

You can write to us at:

Scottish Water

PO Box 8855

Edinburgh, EH10 6YQ

If you have a disability or medical condition or other reason for additional support, please call our **Customer Helpline** on **0845 601 8855** and we will take a note of your name, address and discuss any additional support you require and keep this on our confidential Additional Support Register.

We can offer customer documents in alternative formats: translations, Braille and audio. Please contact us to request an alternative format.

We record all calls for quality and training purposes.



our promises to you
code of practice

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**

Always serving Scotland

Gus tuilleadh fiosrachaidh fhaighinn mun t-seirbheis a tha sinn a' toirt seachad agus mun ìre de sheirbheis a dh'fhaodas sibh a bhith a' sùileachadh bhuainn, nach cuir sibh fios gu Uisge na h-Alba air 0845 606 8855

لمعرفة المزيد من المعلومات بشأن الخدمات التي نقدمها ومعايير الخدمة التي يمكنك ان تتوقعها منا، يرجى منك الاتصال بمياه اسكتلندا Scottish Water على رقم 0845 606 8855

उपलब्ध कराई जाने वाली सेवाओं और उन सेवाओं का क्या स्तर होना चाहिये, इस बारे में ज्यादा जानकारी के लिये कृपया स्कॉटिशवॉटर से न: 0845 606 8855 पर संपर्क करें।

আমরা কি ধরনের সার্ভিস প্রদান করি এবং আপনি আমাদের নিকট থেকে কি ধরনের মান অনুযায়ী সার্ভিস আশা করেন সে সম্পর্কে আরও তথ্য জানতে চাইলে দয়া করে স্কটিশ ওয়াটারকে 0845 606 8855 নম্বরে ফোন করুন।

ਜਿਹੜੀਆਂ ਸੇਵਾਵਾਂ ਅਸੀਂ ਦਿੰਦੇ ਹਾਂ, ਅਤੇ ਜਿਸ ਮਿਆਰ ਦੇ ਕੰਮਾਂ ਦੀ ਆਸ ਤੁਸੀਂ ਸਾਥੋਂ ਰੱਖ ਸਕਦੇ ਹੋ, ਉਹਨਾਂ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਸਕਾਟਿਸ ਵਾਟਰ ਨੂੰ ਨੰਬਰ 0845 606 8855 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

our promises to you code of practice

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what Scottish Water does for you

At Scottish Water we believe in quality. That's why every day we work to provide you with clear, fresh water around the clock.

Our customers are at the heart of everything we do. We aim to deliver on our promises and do what we say, when we say we will do it.

This booklet contains essential information about Scottish Water and our commitments to you. It outlines:

- who we are
- what services we offer you
- the guaranteed service standards we promise to meet
- advice on contacting us with queries, requests and complaints



we take our responsibilities seriously:

- to safeguard the health of the people in our communities
- to ensure the highest level of customer experience
- to take care of the natural resource of Scotland's water and the environment
- to take you into account and keep in touch with you whether as individuals or community groups
- to be as efficient as we can and invest in our services wisely

We welcome any contact you make with us whether face to face, over the phone, by letter or email. We promise to seek your opinion on our plans and projects, either from you or through the organisations that represent you.

We promise to work in partnership with you - our customers - to continually look for ways to improve our services and the way we do business. We are particularly keen to increase the choices we offer you in the ways we keep you updated and how you can contact us.

delivering services to you

What exactly does Scottish Water do?

We supply quality drinking water to the people of Scotland. We also remove and treat waste water from your home and surface water from roads. We work to strict standards so that you can be sure the water we return to Scotland's rivers and coastal waters does not damage the environment. We treat trade effluent from commercial and industrial premises to standards set to protect the environment and we provide a service to de-sludge private septic tanks.



how you can be sure the water is safe

water for your home

Where does the water in my tap come from?

We collect raw water from lochs, rivers and boreholes and treat it at our treatment works to make sure it is clean and safe for you to drink when you turn on the tap. The average customer in Scotland uses around 150 litres of tap water everyday and it's our job to treat every drop of it.

There is usually enough of the raw untreated water but occasionally (during long, dry spells, for instance) we may struggle to keep supplying this volume of water and may ask you to use less. Very occasionally, we have to introduce a hosepipe ban to ensure that a level of supply can continue to be provided to all customers.

water quality

How do I know my water is safe to drink?

You can be confident that your water is safe to drink because we are regularly checking the quality to ensure it meets the required standards. Sometimes we will ask if we can take a sample from your tap for routine testing. All of our representatives carry photographic identification. Over 99% of these samples pass all of our tests. If your water has been sampled as part of this programme then your individual property results are available on request from our Public Health team.

Drinking water in the UK is subject to some of the tightest regulations in the world and Scottish Water must comply with these. If water quality in an area repeatedly falls short

of these standards we agree to a plan of improvements with the Scottish Government and the Drinking Water Quality Regulator (DWQR). These improvements are agreed and monitored under the Authorised Departure process.

You are free to contact the DWQR yourself. You can write to them, email or visit their website:

Drinking Water Quality Regulator
PO Box 23598
Edinburgh EH6 6WW

Email: regulator@dwqr.org.uk
Website: www.dwqr.org.uk

water sampling

Can I have my water quality checked?

You can ask us to check the quality of your tap water. After we have taken a sample, the full range of tests can take up to 10 days to complete. However, if you let us know in advance, we can provide you with initial test results 5 days after the sample was taken. If we discover any cause for concern, we promise to let you know within 48 hours of the sample being taken. We will send you a full written response.

Only on rare occasions do water samples fail to meet high standards. If there is a serious problem, we may advise you not to use your tap water or to boil it first. If we tell you not to use it, we will provide you with an alternative supply.

If there is a serious problem with the water quality, we must notify the local health board, the Local Council and the DWQR as soon as possible.

what to do about low water pressure

water pressure

What if my water pressure is low?

Before you install a shower or a pressurised hot water system, you will need to check your water pressure to make sure it is sufficient for these appliances.

We aim to provide you with water at a pressure high enough to fill a bucket with 10 litres of water in around one minute or to fill the storage tank in the attic of a two-storey building.

Leaking pipes can reduce pressure, damage property and allow bacteria into the water supply. If you're responsible for a leaking pipe, you must fix it as soon as you can. If you see a water leak in the street please report it to our **Customer Helpline** on **0845 601 8855** and we will investigate it.

We operate a low pressure register and have procedures in place to identify properties at risk of low pressure so that we can restore the correct water pressure. We have targets to meet to ensure everyone has the right water pressure in their homes and we are continuing to work towards improving pressure.



your pipework responsibilities

who's responsible for water pipes

If a pipe bursts in or around your home, it could save you time to know what's your responsibility and what's Scottish Water's. The diagram below shows an example of the pipework found in an average street that will apply to most customers' properties.

There are many more complex arrangements and pipe connections than we show in the diagram below.

You are responsible for the maintenance and repair of water pipes within the boundaries of your property. However if you have a problem with your supply pipe there are things that Scottish Water can do to help resolve the problem as quickly as possible. This also benefits the environment by minimising leakage.

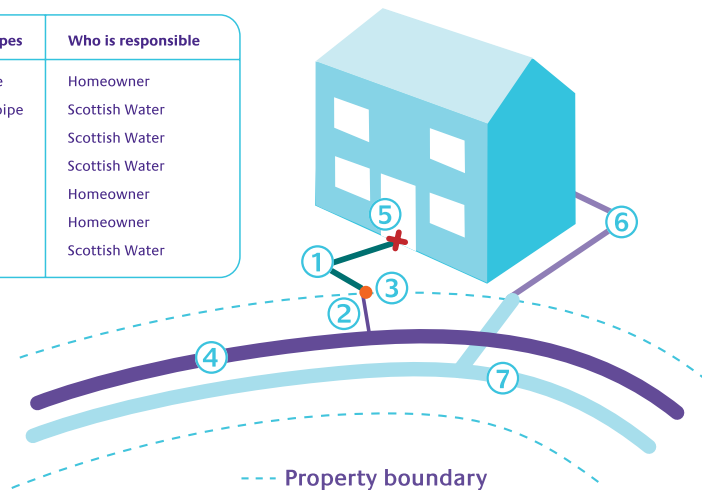
Scottish Water offers two options to assist customers. For more details on the assistance that may be available or to clarify questions on your responsibility, visit our website at www.scottishwater.co.uk or call our **Customer Helpline** on **0845 601 8855** and we can advise you or send you our leaflet.

Here are some guidelines to help you with a plumbing problem:

- use a registered plumber. You can find one by phoning Scottish and Northern Ireland Plumbing Employers' Federation (SNIPEF) on **0845 224 0391** or visit the website www.needaplumber.org
- get a quote in advance and don't pay for any work until you are satisfied
- check your house insurance - it may cover the repair

this shows a typical property

Water and waste water pipes	Who is responsible
① — The water supply pipe	Homeowner
② — The communication pipe	Scottish Water
③ — Stopcock/meter	Scottish Water
④ — The water main	Scottish Water
⑤ — Stop valve	Homeowner
⑥ — Private drain	Homeowner
⑦ — Sewer	Scottish Water



what you should do about lead pipes

protecting your water supply

What to do about lead pipes

Lead pipes occasionally cause problems with water quality. Older buildings are more likely to have lead plumbing. We will replace our part of any lead pipe when you replace your parts. As a matter of course we replace any of our own lead pipes when we do major works on water mains. Your Local Council can advise you on applying for a grant to help you replace any lead pipes. If you would like us to check if our communication pipe is lead, please call our **Customer Helpline** on **0845 601 8855** to arrange an appointment.

We ask you to let us know if you intend to alter your existing plumbing or install new plumbing into your property so that it can be checked by one of our representatives to make sure it meets with Water Byelaw standards. These byelaws protect the public water supply against the risk of contamination by waste or other substances. You can get a copy of the current Water Byelaws and arrange for a property check by calling our **Customer Helpline** on **0845 601 8855** (ask to speak to the Water Byelaws team) or email byelaws@scottishwater.co.uk



all about drains and sewers

taking waste water from your home

What you get for the waste water charge you pay

The waste water charge covers the following Scottish Water services:

- removing sewage and waste from homes (everything you flush away or pour down the sink)
- collecting rainwater from roofs, roads and public areas
- getting it to the waste water treatment works (through the sewers)
- treating it to remove and destroy harmful substances
- safely returning the water to rivers and coastal waters

It also helps to pay for new and upgraded treatment works to take care of the environment.

Most of the sewers we use today were built many years ago. The amount of waste water from homes and businesses and surface water from roofs and roads has greatly increased since then. This means sewers are not always able to cope with extreme weather conditions despite our best efforts to maintain them.

what you can do to keep the sewers free from blockages

You can help to prevent floods caused by blockages by not flushing unsuitable items down sinks and toilets. Here are some of the main culprits, which not only cause flooding but also create unsightly pollution on our rivers and beaches:

- cooking fat and oil (when it cools it becomes a solid lump and blocks the drains)
- female hygiene products
- disposable nappies and wipes
- condoms
- cotton buds

what you can do if a sewer is blocked

We respond to blockages as quickly as possible, unless we agree with you that it isn't urgent. Please call our **Customer Helpline** on **0845 601 8855**.

If the problem is in your private drains, generally those within your property, we'll advise you to call a registered plumber to clear them. If you ask us to clear them, we may then charge you. If you think there is a risk of flooding, we'll do all we can to help until a plumber arrives.

who to call if you are at risk of flooding

Call our **Customer Helpline** on **0845 601 8855**.

In the event of flooding from sewers, we will do all we can to reduce the impact and work hand in hand with the electricity companies, the Local Councils, the police, fire service, Scottish Government and the Scottish Environment Protection Agency (SEPA).

who monitors Scottish Water's waste water treatment works

SEPA sets the standards that we work to in our waste water treatment works. We closely monitor how our treatment works perform and SEPA also carries out regular checks.

We understand the nuisance that smells and noise from these treatment works can cause to nearby residents and we do our utmost to prevent them. We promise to respond promptly to any reported problems and will investigate all complaints. Where it is appropriate, we will develop an odour management plan in conjunction with the Local Council Environmental Health team.

To report a problem with smells or noise from our treatment works contact our **Customer Helpline** on **0845 601 8855**.



connecting a new property to the main

connecting your home or household site

If you are building a new home or developing a new site, we would ask you to contact us as early as possible in the planning process so that we can give you the best advice possible and confirm the feasibility of your development for both water and waste water connections.

On many occasions we will advise that the development can proceed. If further investigation is required through a Water or Waste Impact Assessment, we will provide a quote to cover the cost of the study.

getting a water connection

If you require a water connection, you must submit a formal application and any supporting designs and details of consultations with relevant bodies. If all information is provided and approved, we will provide you with approval and a quotation to connect within 28 days. Once you make all payments, and have laid any required pipe work, we ask that you call us to arrange a track inspection and one of our Advisors will visit your site.

We aim to complete your connection within 14 days of the preparatory work being completed. This relates to the preparation of a suitable track for laying the pipe. Once complete we ask customers to call us on **0141 355 5511**, so that we can have an Advisor check this track for compliance. We request that you provide us with 3 days notice when contacting us to request these visits.

getting a waste water connection

If you require a waste water connection, we require submission of a formal application, with all supporting information. Unlike the cost requirements for your water connection, we need to have a cheque for payment of associated charges for your waste water connection, included with your application form.

We will send you a receipt confirming payment, and if your waste water connection meets our technical specifications, we will issue a permit to connect. Your permit will be valid for 6 months and will ensure we have reviewed any designs submitted to us.

It will be your responsibility to ensure that a competent contractor carries out a supervised connection on your behalf. We will be happy to provide advice on how to manage this process, and request that you advise us of the contractor employed to carry out the waste water connection.

more detail on our quotes

When we provide a quote, following receipt of a fully completed application form with supporting information, it will contain our costs for the following key elements:

- connection charge
- infrastructure charge
- building water charges

Further details regarding our costs can be obtained through our Scheme of Charges leaflet, which is reviewed annually.

To get connected to the public water supply and the waste water system, please call our **Customer Helpline** on **0845 601 8855** and they will be able to provide you with copies of all application forms.

We want to support the sustainable development of Scotland and will work with you to get you connected as easily and quickly as possible.

For further information on the services and documents that we provide to customers who are connecting a new property to the mains, please visit our website www.scottishwater.co.uk

looking after your septic tank

your septic tank service

Scottish Water offers a range of septic tank de-sludging services. These services are available to household and business customers (business customers should contact their licenced provider to arrange this service) who own a private septic tank which takes standard waste, such as sewage and waste water. There are 3 levels of service that are available to all septic tank owners in Scotland:

- scheduled service
- unscheduled service
- urgent response service

We can send a tanker to de-sludge your septic tank. We can do this by responding as quickly as possible to your request or by making an arrangement to do it regularly if you sign up for our Scheduled Service.

We need to make sure that there is sufficient access to your septic tank because our tankers are large vehicles — up to 44 tonnes in weight, 15 metres long, 2.5 metres wide

and 3.3 metres high. The layout of your property needs to be such that the tanker can gain proper safe access. We also ask that the tank is well-maintained and has been regularly de-sludged in the past.

If you decide to make an arrangement with us to have your septic tank de-sludged at regular intervals, you will avoid the worry of potential flooding or pollution problems.

You can find out more about our septic tank services and get an information pack with our terms and conditions by calling our **Customer Helpline** on **0845 601 8855**.



what we are doing about climate change

our services and the environment

What is Scottish Water doing about climate change?

A sustainable water environment is vital in enabling us to provide our water and waste water services to customers. We take the issue of climate change very seriously, both in terms of the impact of climate change on our environment and services we provide, as well as the greenhouse gas emissions we produce. We are already seeing changes to rainfall patterns and are working with our regulators and other bodies to ensure we address climate change on behalf of our customers.

The supply of water and waste water services requires a great deal of energy, and we are developing robust carbon management tools to help reduce our carbon footprint. We are working with regulators, government and suppliers to agree emission reduction targets and a practical means of achieving this.

We are committed to striking the right balance between the needs of our customers and the protection of the environment. In this, we work closely with SEPA and land developers to connect new developments without putting unacceptable burdens on the environment.

We are also constantly embracing new technologies to deliver services as efficiently as we can. In doing this we aim to strike the right balance between reducing carbon emissions as well as our energy consumption and giving you a good service.

We have a dedicated team working across Scotland to find and fix leaks. Reducing leakage plays a key role in conserving water and protecting this natural resource. It also ensures that we continue to deliver the best possible service to our customers.

We are happy to offer advice to anyone wishing to use water more efficiently. This can range from providing you with simple tips and advice to help you use water wisely in and around your home, to having a meter installed.

how we are reducing leakage

Our leakage response team quickly identifies and repairs leaks across Scotland. This active approach, combined with a fast response time, reduces leakage and helps to deliver improvements in the level of service that we provide for you.

We aim to:

- fix leaks reported by you within 7 days
- fix leaks that we have identified within 7 days
- work with customers to help complete private water supply pipe repairs

all about water meters

a water meter for your home

You can choose, at your own cost, to have a water meter installed. If you don't own the property then you must have the owner's permission to do this. This may be more practical for you and help you to use water more efficiently. Contact our Customer Helpline for advice and assistance on the process.

If you think that your water meter is not working properly we will arrange to have it tested for you. If the meter reading is out by more than 5% either way, we'll work out your bill again and you will not have to pay any testing fee. However, if it is accurate to within 5% then you will have to pay a testing fee for this service.

If you have a water meter, you will have to pay for any water lost through leaks in your pipes, although your buildings insurance may cover it. If you find yourself faced with an unexpectedly high bill due to a leak, and your buildings insurance doesn't cover it, please talk to us and we'll do all we can to help.

If you experience any problems with your water meter, just call our **Customer Helpline** on **0845 601 8855**.



keeping you in the picture

working with you

How do I arrange for someone to visit and investigate my concerns?

If your call is to report that you have no water or to tell us that you've seen water running from the ground, we may not need to arrange an appointment with you, unless you specifically request an appointment. In these cases, we will give you a timescale for attending and then let you know the outcome.

If your call is about water quality or water pressure then it is likely that we'll need to talk to you face to face, or gain access to your property. In this case, we'll arrange for someone to come out at a time that's convenient for you. We can specify a 2 hour time slot during normal working hours.

...in an emergency

In the unusual event of a burst water main, we may not always be able to warn you in advance that your water is going to be cut off. However, you can call our **Emergency Helpline** on **0845 600 8855** and we'll tell you when your water will be restored. If we expect a long interruption, we'll tell you about alternative water supplies.

If there's a problem with your water quality and we have to advise you to stop using the water or to restrict your use, we'll let you know in person or by writing to you. If many properties in the same area are affected, we'll use loudhailers in the street as well as the newspapers, the media and our website to let you know. We will always tell you when your water supply is back to normal.

...when it is planned

How will you let me know if you have to turn off my water supply?

In the event of work that we plan to do, we'll usually write to you in advance to warn you of any disruption. We always aim to minimise any disruption to your water supply. If we must do lengthy and disruptive work, we'll give you as much notice as we can that your water supply is likely to be affected. In this case, we'll issue leaflets explaining what we are doing and why we have to do it.

What if you need access to my land?

If we need access to your land we'll always try to contact you in advance, either face to face or in writing. If we need to lay a new water main or sewer, we'll give you a legal notice in plenty of time so you can consider our proposals. However, some instances are urgent (when a water main has burst, for instance) and we may not be able to contact you in advance, but we will still do our best to let you know. If we haven't been able to contact you beforehand, we will let you know what we have done and why, as quickly as we can. If we caused any damage, we'll tell you how this will be rectified and how you can claim compensation (see page 24 for more information about compensation and goodwill payments).

We promise to speak to Local Councils and community groups to explain the benefits of any new work we plan to do for the area and discuss how best to minimise disruption.

Scottish Water do have powers of entry to premises under the Water (Scotland) Act 1980

as your water services provider. This means we have the right to gain access to your premises when essential duties need to be carried out. An example of an essential duty could be to examine a meter, to check for Water Byelaw contraventions or carry out essential work. We have the right to do this at all reasonable hours if we give you 24 hours notice.

You can find out exactly where our water mains and sewers are located by looking at the records we keep in our main offices. You can also see the results of any water samples we have taken from our customers' taps. If you want to do this, please call our **Customer Helpline** on **0845 601 8855**.

How will you consult with me on investment projects in my area?

We promise to consult as widely as possible with the communities most likely to be affected by our work and agree with local councillors and representative groups how we can minimise any disruption to communities they represent.

Our Consultation Code outlines our consultation commitments.

For a copy of our Consultation Code please call our **Customer Helpline** on **0845 601 8855**.



what we charge you

our charges

How do I find out about your charges?

If your property is connected to the public water supply then you will pay water charges.

If you are connected to the public sewer for either waste water or property drainage then you will pay waste water charges.

If you need more information about what type of connection you have please call our **Customer Helpline** on **0845 601 8855**.

If you are a household customer without a water meter, you will pay for your water and waste water services through your Council Tax bill. What you pay will be based on the Council Tax banding of your house. Your Local Council collects these charges on our behalf. Details of how to pay can be found on your Council Tax bill.

If you have a water meter, you will receive a combined water and waste water invoice every quarter from Scottish Water. You can pay your invoice in one of the following ways (there will be information about this on the back of your invoice):

- by Direct Debit
- at a bank
- by Girobank Account
- at a Post Office
- by post
- by credit or debit card

You can also arrange to set up an instalment plan. If you are having difficulty paying your bill, we will do our best to help you. The sooner you let us know the better - please call the number on the back of the invoice or contact our **Customer Helpline** on **0845 601 8855**.

As a public organisation, our charges are our main source of income and are set at a rate that ensures we can provide you with the vital water services you require. Our charges are effective from the beginning of each financial year - 1st April and apply until 31st March the following year.

What we charge you has to be approved first by the Water Industry Commission for Scotland (WICS) and you can get full details of all our charges by contacting our **Customer Helpline** on **0845 601 8855** or by visiting www.scottishwater.co.uk



our guaranteed service standards

Can I claim compensation if you don't keep your promises?

Our continuing high investment levels and our focus on customer service means we are confident we can keep our promises and consistently put customer service at the heart of everything we do. We are so confident that we give you a guarantee called our Guaranteed Service Standards. We promise to pay you compensation if we don't meet these standards. The following pages detail how much and how you can claim if we let you down.

Our Guaranteed Service Standards cover the most important services we offer.

For some standards, we will make a payment automatically if we fail to meet a Guaranteed Service Standard. For other standards, like planned or emergency interruptions and our response to major incidents, we ask customers to make a claim directly. Where we ask you to make a claim, you must do this within 3 months of the incident. You can find details of how to make a claim on page 24 of this booklet.

price promise standards

Scottish Water is committed to providing you with a consistent, value for money service. We believe that you should only pay for services you receive.

When we don't meet our promise to provide a minimum level of service under normal operating conditions, you can apply to receive an appropriate rebate of your charges, up to a maximum of £1,000.

The following list outlines the areas where Price Promise Standards are available:

- low pressure
- flooding
- unplanned interruptions
- water quality
- connection services

For more information on what these standards cover and the level of rebate available call our **Customer Helpline** on **0845 601 8855** or visit our website at www.scottishwater.co.uk

Are there times when you don't offer compensation?

Some things are not within our control, like severe weather, industrial action or the actions of others and, unfortunately, we can't guarantee our service standards in these circumstances.

What follows is a guide to the guaranteed service standards you can expect.

our promises to you

our guaranteed service standards

if your water goes off

We understand how distressing it is if your water supply is suddenly interrupted and we promise to make every effort to restore your services as soon as possible. If this happens please call our **Customer Helpline** on **0845 601 8855** for assistance.

The problem sometimes turns out to be with pipes in or around your property, but please call us anyway and we can advise you on who is responsible.

You can expect us to work within certain guaranteed service standards in such an emergency situation and we will make every effort to restore your service as quickly as possible.

What if my water supply is interrupted unexpectedly?

We will restore the supply within 12 hours from the time we find out about it. If a large water main serving a large area (called a strategic main) causes the problem, we will restore the water supply within 48 hours of us finding out about it. If we don't meet these timescales, you can claim £20 and a further £10 for each additional 12 hour period without water.

water getting into gas systems

If you notice water coming from a gas appliance

Please call our **Emergency Helpline** on **0845 600 8855** if you notice water coming from any of your gas appliances or you have no gas because water has got into the pipe. For your own safety, please take the following steps:

- turn the gas off at the meter if you can
- don't turn the gas back on until the problem has been resolved
- put out all naked flames including cigarettes
- turn off all gas appliances
- don't turn the appliances back on again until the gas engineer says you can
- open all nearby doors and windows
- don't turn on any electrical switches
- don't use any electrical telephones or security systems

As soon as we hear from you, we'll contact Scotland Gas Network (who maintain the gas pipes) and work with them to ensure your safety. We promise to phone you back within 2 hours of your initial call to explain what happens next. If we don't do this, we will automatically pay you £20.

in a major incident

What you can expect from us in a major incident

Sometimes things happen that affect many people at the same time such as contamination of the water supply, large scale flooding from water mains or sewers and interruptions to supply caused by these. In these cases - usually when more than 13,500 properties are affected - we declare the event a major incident and we promise to provide the following Guaranteed Service Standards:

- Updates every 48 hours on what is happening. We'll use the media and our website to do this.
- We will provide alternative supplies (bottled water or tanks) if your water supply is interrupted for more than 24 hours or is unfit for consumption even after boiling. We'll aim to provide at least 10 litres per person every 24 hours until the supply is restored. Water supplied from emergency tanks must be boiled before use.

- We will deliver drinking water to people who may be particularly vulnerable during a major incident, like babies under a year old, the elderly and those unwell. Please ensure that you have registered your details on our Additional Support Register to secure this service. To place your name or a relative's onto our Additional Support Register call our **Customer Helpline** on **0845 601 8855**.

If we fail to meet any of the above Guaranteed Service Standards to customers directly affected by a declared major incident, you can claim compensation of between £20 and £100.



if you are flooded

If the inside of your home is flooded with sewage please call our **Emergency Helpline** on **0845 600 8855**. We consider this a high priority and will help you to clean up the mess. We will attend to it as quickly as we can, usually within 4 hours of your call. We will investigate the cause of the flooding and report back our findings to you. We will also offer you a support package of help and advice. Flooring, such as tiling, that covers hatch access to flooded areas under floors, will need to be lifted to allow access. If there is no access hatch it will be your responsibility to arrange access for us to carry out the clean-up.

If the flooding of your home is caused by waste water from our sewers but isn't due to general surface flooding of the area, a defect in your own drains or a result of your own actions, you will automatically get a payment equal to your annual waste water charge.

Here is how we promise to help if you are flooded:

- we will give you a named contact who will keep in touch with you and offer you help and advice at this difficult time.
- our representative will make sure that the clean-up operation goes ahead and will liaise with your insurance company (we always advise you to contact your insurance company first since they are experienced in dealing with these situations) and most policies cover new for old compensation.

- if you can't use your toilet, cooking facilities, electrical power or have no suitable place to sleep, we will arrange alternative accommodation for you until these facilities have been restored.
- we will refund your insurance excess costs if you are severely flooded, except where the flood was caused by extreme weather conditions or by your own actions.

When water from no obvious source is entering your property, we will investigate the possible causes. We will generally start by looking at the weather conditions to determine links to ground water levels. We may also close some valves at nearby water mains to see if there is any impact on the flow of water in to your property. If, after these investigations have been completed, we have not identified the source of the water we will take samples. This will help us to confirm if the water is coming from a water main or a sewer. Throughout this process we will aim to continually keep you updated on our findings.

In extreme weather if you are worried about the possibility of flooding please contact **SEPA's Floodline** on **0845 988 1188**.

keeping our appointments

You can make an appointment with Scottish Water by calling our **Customer Helpline** on **0845 601 8855**. We will offer you a morning or afternoon appointment or you can ask for someone to visit you within a 2 hour time slot. We will give you at least 24 hours notice of any change in the appointment time.

We'll automatically pay you £20 if we don't turn up when we say we are going to, or if we fail to give you 24 hours notice of a change to the appointment.

when we plan to do essential work to your water supply

If we need to carry out essential maintenance work that involves shutting off your water supply, we'll tell you in advance. If the work is planned to last for more than 4 hours we'll give you at least 48 hours notice before we turn the water off. We'll do this by notifying you in person. If large areas are affected, we may use the local newspapers and the media. The only exception to this is when we are looking for leaks, in which case we do the work between midnight and 6am and you are unlikely to notice.

You can claim £20 from us if we fail to warn you before the interruption or we fail to restore your water by the time we say we will. You can also claim £20 for each additional 12 hour period you are without water.

We want to minimise the inconvenience caused by long periods without water and we aim to provide an alternative water supply within 8 hours of the water going off.

Sometimes we need to dig up footpaths and roads to maintain our pipes, carry out repairs and improve your service. We promise to keep disruption to a minimum and let you know in advance if we have to work across the access to your property. We will try our best to avoid inconvenient times but in an emergency, like a burst pipe, there may be no alternative but to block or restrict your access. We will display signs in the street around any works giving our Customer Helpline number. Once the work is completed, we aim to permanently reinstate the footpath or road straight away. The majority are completed within 7 days. There are some locations and types of roads where we will have to do a temporary reinstatement making the road safe and then come back and do a final good quality reinstatement at a later date. We always aim to have the final reinstatement completed within 6 months.

Please let us know if you spot a faulty manhole or access cover and we'll carry out the repairs as quickly as we can – within 24 hours if it is dangerous. Just call our **Customer Helpline** on **0845 601 8855**.

if your water pressure is low

Please let us know if you have any problems with your water pressure by calling us on our **Customer Helpline** on **0845 601 8855**.

We'll investigate by checking the pressure in the water main and at your home and we'll let you know the results within 5 working days, or we'll pay you £20. Your property will be added to the low pressure register if, following investigation, we confirm your property receives less than 1 bar of pressure (1 bar is the pressure needed to fill a bucket with 10 litres of water in around a minute).

You will not be added to the low pressure register if your home is above the level of water leaving our storage tank or less than 10.5 metres below the tank because we can't guarantee that the required pressure can be reached without additional pumping or a water storage facility.

If you live close to the level of our water storage tanks we recommend that you seek our advice before installing any appliances that require a particular water pressure, like electric showers and pressurised hot water systems.

Other things that could affect your water pressure are the condition of your pipework and whether you share your supply with other properties. Sudden and unusual drops in pressure could be caused by a burst water main or repair work being carried out in your area. Please refer to the section on planned and unplanned interruptions for our **Guaranteed Service Standards** (on page 18) in these circumstances.



payment enquiries

Any questions about your bill

Your Local Council collects your household water and waste water charges on our behalf, and details of how to pay can be found on your Council Tax bill. Please contact your Local Council for further information.

If you've got a water meter or are invoiced directly by us for any other reason (septic tank de-sludging for example), please call our **Helpline** on **0845 741 3752** and we'll do our best to answer your questions while you're still on the phone. If we need to do some work on your account, we promise to respond to you within 5 working days. If you ask to change the way you pay, we'll sort this out within 5 working days. If we don't meet these deadlines, we promise to pay you £20.

written or telephone complaints

How we deal with complaints

We promise to try to resolve complaints whenever you call our Customer Helpline while you are on the phone. If this isn't possible, we will look into the problem and call you back promptly. If you want a written response to your telephone call, we'll reply within 5 working days.

If you write to us, fax or email to complain about something we'll respond within 5 days and we'll give you regular updates of the progress we're making to resolve your problem. If we fail to get back to you in this timescale, we'll pay you £20.

meter applications

Getting a water meter

You can arrange for a water meter to be fitted, at your own cost, in your property by calling our **Customer Helpline** on **0845 601 8855**. We aim to install a water meter within 15 working days of agreeing the arrangements with you and receiving your payment for initial costs. We first of all need to carry out a survey to see if a meter can be fitted with your existing plumbing or if alterations need to be made. We'll let you know what is needed to install the meter and what that will cost within 10 working days from the date of your application. If we fail to do this, we'll pay you £20.

Your account will be changed to the metered water rate from the target date. If we fail to install the water meter by the agreed date, you will only have to pay the annual fixed charge element until the meter is installed and working.

making a claim for compensation

How you can claim if we don't keep our promises

If you feel that we have not met our Guaranteed Service Standards, you can make a claim by contacting us via:

- our **Customer Helpline** on **0845 601 8855**
- our website at **www.scottishwater.co.uk**
- our address - **Complaints Management Unit**, Scottish Water, PO Box 8855, Edinburgh, EH10 6YQ

If a payment is due, we will make it within 10 working days of our failure to meet the Guaranteed Service Standards or 10 days from you pointing it out to us. If we fail to do this, we'll pay you another £20.

We'll normally make payment to the person who pays your water and waste water bills. However, if you owe us money we may put the compensation amount towards your outstanding balance. Compensation may be withheld or reduced if it's clear you've been fully or partly at fault for the failure.

how we look after customers who need additional support

looking after you

Please let us know if you have a disability, medical condition or any other reason to receive our services in a way that makes your life easier. We can add your details to our Additional Support Register along with a note of the services you need. We also publish our disability equality scheme - you can get a copy by calling our **Customer Helpline** on **0845 601 8855** or visiting our website at **www.scottishwater.co.uk**

We can deliver alternative water supplies if you would find it difficult to get to a tank in the street, or if your health could be jeopardised by interruptions to your water supply, or on the rare occasion when the water is contaminated or has to be boiled. We would also let you know in person about any incident affecting your water supply.

We also have special services to help you communicate with us if you have a hearing or speech impairment, a learning difficulty or are blind or partially sighted. Here is a list of those:

- we use **Typetalk** services when appropriate
- we can provide information in large print (14 point or larger)
- we can provide information in Braille or in audio format
- we offer a personal visit or telephone call to discuss your needs — with a password to protect you against bogus callers. To register a password, please call our **Customer Helpline** on **0845 601 8855**.

We offer these services in liaison with local and national organisations who represent customers with additional service needs to ensure we publicise this service and give you the best assistance.

registering for additional support is easy

You can contact us yourself or ask a friend or family member to do it on your behalf. Here are the contact details:

- call our **Access Line** on **0845 606 8855**
- Use the **Typetalk** service
- through our website at **www.scottishwater.co.uk**
- by writing to us at **Additional Support Register**, Scottish Water, PO Box 8855, Edinburgh, EH10 6YQ

for speakers of languages other than English

Please call our **Access Line** on **0845 606 8855** if you would like to speak to us in a language other than English and our customer adviser will set up a three-way conversation with an interpreter, either at the time of the call or at a more convenient time later.

We can also send you copies of our literature translated into another language. All our leaflets dealing with major emergency situations include easily recognisable symbols and have key phrases described in Plain English.

keeping you safe

How you know it's us at the door

We are committed to helping reduce crimes carried out by people impersonating Scottish Water workers.

We are doing everything possible to minimise the risk of anyone impersonating our employees. Anyone calling on behalf of Scottish Water will always carry an identification card with a photograph. They will usually drive vehicles clearly marked with our logo.

Our employees will not ask for, or accept, any money from you at your home.

We recommend that when you answer the door to anyone claiming to be from Scottish Water, that you follow our 'Three C's' rule: **CARD, CHECK, CALL**

1 Card

You can ask callers to pass their ID card or letter through the letter box in order to check their identity.

2 Check

Check the identity card carefully:

- Is the photo on the card the same as the person at the door?
- Does the ID card or letter contain the Scottish Water Customer Helpline number?
- Has the card been tampered with in any way?

If you are not confident that they are a genuine caller, then send them away!

3 Call

If you are in any doubt about the caller's identity please call our **Customer Helpline** on **0845 601 8855**. Please do not use contact numbers found on ID cards or letters because these could be false. If you are still suspicious contact a neighbour or call the police.

Don't be fooled by bogus callers!



if you have a complaint

If you have a complaint about Scottish Water we promise to respond by the times set in our Guaranteed Service Standards (see pages 18 to 24) and do our best to resolve the issue to your satisfaction. You can find the full details of how to contact us at the back of this booklet but please contact our **Customer Helpline** on **0845 601 8855** in the first instance. The Customer Advisor may be able to resolve the problem while you are on the line or will call you back as soon as possible.

If you are still not satisfied, you can ask to speak to a senior member of our Customer Service team who will then review our response. We will let you know the result of this review as quickly as possible.

It may reassure you to know that we keep a record of all complaints and report these every three months to Waterwatch Scotland, the independent body who represents your interests in the water industry in Scotland.

We hope that you will never need to progress beyond our complaints process as we will make every effort to resolve your complaint to your satisfaction. However, if you find that you are still not completely satisfied with our response, then you can contact Waterwatch Scotland, who are there to represent your views and concerns.

Waterwatch Scotland
Corporate Office
Forrester Lodge
Inglewood
Alloa
FK10 2HU

Telephone: **0845 850 3344**

Fax: **01259 214218**

Email:

customersupport@waterwatchscotland.org

compensation and goodwill payments

If we have caused damage and you want to claim financial losses

You can claim compensation if we have damaged your property, land or crops while carrying out our activities, whether that be laying a pipe or doing repairs. If we've made mistakes or caused you inconvenience we may be able to offer you a goodwill payment which does not affect your legal rights and doesn't mean that we accept legal liability. We would normally use third party claims handlers to manage this process.

Please contact our **Customer Helpline** on **0845 601 8855** to find out more about when you can claim compensation and what information we would need. We then pass your complaint onto the third party claims handlers who consider each case individually. In some cases we may need you to put the details in writing. Either we will acknowledge receipt of your claim or our insurance company will.

who keeps us right on your behalf

who do we answer to?

We answer to our customers — that is you.

charges

Who decides what we charge?

We decide each year what our charges have to be to cover the cost of providing you with the best possible service. They run from the beginning of the financial year, 1st April, and we have to set them within limits given to us by the Water Industry Commission for Scotland. These limits apply to a five year period called the 'regulatory period' — the current one runs from April 2010 to March 2015. The Commission must set the charge limits at the lowest reasonable rate to cover all the objectives Scotland's Government Ministers want us to meet. Only the Ministers have the legal power to set objectives for Scottish Water and they do this through legal directions.

standards of service

Who sets our standards of service?

The Water Industry Commission for Scotland sets the targets for the standards of service we provide to the people of Scotland. The Commission has approved this Code of Practice to make sure it covers everything we do and meets all the legal requirements. This Code of Practice has been developed in conjunction with Waterwatch Scotland.

environmental quality

Who monitors the impact on the environment?

The Scottish Environment Protection Agency (SEPA) has duties to protect and improve Scotland's environment and monitors the outputs of all our treatment works. SEPA ensures that we keep to what the law says we can discharge into the environment.

water quality

Who makes sure the water we supply is safe?

The Drinking Water Quality Regulator for Scotland (DWQR) is the independent regulator making sure our water quality standards are met. The DWQR advises Government Ministers where improvements are needed and any higher standards that new laws demand.

who does what in the water industry in Scotland

The Scottish Government

Scottish Government Ministers

Telephone: **0845 278 1999**

- own Scottish Water and report to the Parliament on our activities
- established the statutory framework
- define our objectives
- define the principles that underpin charging
- provide us with borrowing
- consider some types of appeal



The Water Industry Commission for Scotland

Telephone: **01786 430 200**

www.watercommission.co.uk

- promotes the interests of customers
- sets our charge limits at the lowest level possible
- approves our Code of Practice
- annually reports on our performance
- facilitates competition in the water industry



The Scottish Environment Protection Agency

Telephone: **0800 80 70 60** (Pollution Hotline)

Telephone: **0845 988 1188** (Floodline)

www.sepa.org.uk

- sets standards for and monitors waste water and other discharges into streams, rivers, estuaries and the sea
- regulates new water schemes
- keeps records of river flows and warns of possible floods from rivers



Waterwatch Scotland

Telephone: **0845 850 3344**

www.waterwatchscotland.org

- investigates unresolved complaints
- represents the views and interests of consumers
- publishes reports and promotes consumer interests
- may take statutory recommendations to Government Ministers, the Scottish Government, Scottish Water, the Water Industry Commission, SEPA or the DWQR.
- is a statutory consultee for matters relating to the Scottish water industry
- is independent of Scottish Water and the industry regulators



The Drinking Water Quality Regulator for Scotland

Telephone: **0131 244 0190**

www.dwqr.org.uk

- is an independent body appointed by Scottish Government Ministers to monitor drinking water quality
- ensures we keep to our drinking water quality standards
- audits our water treatment works
- audits our sampling and analysis procedures
- sets water quality improvement targets

Health Boards

(see phone book for local numbers)

- administer community health services
- can ask to have fluoride added to the water
- investigate outbreaks of disease and informs us if water quality is at fault

Local Councils

(see phone book for local numbers)

- responsible for environmental health issues, including private water supplies
- oversee the safety of all large reservoirs
- have planning and building control responsibilities for our property
- maintain road gullies and drains (but not the sewers)

- responsible for flood prevention in towns and villages
- responsible for coastal protection and pollution incidents
- collect household water and waste water charges via council tax

Property Owners

- maintain the pipework on their property in accordance with our Byelaws
- maintain the waste water network on their property
- maintain the septic tank on their property
- maintain watercourses such as streams, burns and culverts in and around their property



guaranteed service standards summary table

Our Guaranteed Service Standards cover our most important services (see pages 18 to 24 for full details). Here's a quick reference guide to the standards we promise to meet and what you can claim if we don't.

Standard	Automatic Payment	Claim Required	Payment Amount
Appointments — keeping appointments made more than 24hrs in advance.	YES		£20
Planned interruptions — warn customers 48hrs in advance, supply restored within stated time — payment on failure to warn and/or supply not restored at stated time.		YES	£20 + £20 for each subsequent 12hrs without water
Unplanned interruptions — (burst main etc) restore within 12hrs (48hrs for a large main supplying a large area)		YES	£20 + £10 for each subsequent 12hrs without water
Gas in water pipes — give you a call within 2hrs of reporting fault to give details of what happens next.	YES		£20
Sewage flooding — inside your property.	YES		Equal to annual waste water charge
Respond to invoice enquiries and changes to payment methods — respond within 5 working days.	YES		£20
Written response to a complaint, respond within 5 working days.	YES		£20
Water meters — applications. We will let you know of the outcome within 10 working days of your application.	YES		£20
Water pressure — Inform you of outcome of our investigations within 5 working days.	YES		£20

how to contact us

we have made it easy for you to contact us - here's how

Call us on the following numbers

Customer Helpline 0845 601 8855

For general customer enquiries, complaints, requests.

Textphone 0845 603 8855

If you have a speech or hearing difficulty you can use the RNID Typetalk service.

Our main administration centres have an induction loop for customers with hearing aids.

Emergency Helpline 0845 600 8855

You can contact us at any time of the day or night in an emergency situation on this 24 hour helpline number. In the case of a major incident in your area, you can also call this number for regular updates.

We record all calls for quality and training purposes.

customer.concerns@scottishwater.co.uk

to make a complaint or alternatively write to:

Customer Service:

PO Box 8855
Edinburgh
EH10 6YQ

Head Office:

6 Castle Drive
Dunfermline
Fife
KY11 8GG

Main Offices:

Balmore Road
419 Balmore Road
Glasgow
G22 6NU

Bullion House
Invergowrie
Dundee
Angus
DD2 5BB

Fairmilehead Office
55 Buckstone Terrace
Edinburgh
EH10 6XH

Kingshill House
Arnhall Business Park
Westhill
Aberdeen
AB32 6UF

Inverness Office
31 Henderson Drive
Longman North
Inverness
IV1 1TR

Access Line 0845 606 8855

Please call this number if you speak a language other than English and you would like an interpreter.

additional support

If you have a disability or medical condition or other reason for additional support, please call our **Customer Helpline** on **0845 601 8855** and we will take a note of your name, address and discuss any additional support you require and keep this on our confidential Additional Support Register.

We can offer customer documents in alternative formats: translations, Braille and audio. Please contact us to request an alternative format.

Send us an email via our website:

www.scottishwater.co.uk