

Garve & District Community Council

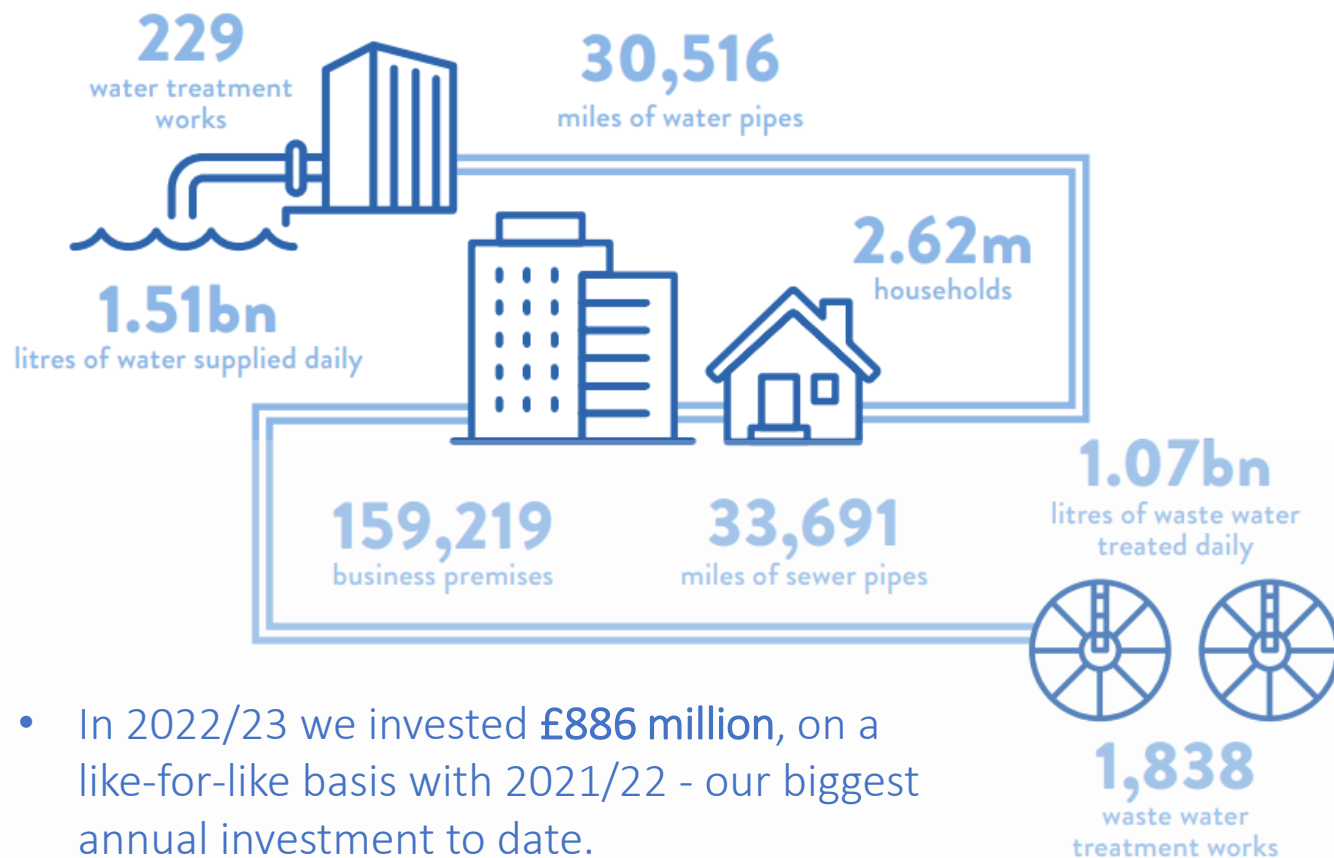
5th September 2023



About Scottish Water



OUR VITAL ROLE COVERS:



OUR VISION AND STRATEGY

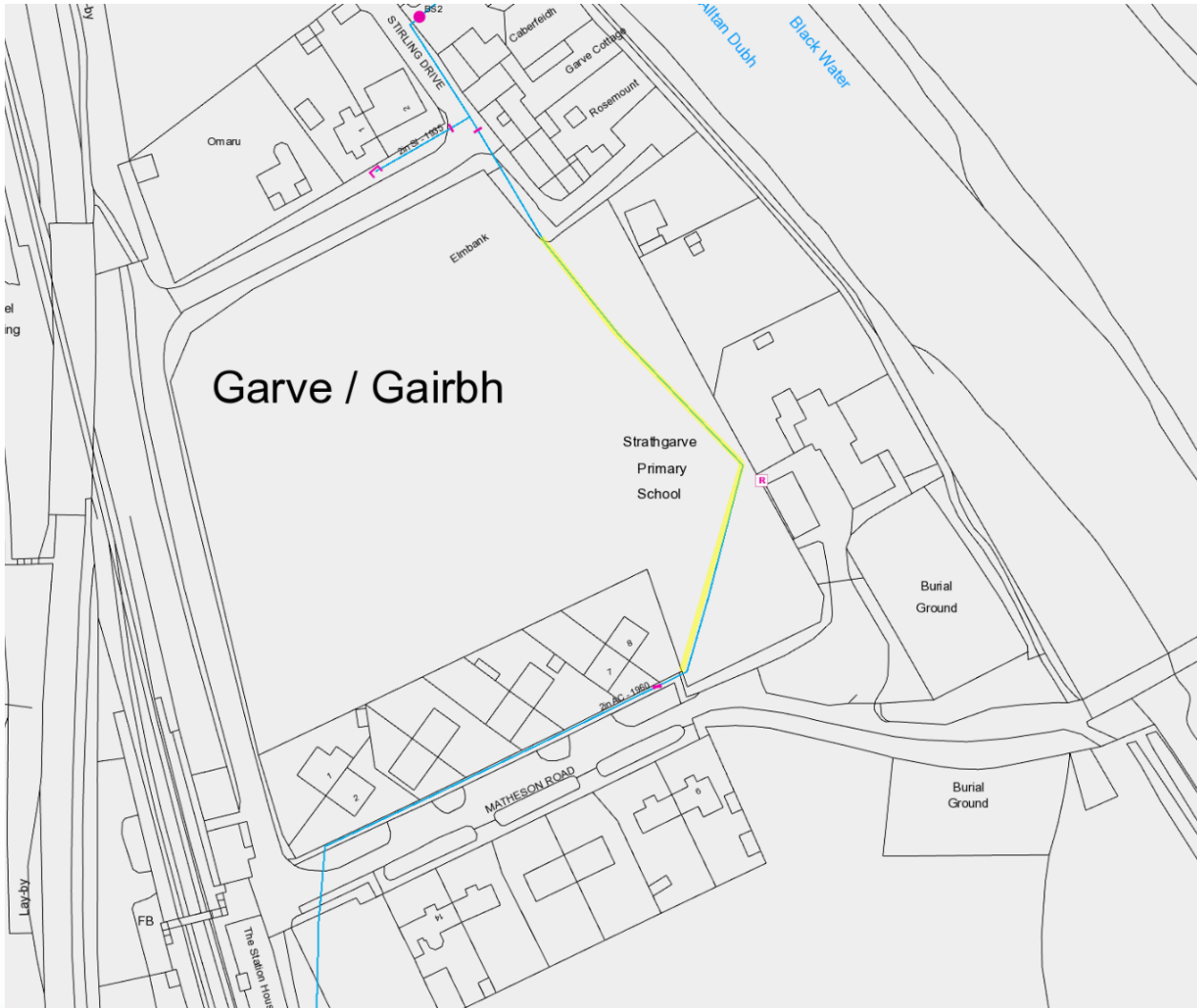


Renewing ageing water networks



- We are investing more money each year in asset repair, refurbishment and replacement, but the age of our extensive water networks and the impacts of climate change present significant challenges
- The majority of recurring supply interruptions are associated with asbestos cement (AC) water mains – which currently represent around 12% of our water distribution mains
- Over time, Scotland's soft waters react with lime in the pipe wall, resulting in a loss of strength – with ground movement in very dry periods presenting an additional risk
- We know we need to increase our rate of investment in water network renewal to meet this challenge

Short term work



- Initial plan to renew 120 metres of water main between Matheson Road and Stirling Drive
- Aim to deliver improvement to service for worst affected customers and avoid further need for repairs in the field

Longer term investment



- A capital project has been promoted to renew the remaining section of water main through Garve, both north and south of the field where the short term work is taking place
- A contractor is currently carrying out detailed design work which will form a basis for engagement with affected landowners, road and railway authorities
- Our aim is to start on site next year

Keeping in touch



- Constituents can raise service issues 24 hours a days via our Customer Engagement Centre on **0800 077 8778**; on twitter **@scottish_water**; or our **Scottish Water** facebook page
- Customers who may need extra support if their water supply is disrupted, for example due to a disability or a medical condition, can join our Priority Service Register by calling **0800 077 8778** or online at **psrscotland.com**
- Our Regional Corporate Affairs team is here to assist if there are more complex community issues and opportunities that you would like to raise with us:

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- You can also follow our north of Scotland regional twitter account **@ScotWaterNorth** for regional news, campaign activity and updates