Scottish Water
Trusted to serve Scotland

March 2018

South East News Update

Have your say:
www.yourwater.scot

1 Shaping the future

Scottish Water is asking customers and stakeholders in communities across Scotland to help shape water and waste water services in a major consultation. Shaping the Future was launched on February 28.

The six month long programme will help to define delivery and spending priorities over the next 25 years and for Scottish Water to continue to provide a world-class service.

The utility – the fourth biggest in the UK which supplies 1.35 billion litres of fresh clean water a day to its five million customers – is inviting views on its proposals and ambitions for the coming decades.

Key stakeholders are being invited to participate, have their say and shape the future priorities for Scottish Water.

Stakeholders and communities are being asked to consider three key ambitions which it is proposed will underpin Scottish Water's activities:·

- **Delivering a consistently leading customer experience·**
- **Keeping customer prices low by driving further innovation and efficiency through smart investment choices**
- **Increasing the reliability, resilience and sustainability of our services to new and emerging challenge**

Full details of the ambitions are set out in a new publication – Shaping the Future; they highlight how Scottish Water aims to focus on delivering high quality, great-tasting drinking water, manage and treat waste water, reduce rainwater entering sewers and protect the environment.

The consultation can be completed online at www.yourwater.scot.

2 Investing in Edinburgh

Scottish Water began vital work to upgrade a section of Victorian-era sewer in Haymarket Terrace, Edinburgh in October 2017.

The £2.5m project to upgrade the original egg-shaped brick Victorian sewer, which is at capacity and no longer fit for purpose,will increase capacity and reduce the risk of flooding for properties and businesses in the area.

This work forms part of Scottish Water's programme of investment between 2015-2021 which will see £29.5m of water and wastewater infrastructure projects across the capital to significantly strengthen the infrastructure which serves Edinburgh and plays a critical role in ensuring the city functions effectively.

www.scottishwater.co.uk/haymarket

www.scottishwater.co.uk/cycle

3 Scottish Water volunteers carry out beach cleans across Fife

Scottish Water staff promoted the importance of its 'Keep the water cycle running smoothly' campaign by doing a series of beach cleans across Fife to highlight the costly impact of disposing with personal cleansing and cleaning wipes, cotton buds and nappies down the toilet.

Such materials can collect in large clumps in Scottish Water's 31,621 miles of sewers and waste water pipes;often creating blockages which can potentially make their way into rivers and onto beaches impacting the coastal environment.

Scottish Water staff volunteered at Billowness beach, Anstruther, Ravenscraig beach, Kirckcaldy and West Sands beach, St Andrews on the 22, 23 and 24 August 2017.

4 Penguins Promote the 3P's with Scottish Water and RZSS Edinburgh

Scottish Water teamed up with Edinburgh's famous P's - its Penguins - to highlight to the public and Zoo visitors that only the 3P's - Pee, Poo and (toilet) Paper - should be flushed.

Materials such as personal cleansing and cleaning wipes, cotton buds and nappies can collect in large clumps in Scottish Water's 31,621 miles of sewers and waste water pipes; often creating blockages which can potentially make their way into rivers and onto beaches, impacting the coastal environment and our seas.

Edinburgh Zoo had incidents of its toilets and sewers being blocked due to the wrong things being flushed and supported Scottish Water's 3P's campaign to raise awareness to its visitors to only dispose of Pee, Poo and (toilet) Paper down the toilets.

www.scottishwater.co.uk/penguin

www.scottishwater.co.uk/sparrow

5 Scottish Water and RSPB Scotland working to increase Tree Sparrow population

Scottish Water is hoping to help the Tree Sparrow or 'Spug' across its sites in Dumfries and Galloway.

The utility was approached by RSPB Scotland for its ideal sites within the land of its water treatment works to install bird boxes to encourage the native tree sparrow to breed.

The bird is currently on the red data list of species on the Birds of Conservation Concern, which means that its status is considered highly threatened.

Although there are signs of recovery with numbers starting to rise since 1994, the current population estimate for tree sparrow is just ten percent of what it was in the 1960s.

Over the past few months over 20 bird boxes have been installed at Scottish Water sites in Annan, Dalbeattie, Dalscon, Dumfries, Lochmaben, Lockerbie, Thornhill, and Troqueer.

6 Heat from sewage scheme in Borders wins major award

Britain's first heat-from-sewage system has been recognised at a top energy innovation award ceremony.

The sewage energy recovery infrastructure which was installed at Scottish Borders College by Scottish Water Horizons and SHARC Energy Systems won the Best Innovation accolade at a prestigious event in Edinburgh.

The Scottish Green Energy Awards 2017, hosted by Scottish Renewables, honour the determination and creative thinking which defines new approaches to sustainable energy.

Scottish Water Horizons and SHARC Energy Systems were nominated in the innovation category for the ground-breaking project, launched at the end of 2015, which supplies the college campus with the majority of their annual heating and hot water demand, enabling them to save 150 tonnes of carbon per annum.

The SHARC technology utilises the natural warmth found in Scottish Water's waste water network thanks to discharge from rainwater and household appliances such as dishwashers and showers.

The innovative scheme is the first of its kind in the UK and the first time the technology has been integrated with the public sewerage system.

A wider potential roll-out across Scotland to enable large carbon savings is currently being considered.

www.scottishwater.co.uk/heatfromsewage

www.scottishwater.co.uk/learntoswim

7 Thousands Learn to Swim Through Scottish Water's Partnership

More than 50,000 Scottish children are benefitting from potentially lifesaving swimming lessons during the first six months of a partnership between Scottish Water and Scottish Swimming.

Both are thrilled with the response to the innovative Learn to Swim programme, part of Scottish Swimming's National Framework for Swimming in Scotland which has already been adopted by more than 17 Leisure Trusts and Local Authorities covering 100 pools across the country.

Part of Scottish Swimming's vision of eventually ensuring everyone in the country can swim, the aim of the National Framework is to provide quality environments for children to learn in.

The programme would not be possible without the support and commitment of Local Authorities, Leisure Trusts, and local Learn to Swim partners, many of whom have already seen their programmes grow and are reporting an increase in the quality of lessons and provision through the adoption of the National Learn to Swim Framework.

Olympic pool hero Duncan Scott agreed to be the ambassador of the three-year partnership, which it is hoped will eventually reach more than 100,000 youngsters across the country, also inspiring the next generation of competitive swimmers.

More information :

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