

Private water supplies connections project

Extending the public water
main to Milton Of Cushnie

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Project Overview & funding

- This project is funded by the Scottish Government Private Water Supplies Connections Project
- It aims to build the resilience of private water supply communities affected by water scarcity by ensuring they have access to a reliable source of clean drinking water
- It provides funding for a Water Impact Assessment (WIA) to be completed in shortlisted rural areas and if eligible, it supports the extension of the public water main to allow households to pay for a connection
- A number of communities in the Aberdeenshire area have been selected for the project pilot



Benefits of connecting



Improved resilience

Climate change presents major challenges to Scotland's water resources and already contributes to periods of drought and flooding. Private water supplies are particularly vulnerable to these weather extremes and land use change. Scottish Water is working to improve operational and asset capability to respond to more frequent extreme weather events.



Dedicated customer service

If you suffer an interruption to your water supply as a result of an issue on the public water main, Scottish Water will work to resolve it. We have service standards in place to ensure you receive an excellent level of service.



Potential longer-term cost savings

The costs to maintain and treat private water can be expensive. Extreme weather events like drought and flooding have significant potential to increase the need for additional investment to maintain private water supplies to the required standards for drinking.



Improved water quality

While there are many private water supplies that comply with the drinking water standards, they can vary in quality. Generally, private supply water quality is lower for most of the tested parameters than the water quality offered by public water supplies. Scottish Water are required to adhere to strict water quality standards.



Recognised and documented water supply

There will be instances where an inconsistent private water supply may lead to problems when attempting to sell a property. All houses in Scotland must meet the tolerable standard which includes a requirement to have an adequate piped supply of wholesome water available with the property. For those experiencing water scarcity or water quality issues, being connecting to the public water supply will ensure the property meets the required standard for a house sale.

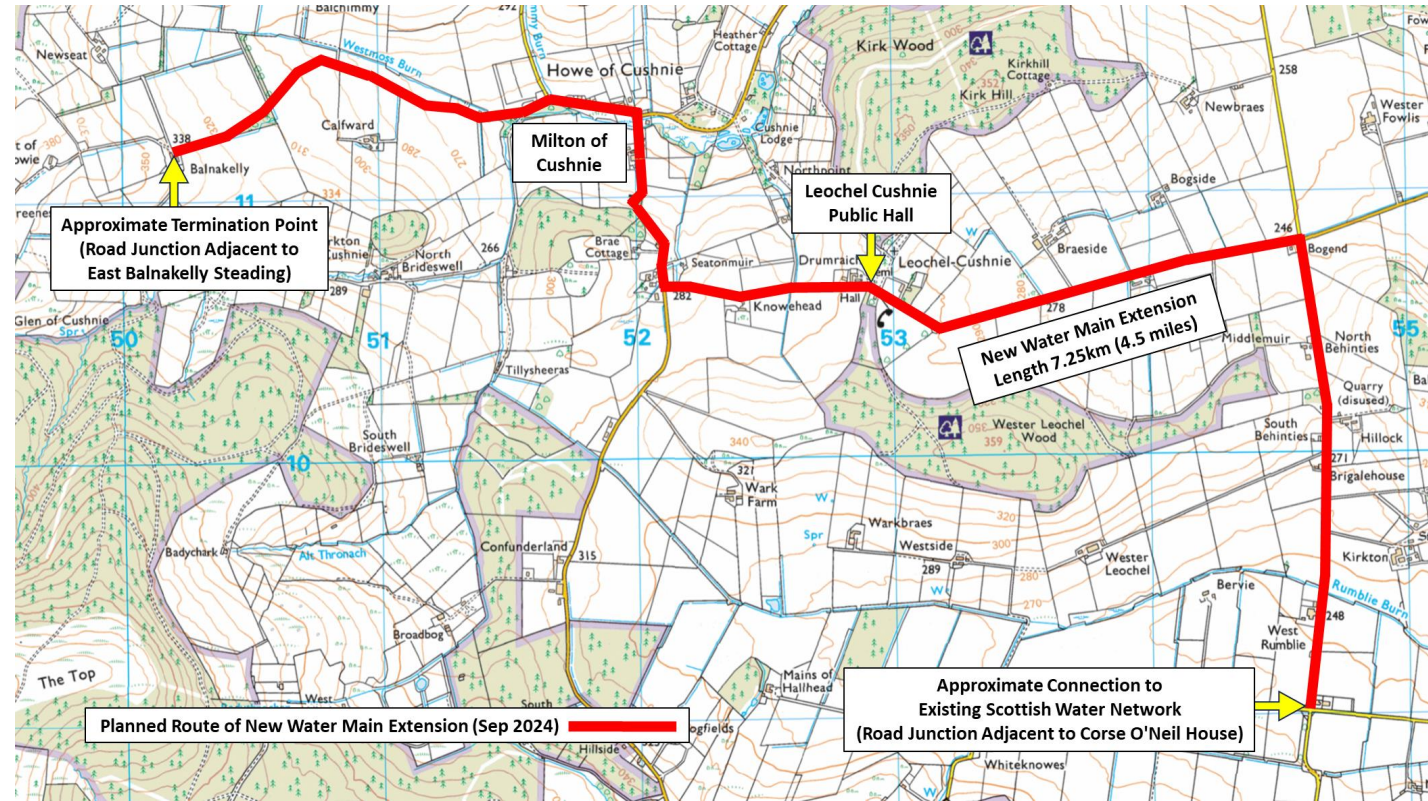
Becoming a Scottish Water customer

- We hope you never experience a service issue, but if you do, we are available 24/7, 365 days a year.
- Our customers are at the heart of everything we do. We believe in quality of service and work around the clock to provide you with clear, fresh water.
- We continually invest in new resources to deliver improvements that meet your needs as well as meeting industry standards.
- Our Code of Practice tells you about the services we promise to provide you with. We call these our Service Standards.



Project proposal

- The number of residents who can formally commit to connecting to the water main will determine the size and location of the pipe.
- Approximately 7.25km (4.5 miles) of water main pipe may be installed on public roads at an estimated cost of approx. £2.7m.
- A water impact assessment (WIA) has been completed to confirm there is sufficient capacity to allow residents within the network to connect.
- The project will be delivered by commercial subsidiary Scottish Water Horizons.



** Please note this is not a finalised design and subject to change*

Funding details



Covered by funding

Water Impact Assessments – a technical study to determine whether existing public networks have enough capacity to accommodate the demands of new customers.

Public water main extension – installation of new pipework in the public water network to allow communities to connect.



Not covered by funding

These elements will require to be funded by property owners

Supply and installation of private pipework (including the water supply pipe) or any internal fittings or pumps if they are required.

Any domestic charges for the connection to the public network, which includes connection application fee, inspection charge, connection charge and an infrastructure charge.

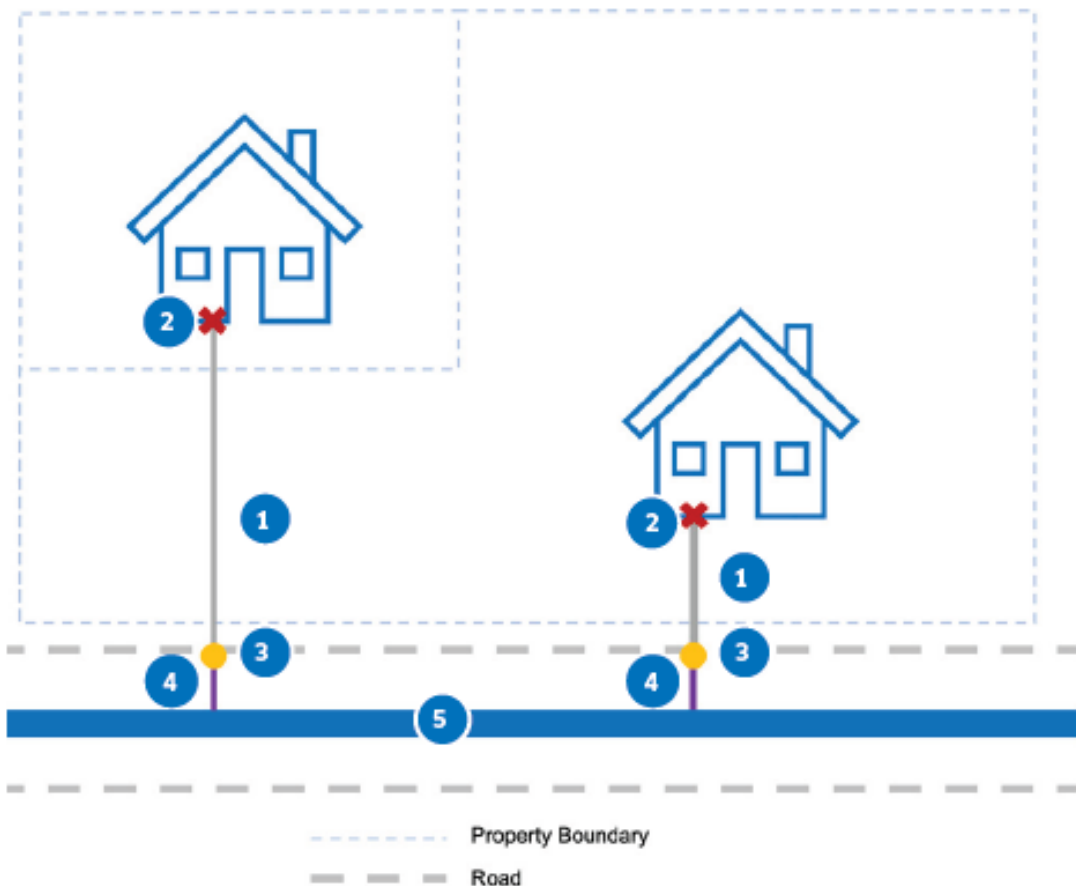


Private pipework costs

- A number of factors including contractor, ground conditions, topography, materials and distance to the water main can all influence potential costs
- We encourage homeowners to consult a licensed plumbing contractor to obtain a quote for costs relevant to their property
- Existing pipework cannot be reused. Any replacement pipework carried out by a property owner must comply with the Scottish Water Byelaws 2014.
- To find a licensed a plumbing contractor in your area, visit WaterSafe at www.watersafe.org.uk



Pipework responsibility



- Property owners are responsible for the water supply pipe, the internal stop valve and all internal pipework within a property
- NOTE:** a water supply pipe may cross the boundary of the property, however the property owner is still responsible for maintaining the pipework. In these instances, a deed of servitude with the landowner may be required.

Number	Infrastructure Type	Responsibility
1	The water supply pipe	Homeowner
2	Stop valve	Homeowner
3	Stopcock/meter	Scottish Water
4	The communication pipe	Scottish Water
5	The public water main	Scottish Water

Household connection fees

Homeowners will be required to make a formal application through Scottish water to connect to the public water main. Total cost is currently £1236.60.

A dedicated project team will be available to support you through the process.

Update November 2024
– Households will NOT be liable for connection charge element (£464.70) as Scottish Water will install the boundary box and communication pipe

Charges

When a supply pipe has been installed, some standard costs for connection to the public water main apply.

These are the:

1. Connection application fee
2. Inspection charge
3. Connection charge
4. Infrastructure charge



Connection charges (2024/25)³:

Element	Cost (2024/25)
Connection charge (Water 25mm/32mm connection)	£464.70
Inspection charge	£146.60 (for first hour)
Infrastructure charge	£508.60
Application charge	£116.70

More information can be found in Scottish Water’s Scheme of Charges document, on their website:
www.scottishwater.co.uk

Please note costs for business premises may differ

Becoming a Scottish Water customer

- Most domestic properties in Scotland are liable for unmetered water charges as set out by the Water Industry (Scotland) Act 2002
- Once you have connected to the public water supply, your charges will automatically be added to your Council Tax bill
- Unmetered water charges are based in the banding of your property and are updated each year
- Further information can be found online at:
www.scottishwater.co.uk/charges

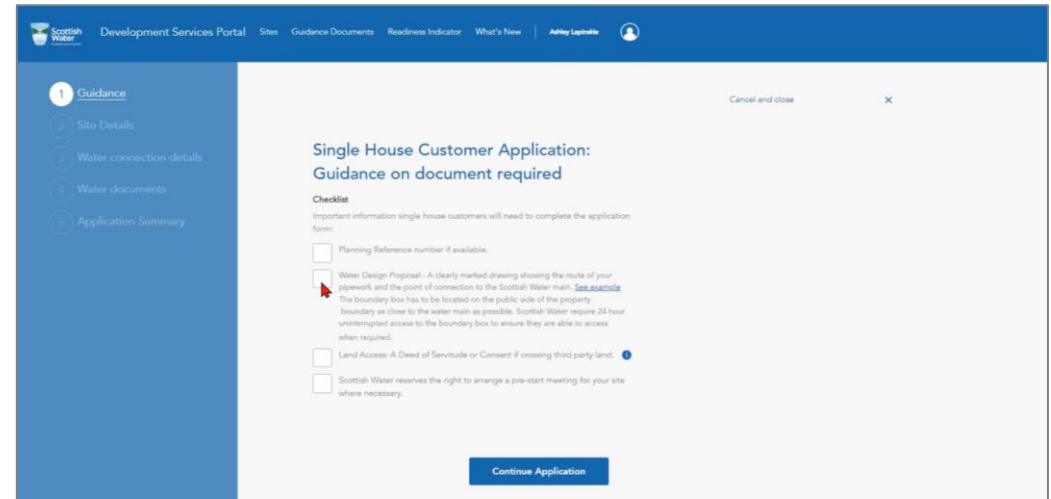
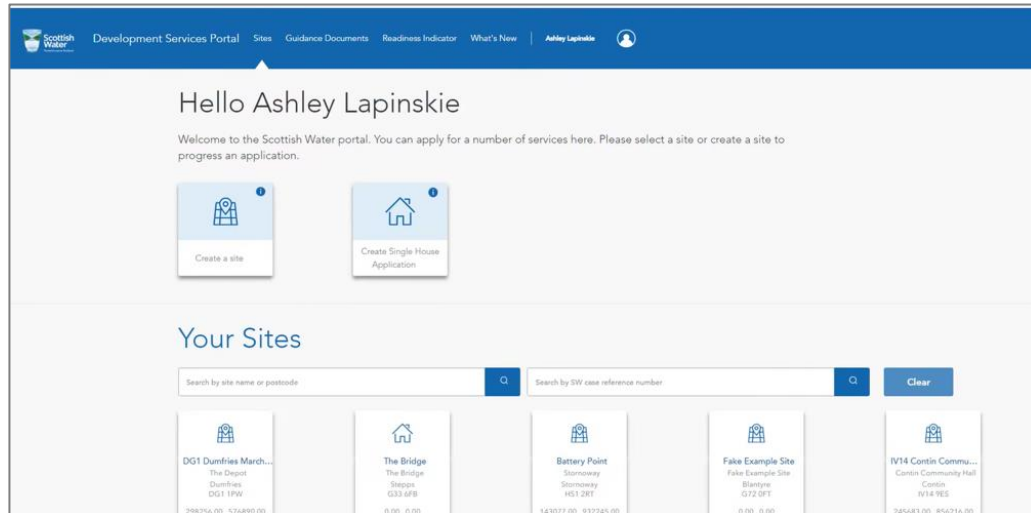
Council Tax Band	Water Supply Charge (2024/25)
Band A	£168.60
Band B	£196.70
Band C	£224.80
Band D	£252.90
Band E	£309.10
Band F	£365.30
Band G	£421.50
Band H	£505.80

Connections process

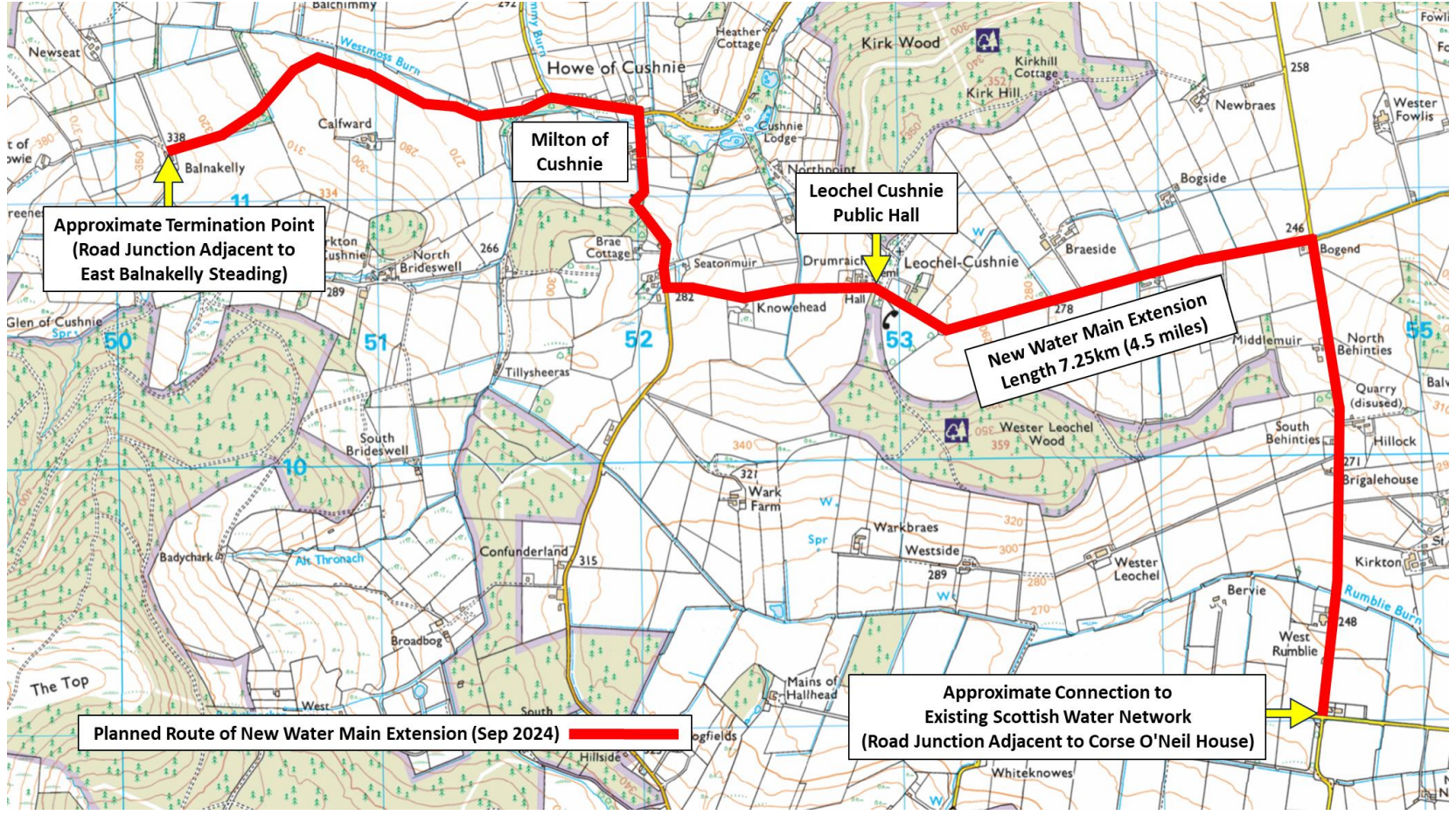
- We encourage interested residents to create an online account on our connections portal (**no commitment required at this stage**)
- This will provide you access to technical advice and ensure you are clear about what is required during the connections process



<https://swastroprodweb.azurewebsites.net/home/default>



Proposed connections & consideration of costs

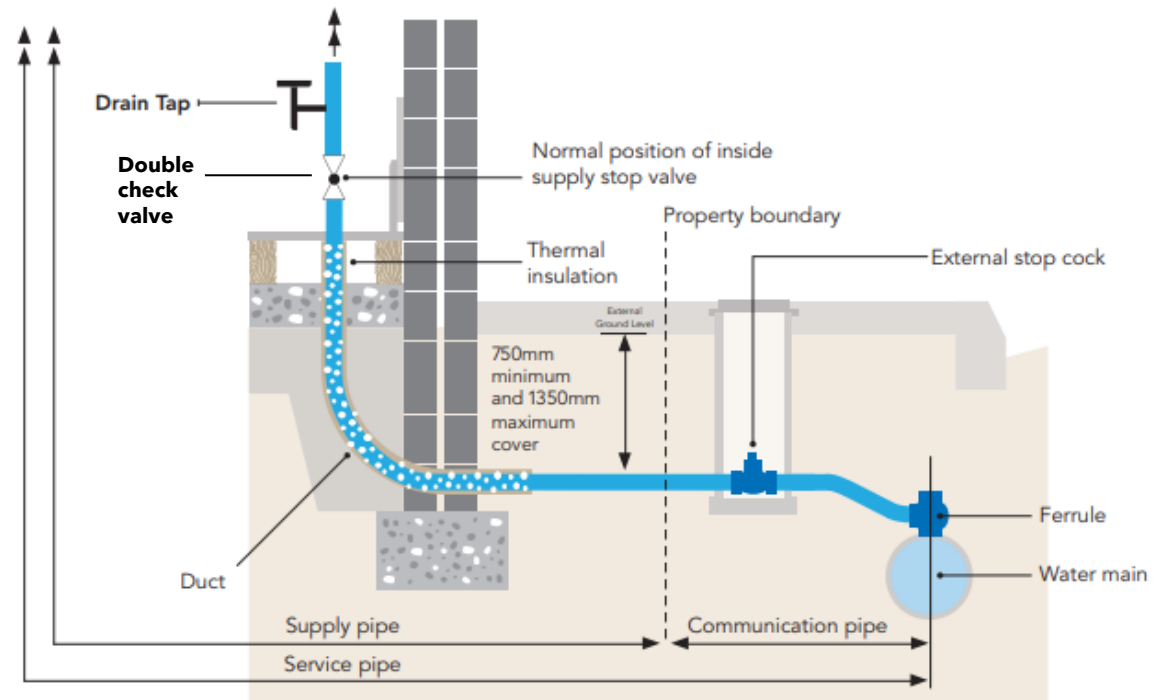


Byelaws compliance

- It is important to note that any work carried out to private water pipework must comply with the Scottish Water Byelaws 2014
- This includes the water supply pipe and any new internal fittings including the internal stop valve, double check valve and drain tap
- Approved fittings should be used (e.g WRAS, KIWA etc)



Typical example of the requirements for pipes entering buildings

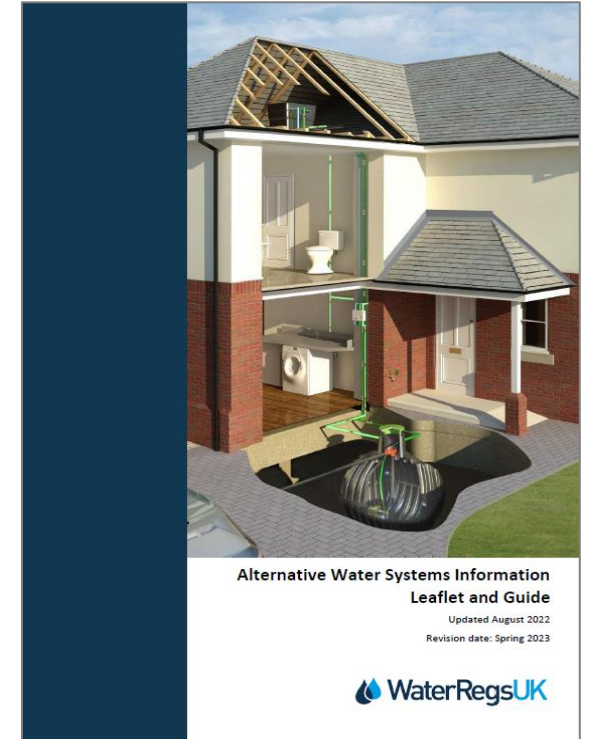


Byelaws compliance

- As a general rule, existing private supply pipework should be decommissioned and removed prior to connecting a property to the public water main
- Under no circumstances can the public water main and private supply directly cross connect
- Comprehensive guidance for property owners and plumbing contractors is available online (link opposite)



waterregsuk.co.uk



Your feedback

Please let us know if you are interested in connecting to the public water supply or would like to be kept informed about the project by completing a feedback form online using the QR code or completing a paper form



<https://forms.office.com/e/85KMqWSStp>