

Scottish Water Update February 2021

Introduction

I would like to introduce myself as the new regional communities manager for the west region, taking over from Ruaridh MacGregor. I am still familiarising myself with the many projects and issues across the 13 local authorities in the west region. But I am looking forward to the challenge and to working with you all going forwards.

Scottish Water Planned Works

We are continuing planned works for our capital investment programme, deemed essential to future services for customers, and on our ongoing everyday operations, whilst ensuring all Scottish Government Covid-19 guidance for the construction industry and the public is followed.

As Scottish Water is operating in all parts of the country, you will continue to see our staff and contractors working throughout all local authority areas.

This essential operational work to keep the water flowing and delivering national infrastructure projects will be carried out in line with the following guidance:

<https://www.gov.scot/publications/coronavirus-covid-19-construction-sector-guidance/> . We will take all the appropriate safety measures and precautions to protect our staff and customers.

Our frontline employees and key supply chain partners are also working to fix bursts and sewers, and clear chokes, ensuring customers receive a consistently high level of service while following safe working guidelines.

Tarbert Flooding Project Progress:

The flood prevention project in Tarbert is progressing and we are providing regular updates to stakeholders.

This major upgrade to the sewer network to address long standing sewer flooding issues, is being carried out by our Alliance partner amey, Black & Veatch.

Despite the impact and restrictions of the Covid 19 pandemic, the team on site have made significant progress. Temporary signage has been erected on site advising businesses are open as usual.

Current Progress:

The old water main in Harbour Street has been successfully removed and replaced. Progress was impacted due to high flows on the sewer network caused by heavy rainfall and high tides and our programme was revised to take this into account.

The next phase of the project started on Barmore Road (A83) on 6 January 2021, to carry out a watermain diversion and install a new sewer pipe.

We also provided reassurance to stakeholders that, following the restart of our essential capital programme after lockdown, Scottish Water, and its alliance partners, would be ensuring that all Scottish Government Covid-19 guidance for the construction sector and the public is followed. We have taken all appropriate safety measures and precautions to protect our customers and our teams. This includes measures to ensure safe working and safe distancing, safe working signage and welfare arrangements.

We are committed to working with the community and local businesses going forwards to minimise any potential impact, should work be required over the summer period.

We are currently hoping to have works completed by Autumn 2021 although this could be impacted by weather and tidal flows.

Before Christmas we paid a socially distanced visit to Tarbert Academy to present winners of a poster competition. We have engaged regularly with pupils encouraging our 3Ps flushing messaging and keeping them up to date with the project.

Torra WTW, Islay

The £2.5 million investment to improve water services on the island and help enable affordable housing is well underway.

A state-of-the-art Transportable Treatment Unit (TTU) was delivered under police escort by land and sea in November, to its permanent home at Torra WTW. It will boost supplies, providing an additional 70,000 litres of drinking water every day to around 1900 customers in Bowmore and Port Ellen areas. It is part of an ongoing programme of works on the island.

Scottish Water thanked Argyll & Bute Council and local communities for their collaboration and support.

Planning for a new pipe bridge has been approved to cross the River Torra north east of the treatment works. This will support a short section of the 2k new raw water main being installed north of Torra WTW. The new TTU should be in operation from Spring following the mains installation.

This project is part of an ongoing programme of works on the island to upgrade water pipes to ensure customers continue to enjoy clear, fresh drinking water, and reduce the chance of pipes bursting.

Bowmore – Start dates for this have not been confirmed yet but expected to be over the summer.

School Street, Port Ellen - This is a 2-3 week project and should be finished in the next week. Delivered by local contractor McFadyens.

Emerivale & Shore Street, Port Ellen - Commenced on Monday 23rd November and for approx.10 weeks. Delivered by local contractor McFadyens

Daal Terrace, Port Charlotte - Due to commence February 2021 and it will last approx. 2 weeks. Delivered by local contractor McFadyens

The local contractor McFadyens has received positive feedback from the community and local councillor.

Campbeltown Water Treatment Works Solar PV Scheme

Work has been completed on a £94,000 investment made by our commercial subsidiary, Scottish Water Horizons, to install 174 roof-mounted solar Photovoltaic (PV) panels Campbeltown Water Treatment Works.

This carbon reducing technology will offset 16 per cent of the electricity required to operate the facility, with the new solar PV system generating 0.05GWhr of energy on an annual basis – the same amount of energy needed to boil around 5,000 kettles- and save 13 CO2 equivalent tonnes of

carbon per annum.

PV power is instrumental in helping tackle climate change and reducing our carbon footprint.

An electric vehicle charging point was also installed supporting the transition of Scottish Water's fleet of vans away from fossil fuels to clean energy.

Aqualibrium, Campbelltown Update

Commissioning of the low carbon heat scheme at Aqualibrium leisure centre was put on hold due to closure of the facility as a result of the latest lockdown restrictions. Working closely with Argyll & Bute Council and Live Argyll, Scottish Water Horizons has now secured access to the centre and will recommence the final stages of commissioning w/c 1 February 2021.

Safe working arrangements have been put in place to comply with all Scottish Government Covid guidance. It is anticipated the scheme will go live during March, providing low carbon heat to the building in preparation for re-opening of the leisure facility.

Machrihanish Mains Improvements Update

The £950K upgrades to the water network infrastructure was completed in November, following delays due to the pandemic. The successful delivery of the project was welcomed by Councillor John Armour who highlighted the use of local contractors helping to sustain jobs in the area at a critical time.

New Connections Process

For the new connection process, when a connection is made through our Proactive Premises mailbox (proactivepremises@scottishwater.co.uk mailbox.), the Proactive Premises Management Team (PPMT) can inform Local Authorities of any new service connections.

When dealing with individual connection applications our Development Operations Team should make the owner aware that once a dwelling is connected to the public water main/public sewer, charges will be levied.

If, for any reason our internal records are not updated and connections are missed, any dwelling owner can flag this matter up directly with their Local Authority who will contact us.

Also, if a customer believes they have been wrongly charged, i.e. They have a private septic tank, they can query this via the directed to vos.scotland@scottishwater.co.uk mailbox.