



**Scottish
Water**

Trusted to serve Scotland



Contacting a plumber
Customer guidance

Scottish Water work around the clock to provide you with clear, fresh water. We always try to minimise the impact of any work on our network we are carrying out. Very rarely, customers can unfortunately be affected by issues to their private pipework following any disturbance to the water network. This may be in the form of an airlock in your system or a build-up of naturally occurring sediment which can restrict flow.

In these instances, we would always recommend the use of licensed plumbers.

Please note we are unable to arrange private plumbers, so we ask customers to contact a licensed plumber directly.

If the work is required as a direct result of activity we have been carrying out, such as network maintenance or a burst on one of our pipes, we may be able to reimburse the costs so long as these are reasonable and proportionate to the work completed. Please ensure you keep any invoices or receipts as we cannot reimburse costs without proof of any work completed.

If your property is rented, please contact the landlord/Council in the first instance.

Finding a plumber

Scottish Water supports and promotes the WaterSafe scheme. WaterSafe is a dedicated online search facility to help customers to find the nearest qualified plumbing and heating professionals in their area.

To find a licensed plumber in your area, visit WaterSafe at www.watersafe.org.uk or call **0333 207 9030**.



Once the work has been completed and you have received an invoice, please email it to customer.concerns@scottishwater.co.uk quoting your case reference number or alternatively call us on **0800 0778778** and we will arrange for reimbursement for plumbing costs.



What if I require additional support?

Scottish Water has a confidential Priority Services Register that customers with additional needs can sign up to free of charge. Customers who require additional assistance may include the elderly, young children or those with a disability or medical condition that requires a constant supply of water. For more information about our Priority Services Register, please visit www.scottishwater.co.uk/support or call our Customer Helpline free on **0800 0778778**.



Why use WaterSafe?

Customers can rest assured that a WaterSafe plumbing business employs recognised, competent and qualified individuals with training and knowledge of Water Supply (Water Fittings) Byelaws.

A WaterSafe recognised plumber will also issue the customer with a certificate to demonstrate the work complies with the Water Byelaws – protecting customers if they are challenged by the water company enforcing these byelaws.

All WaterSafe approved businesses also hold public liability insurance for added assurance. Plus, if the work is not up to the quality and standard required, their customer commitments and redress procedure requires the installer to rectify the work.

Keeping up to date and getting in touch

We always have someone here to take your call, you can write to us or alternatively you can contact us through our website.

Visit



www.scottishwater.co.uk

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[@scottish_water](https://twitter.com/scottish_water)

Call

Customer Helpline free 24/7



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.