

# Your guide to living or working in a drinking water protected area

The Water Environment (Drinking Water Protected Areas) (Scotland) Order 2013

At Scottish Water, we want to ensure there is a clear and fresh supply of high quality water for everyone to use. The area you are living or working in is in a drinking water catchment. We have produced this guide to help explain what this means and what you can do to help protect our water.

## What does this mean?

This means that the water around you, ditches, streams, lochs and potentially groundwater is taken to a Water Treatment Works where it is treated and provided to the public as drinking water.

## What could affect water quality?

### Farming

Pesticides, fertilisers, oils, fuels, slurry, biosolids, animal foodstuffs and loose soil may enter ditches and drains leading to the drinking water source. In some cases, we are unable to or it is difficult to remove particular chemicals and other matter.

### Animals

Over grazing or poaching can expose soils which could run-off into watercourses. If animals excrete or even die in or very close to watercourses, cryptosporidium and other bacteria can enter. Filters may get overloaded under extreme conditions or disinfection processes could be affected.

### Households

Soil, debris, oils, fuels, detergents and chemicals that are used or stored can potentially enter the water environment. Septic tanks, oil tanks and other private waste water treatment works, if not maintained, have the potential to pollute the water environment. This can affect the water treatment processes and cause blockages to pipes and other water assets.

### Leisure activities

Eroding ground, equipment with fuels and oils, human waste and litter can all cause drinking water issues. Additional water treatment will increase energy use, resources, materials and potentially increase water charges.

**We should all protect drinking water sources from being affected by our activities.**

**Maintaining or improving source water quality can enhance the environment and help reduce treatment.**



## What you can do to help?

- Store all detergents, oils, fuels and chemicals securely, do not leave ANY potential contaminants such as organic matter, biosolids, fertilisers manure or feedstuff next to watercourses as rainfall could wash them into ditches, streams, burns, rivers and lochs.
- Ensure vehicles and equipment that use oils, chemicals and fuels are maintained and any leaks or spillages are cleaned up and contained.
- Please try to avoid driving through, or working in watercourses, where possible provide alternative drinking points for animals, if unavoidable please follow SEPA guidelines.
- Make sure septic tanks/waste water treatment works, household oil tanks, slurry and drains are operated and maintained correctly and do not leak into the environment and watercourses.
- Take particular care and follow instructions if using chemicals, pesticides and fertilisers such as weed killers and slug treatments.
- Dispose of all animal remains (including deer) as directed by stock disposal guidelines. (<https://www.gov.scot/Topics/farmingrural/Agriculture/animal-welfare/ABPs/fallenstock>). If recovery is impossible, at least 50m away from, and down slope from watercourses.



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## Incident Reporting

If you notice any water pollution in your water source area, notify Scottish Water immediately on our Customer Helpline **0800 0778778**.

SEPA should also be informed of all pollution incidents on **0800 807060**.

Further information can be obtained from:

[www.scottishwater.co.uk/slm](http://www.scottishwater.co.uk/slm)

[www.sepa.org.uk/regulations/water](http://www.sepa.org.uk/regulations/water)

[www.sruc.ac.uk/info/120603/farming\\_and\\_water\\_scotland](http://www.sruc.ac.uk/info/120603/farming_and_water_scotland)

Also email Scottish Water at [protectdwsources@scottishwater.co.uk](mailto:protectdwsources@scottishwater.co.uk)



## Keeping up to date and getting in touch

Find out more about Scottish Water, our charges, our customer charter and keep up to date with what we are doing in your area.



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



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[help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)



**0800 0778778**

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 call our Customer Helpline.

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.