



**Scottish
Water**
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Contains Important Scottish Water Information

15th November 2023

Project Reference

Capital/513827/CWA

Our Alliance Partner Caledonia Water Alliance will be carrying out this work on our behalf.

Taking care of the water supply in your area.

What we are doing

Further to our previous communication in September regards our planned water supply upgrade works in and around the Madderty & St David's area, we are writing to provide an update regards these works. Due to some unforeseen circumstances the start of our works originally planned for 16th October were delayed. Please see below details of our works and revised start date. We will be installing approximately 20km of new water main from north of the A85 down towards Kirkton. (See overleaf for details of works locations)

When are we doing it

Work is planned to start from approximately Monday 27th November 2023 with work progressing on a rolling programme. The entire programme is expected to take approximately 16 months.

What happens next

- Works will involve mostly pipe-bursting/slip-lining (involves excavations at strategic locations along the pipe route) and some open cut replacement.
- There will be various work in the roads/road verges along the route which will involve various traffic management including temporary traffic lights and road closures (with local diversions) to ensure the safety of both our workforce and members of the public. Any planned road closure will be sign posted in advance. Please follow all signage.
- **We may need to turn off your water supply. If we do, we will send you further information at least 48 hours in advance, detailing the dates and times that your supply will be affected and what to do.**
- During the works you may experience a change in water pressure and/or discoloured water. If this happens don't be alarmed, turn on the cold water tap in your kitchen, let the water flow slowly until it runs clear.
- There may be some restrictions to vehicle access and parking during some sections of the works. Our contractors will speak to any customer affected by this. Pedestrian access will be maintained at all times.
- Our contractor FCH Ltd will be carrying out this work on our behalf and they will do all they can to keep disruption to a minimum.

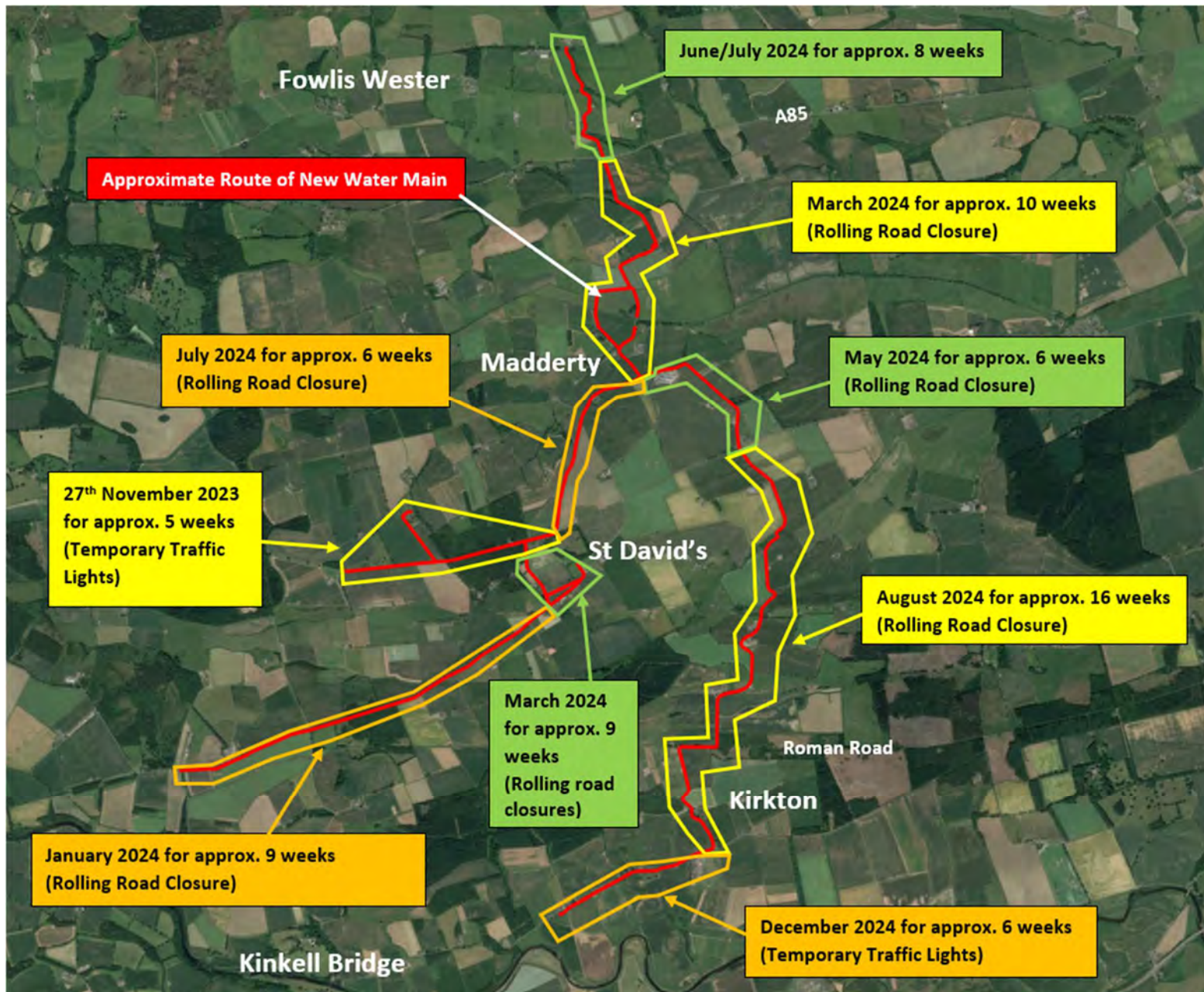


For more details on how we carry out this work, visit:

[scottishwater.co.uk](https://www.scottishwater.co.uk)



Approximate Work Locations & Dates



Note: Dates and durations may be subject to change depending on progress of the work.

Please note, there will be no works taking place over the Christmas period (between 22nd December & 8th January) and all working areas will be cleared and any traffic management removed during this time.

We thank you for your patience, understanding and co-operation whilst we carry out this essential works to your water network.

Yours sincerely,
Clive Duncan

Customer Manager, Caledonia Water Alliance

Visit



scottishwater.co.uk

Email



help@scottishwater.co.uk

Call

24/7 Customer Helpline free on:

0800 0778778

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If you have any special requirements during our works or would like information in an alternative format or language, please contact us.

We record all calls for quality and training purposes.