



**Scottish
Water**

Trusted to serve Scotland



**Unplanned interruption
to your water supply**

We are very sorry you have experienced an unplanned interruption to your water supply.

In the event of an unplanned interruption to our customer's water supply, it is always our priority to restore the supply as soon as possible, regardless of the scale of the disruption. We would like to thank you for your patience and understanding.

This leaflet should help to answer any questions you may have about the interruption to your water supply.

What is an unplanned interruption to my water supply?

An unplanned interruption to your water supply is normally caused by a water mains pipe bursting on our network. We proactively manage our vast network of pipes, however unforeseen bursts do sometimes occur. When this happens, we will update our website and social media channels. In the event of a large scale disruption, we will look at using other methods of communication such as local radio, TV, loudhailers or leaflets through your door.

Can you provide an accurate time for my water supply to be restored?

A water mains pipe burst can vary in size or complexity and other factors, such as traffic management or the location of the burst can affect the time to repair the pipe. The location and elevation of your property on our water network can also influence how soon the water will be restored to your property.

For example, if your property is at the top of a hill some distance from the burst, it may take longer for the water main to recharge and distribute the water than to a lower lying property closer to the burst. Please be assured that it is always our priority to restore your supply as soon as possible. We may do this through diverting water from another section of the network or using tankers to put more water into the network.

What if I am a customer who requires additional support?

Scottish Water has a confidential Priority Services Register that customers with additional needs can sign up to free of charge. Customers who require additional assistance may include the elderly, young children or those with a disability or medical condition that requires a constant supply of water. For more information about our Priority Services Register, please visit **www.scottishwater.co.uk/support** or call our Customer Helpline free on **0800 0778778**.

Why is my water supply brown and discoloured following an interruption?

Following a burst or disturbance to the water network, the change in flow of the water can lead to some localised disturbance of natural sediment that normally sits within the water main and this may cause temporary discolouration of your water supply. We recommend running only your cold water kitchen tap (no other taps or water using appliances) until this clears. The amount of time this may take can vary from minutes to hours in rarer cases. If the problem persists, please contact us and we will investigate it further for you.

Why is my water supply milky and cloudy following an interruption?

Following disruption, some customers may experience what is known as 'white water'. This happens when air gets into the water main and dissolves under pressure. When the pressure drops as you turn on the tap, air forms tiny bubbles. These bubbles will slowly float to the surface (as shown below) and the water will clear. If you pour a glass of water you will see it clear from the bottom upwards. Your water is still safe to drink, however, if the problem persists, please contact us and we will investigate this further for you.



An example of 'white water'



How can I keep informed about the progress of restoring my water supply following an unplanned interruption?

We update information on our website and social media channels on both Twitter and Facebook. We also offer a text (SMS) service where you can subscribe to keep up to date with information if an unplanned interruption affecting a large number of properties occurs in your area. Further information can be found on our website.

My water pressure has been reduced – Why is this?

The pressure of your water supply may take time to fully return as the water main recharges following an interruption to the supply. The timescales for this can vary. However, if you suffer reduced pressure for a long period of time, please contact us and we will investigate this further for you.

Following disruption, the water supply to my cold water kitchen tap is restored but other taps in the house aren't working – Why is this?

This is normally caused by an airlock in the system. Airlocks can occur when a pocket of air collects in a water pipe after an interruption to the water supply. Plumbing issues within your home may also cause airlocks. If this does happen, following an interruption to the water supply, please contact us and we can attend and attempt to clear the airlock.

What do I do if I have discoloured washing as a result of the interruption?

If customers have discoloured clothing from their washing machine, following an interruption, we recommend rewashing the clothing without the use of fabric conditioner. If this doesn't work, please retain the items and contact us for more information.

Do you provide bottled water?

We usually restore normal supplies within a reasonable time. However, if we are unable to do so, we will provide alternative water supplies.

Can I claim compensation for being without water?

Our Customer Charter tells you about the services we promise to provide you with. We call these our service standards and if we fail to meet the promises, you may be able to claim a payment. There are various conditions that need to be met before a payment can be made. Further information about our service standards can be found at: **www.scottishwater.co.uk/ourpromises**



How did we do?

Are you impressed with the service you received?
Did one of our team go the extra mile for you?
Nominate them for a Scottish Water gem Award and give them the recognition they deserve.

Visit **www.scottishwater.co.uk/gem** or call our Customer Helpline on **0800 0778778** to make your nomination.

Keeping up to date and getting in touch

We are always working so the cycle never stops – find out more about Scottish Water, our services and keep up to date with what we are doing in your area:

Visit



www.scottishwater.co.uk

Follow us



facebook.com/scottishwater



[@scottish_water](https://twitter.com/scottish_water)

Call

Customer Helpline free 24/7



0800 0778778

Email



help@scottishwater.co.uk

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 contact us.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.