality water for you to use in and around your home. We work around the clock, 24 hours a day, 365 days a year to provide you with high quality water and waste water services for less than a £1 a day to the average household*.

We all use water every day, to live and work. So it's vital your water is clean and safe to use.

how and why we monitor the quality of your water

In Scotland, drinking water standards are set down by law in The Water Supply (Water Quality) (Scotland) Regulations 2001, which are in line with all European Community (EC) requirements. It is the Drinking Water Quality Regulator's (DWQR) job to make sure that we meet these standards, and produce an adequate and high quality supply of water to your taps.

You can find out more about the DWQR at www.dwqr.org.uk

These regulations detail the acceptable levels of certain characteristics, elements and substances allowed in drinking water. Usually this is a maximum allowed level but occasionally a minimum is also set. This level is known as the Prescribed Concentration or Value (PCV).

*The average household is between Council Tax band B and band C.

Every year we take samples from your taps, our service reservoirs and treatment works and carry out over 300,000 tests, to ensure that you receive consistently high quality drinking water. It's reassuring to know that over 99% of our samples pass all of our tests.



what if a sample fails?

We take all failures of these standards very seriously and these are dealt with by a team of specialists. These are recorded, investigated and action is taken to resolve the problem. All PCV failures are also reported externally to the DWQR, respective Health Boards, environmental health departments and Health Protection Scotland (HPS).

Our tests can also help identify problems which are caused by internal plumbing systems. In such cases it is your responsibility as a homeowner to resolve the issue.

water – the healthy alternative

With over 99% of our samples meeting the required regulatory standards, we provide a quality supply of fresh drinking water straight into the heart of your home. This means you have a reliable supply of fresh drinking water on tap to help keep you hydrated throughout the day. Drinking water to stay hydrated is

essential to the growth and maintenance of your body and is crucial to your general health and well-being. An average adult should drink a Recommended Daily Amount of 6-8 glasses* (1.8-2 litres) of water every day to stay hydrated.

* source: World Health Organisation

detailed information

If you have any concerns about the quality of your tap water then we will be happy to discuss these. In some cases we will arrange for a representative to attend and investigate your concerns, which, may result in a sample of your water being taken for further analysis.

