

Scottish Water Emergency Planning

Procedure for Contacting Scottish Water During an Emergency

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Document Ref.	Revision No	Document Section	Date	Page
EP-PTCSW-MS	V11.0	Main Section	19-03-2020	Page 1 of 2

Introduction

This document highlights the contact process to be followed in the event of a water/ waste water related emergency. It is important that this process is followed; otherwise, there may be a delay in providing the assistance and advice you require.

IMPORTANT: This process should only be used for emergencies and **NOT** for routine maintenance issues.

Process

In the event of an emergency, contact Scottish Water on the number(s) below, clearly stating the nature of the problem and giving your name and contact details. If appropriate, the 'Duty Emergency Planning Support' will be asked to contact you directly at the earliest opportunity.

1st Instance

Customer Engagement Centre (CEC)	Phone	0300 123 1490
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2nd Instance

Intelligent Control Centre (ICC)	Phone	0141 565 4371
Duty Manager	Phone	0141 414 7400

If you are unable to get through on either of the above numbers, please use the 24 hour customer emergency number below and ask to be put through to a member of the Emergency Planning Team.

0800 0778778

NB: All the above numbers are confidential and **must not** be given to any other person or organisation.

End of procedure

Document Ref.	Revision No	Document Section	Date	Page
EP-PTCSW-MS	V11.0	Main Section	19-03-2020	Page 2 of 2