

Private water supplies connections project

Extending the public water main to Milton Of Cushnie

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October 2025



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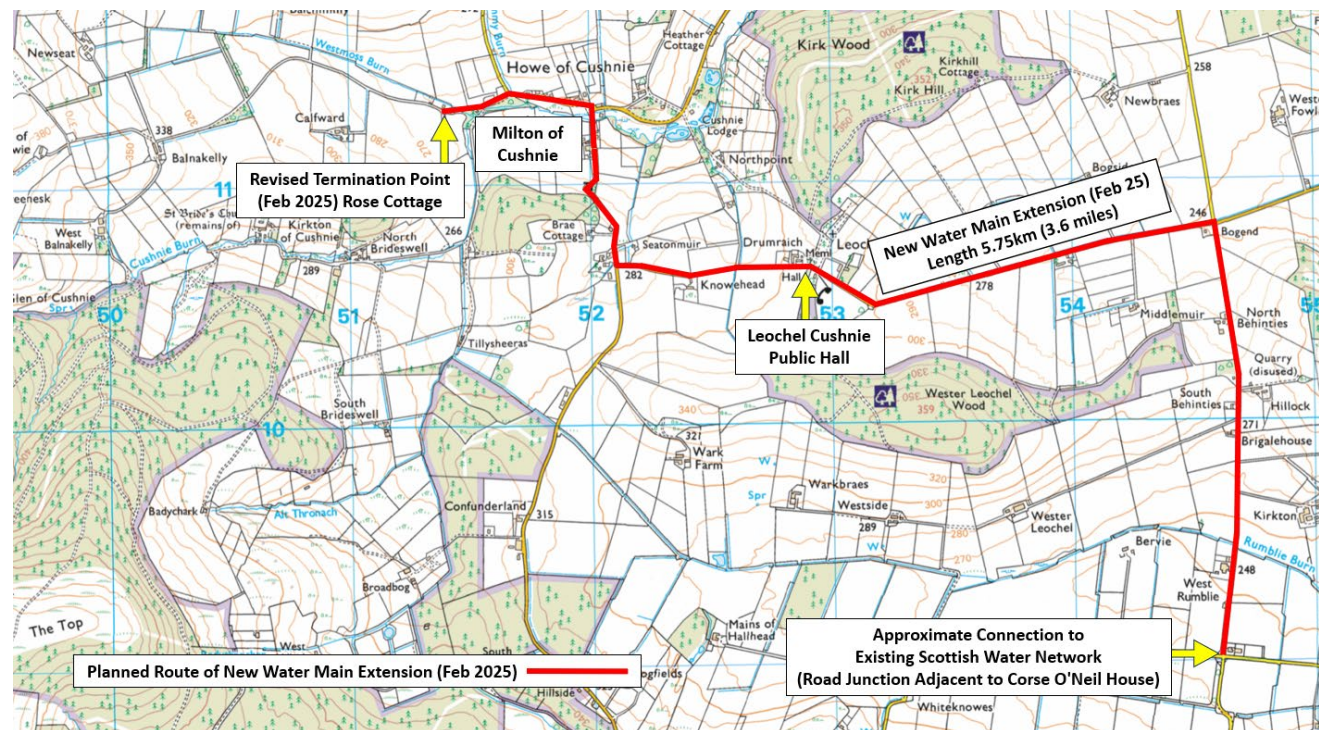
Project Overview & funding

- 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



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 5.75km(3.6 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*



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Project update – October 25

- 17 residents have completed initial connections applications and have paid initial application charges
- This has allowed us to develop a design of the proposed water main
- Our Connections team are providing further information to each resident to help inform potential private contractor costs
- Once further charges have been received, a decision will be made on the project proceeding to construction

Project update – October 25

1

Formal Interest

Interested residents should create an account at our online portal and submit an application. The cost of this is currently set at **£111.10***. This is required to help inform the new water mains design. The charge will be refundable if the project does not proceed or if you wish to withdraw interest following quotes from plumbing contractors for the private pipework installation.

February 2025

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Connection commitment

A design for the proposed water main will be completed and enable us to provide technical information specific to your property including the precise location of the water main and potential pressure values on the network, which will help you obtain accurate quotes for the private pipework required. At this stage, if residents are happy to proceed they should submit the remaining fees which include inspection charge (currently **£154.20***) and infrastructure charge (currently **£520.30***). These charges are not refundable at this stage, unless the project does not proceed further.

Oct/Nov 2025

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Project decision

At this stage we will be able to identify if the project is financially viable and able to proceed. If there is enough formal commitment from residents, we will proceed with the project and explore start dates.

If there is not enough connection commitment at this stage to make the project viable, all charges and fees will be refunded for residents, and the proposal will be cancelled.

December 2025

*** 2025/26 costs. Please note fees are reviewed annually and will be updated from 1st April 2026**



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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.



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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.



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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.

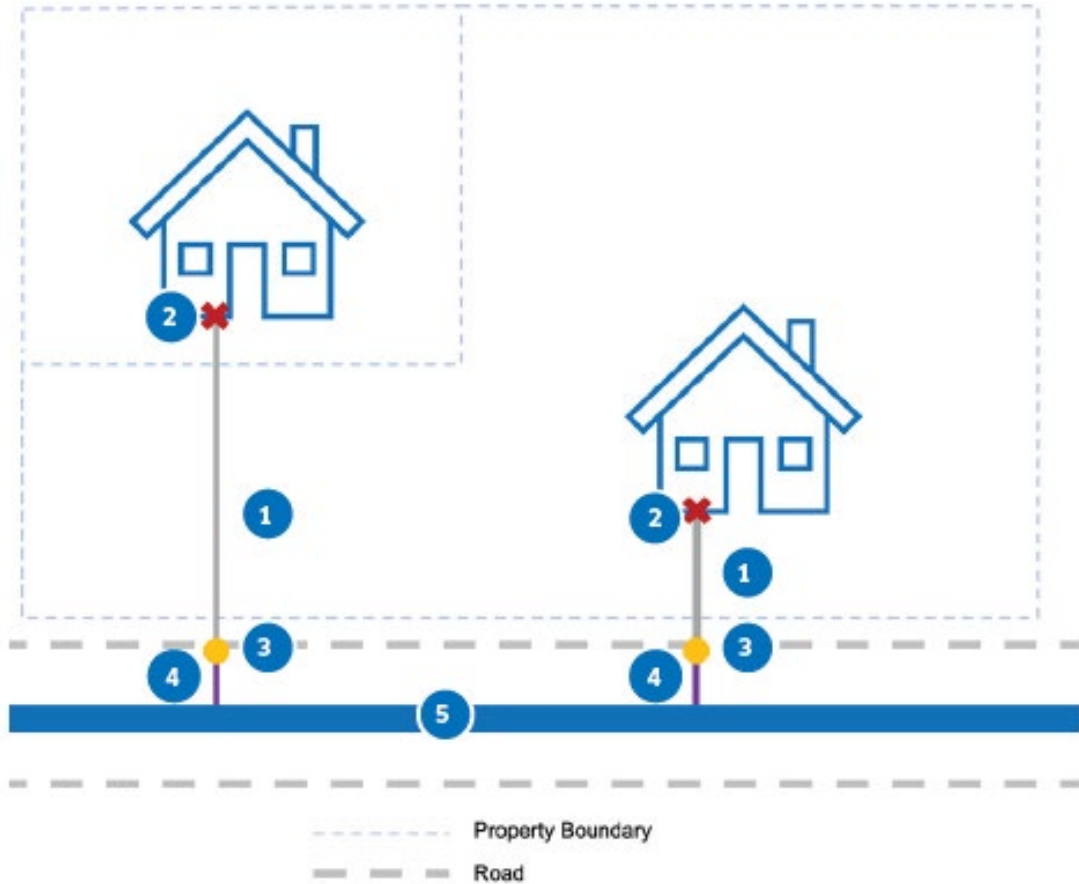
Any domestic charges for the connection to the public network, which includes connection application fee, inspection charge, and an infrastructure charge.

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.

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 (£474.80) 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



Element	Cost (2025/26)
Application charge	£111.10
Inspection charge	£154.20 (for first hour)
Infrastructure charge	£520.30

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 (2025/26)
Band A	£185.28
Band B	£216.16
Band C	£247.04
Band D	£277.92
Band E	£339.68
Band F	£401.44
Band G	£463.20
Band H	£555.84



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Connections process

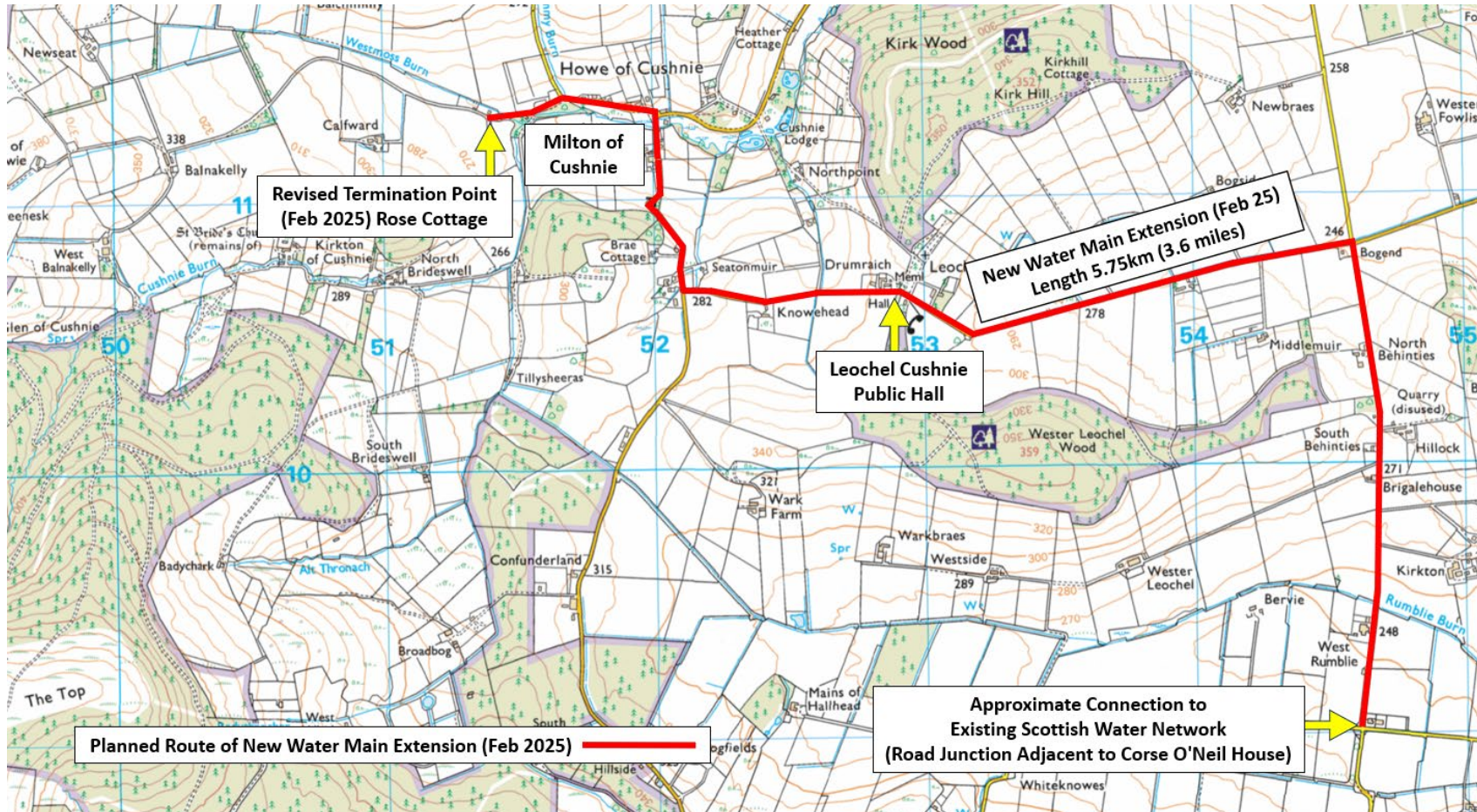
- We encourage interested residents to create an online account on our connections portal
- This will provide you access to technical advice and ensure you are clear about what is required during the connections process



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

The screenshot shows the user interface of the Scottish Water Development Services Portal. At the top, a blue navigation bar contains the Scottish Water logo and links to 'Development Services Portal', 'Sites', 'Guidance Documents', 'Readiness Indicator', 'What's New', and a user profile for 'Ashley Lapinskie'. The main content area greets the user with 'Hello Ashley Lapinskie' and a welcome message. Below this are two large buttons: 'Create a site' and 'Create Single House Application'. A section titled 'Your Sites' features a search bar and a grid of site cards. Each card displays a site name, a brief description, and a reference number. The sites listed include 'DG1 Dumfries March...', 'The Bridge', 'Battery Point', 'Fake Example Site', and 'IV14 Contin Commu...'. Each card also shows a status or value, such as '0.00, 0.00' or '1.43077.00, 932245.00'.This screenshot displays the 'Single House Customer Application' guidance page. The left sidebar shows a progress indicator with five steps: 'Guidance' (selected), 'Site Details', 'Water connection details', 'Water documents', and 'Application Summary'. The main content area is titled 'Single House Customer Application: Guidance on document required'. It includes a 'Checklist' section with the text: 'Important information single house customers will need to complete the application form:'. The checklist items are: 'Planning Reference number if available.', 'Water Design Proposal - A clearly marked drawing showing the route of your pipework and the point of connection to the Scottish Water main. See example. The boundary box has to be located on the public side of the property boundary as close to the water main as possible. Scottish Water require 24 hour uninterrupted access to the boundary box to ensure they are able to access when required.', 'Land Access: A Deed of Servitude or Consent if crossing third party land.', and 'Scottish Water reserves the right to arrange a pre-start meeting for your site where necessary.' A 'Continue Application' button is located at the bottom right of the page.

Proposed connections & consideration of costs



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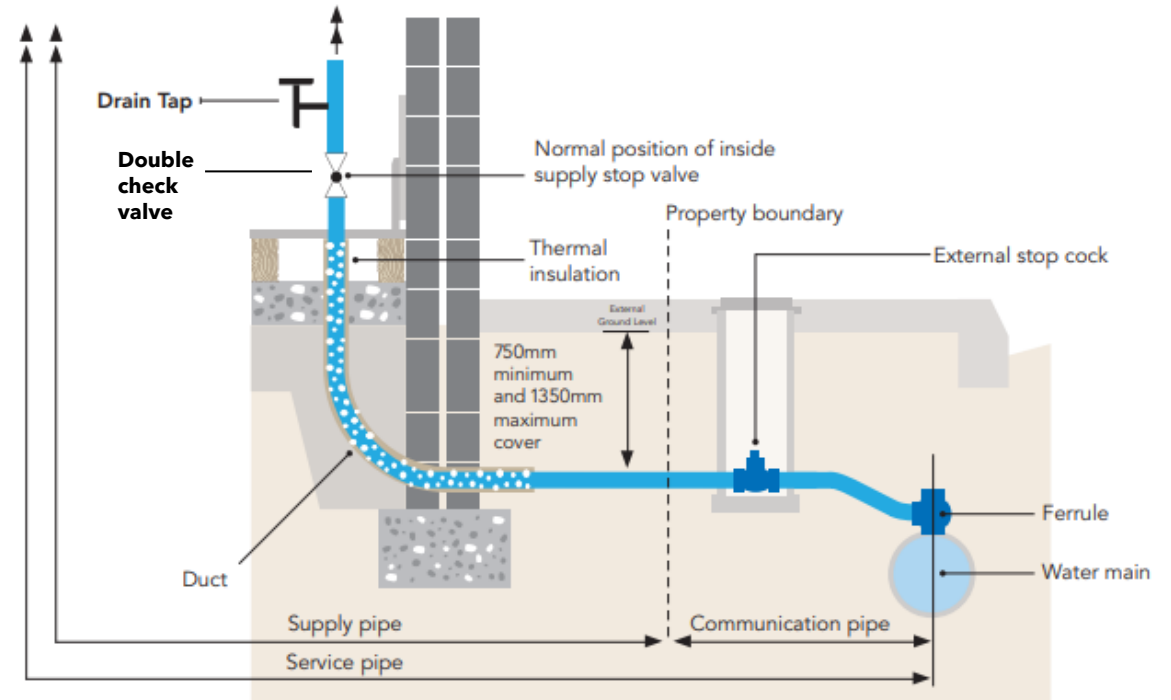
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Byelaws compliance

- 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



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Your feedback

www.scottishwater.co.uk/miltonofcushnie

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



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



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