



Scottish Water News - Autumn 2022

Introduction

Welcome to the Scottish Water Digital Newsletter

Summer has been busy!

A warm welcome to all of our new councillors following May's local government elections. We've already engaged with many of you and we look forward to working with you all.

Our latest [Performance & Prospects Annual Report](#), published on June 27, reveals more extreme weather and ageing infrastructure are among the big issues Scottish Water will continue to face and sets out how it will be looking to find innovative new solutions to tackle these.

Scottish Water's flagship [Nature Calls](#) campaign, for everyone to bin the wipes and a ban on wipes containing plastic, is gaining strength - even featuring on 'The Rest is Politics' podcast with Alistair Campbell and Rory Stewart MP.

Climate change continues to dominate the national conversation and Scottish Water is playing its part in tackling the impacts of prolonged hot, dry weather and extreme rainfall events. This summer was another scorcher, resulting in a huge increase in demand for water.

We are delivering one of Scotland's biggest capital investment programmes - with projects ongoing across the country to strengthen, improve and maintain our vital infrastructure.

Scottish Water continues its transformation journey, being bold, inspiring, caring, and responsible, so that we can futureproof Scotland's water and waste water services, reach our Net Zero and Beyond target, and support a flourishing Scotland.

Our updated [Net Zero Routemap](#) has just been published, with an important milestone reached in reducing our greenhouse gas emissions.

Working together is the key to success and we are committed to building good relationships with you, our stakeholders, engaging with our communities and delivering excellent services to our customers.

Here's a look at the highlights from the Scottish Water Story over the summer.

You can navigate directly to individual sections by clicking the box in the bottom right-hand corner. Click links to find out more throughout.

Thank you for your continued support,

All at Scottish Water

** All images are subject to Copyright*

Investing in Our Water and Waste Water Services



Scottish Water is responsible for the delivery of one of Scotland's biggest capital investment programmes.

Here are some of the major works we have now completed and others that are making great progress.

Two Major Water Supply Investments Delivered

Our £4.6million investment in [Oban's water network](#) was completed in July this year. The final part of the project saw nearly 2 miles of new pipes being laid - an operation which saw a tunnel bored under an important railway line.

Meanwhile, the construction of a new [Water Treatment Works at Loch Ness](#) has finished and around 1250 customers in the villages of Augustus and Glenmoriston are now receiving their water from a single supply taken from Loch Ness.



1 - Oban



2 - Loch Ness



3 - Annan



4 - Craigneuk

Flood Prevention Projects Reach Completion

An increase in flooding due to extreme weather events is one of the major challenges we are facing and we are delivering a number of flooding projects across Scotland.

The £6.4 million investment to help protect homes from sewer flooding in [Annan](#), in Dumfries and Galloway, was completed June, with praise from residents for the project delivery team.

And in North Lanarkshire, our £11.5million project to help reduce sewer flooding in [Craigneuk](#) is all but complete. The giant underground storm tank measuring 25 metres across, and 19 metres deep has been installed in Craigneuk Park to help provide extra storage capacity for stormwater water during heavy rainfall.

[The Glasgow Resilience Project](#)

The Glasgow Resilience Project to connect the water networks between Glasgow and Ayrshire is making great progress.

One of the main elements - the new pumping station at Ibrox - is now taking shape. The project is due to be delivered by the end of 2023 and will benefit over a million customers across parts of Glasgow and Ayrshire.



5 - Ibrox Pumping Station



6 - Pipes being installed



7 - Edmiston Drive



8 - prepping for large valve installation

Giffnock Flooding Project Underway

The £6million project will remove properties from the Flood Risk Register and reduce the risk of surface water flooding in the Giffnock area, in East Renfrewshire.

A large storm tank will be installed with new upsized sewers to increase capacity in Braidholm Road and provide storage during intense weather events. Due to the impact of this project on the community we are working to support residents on an individual basis to minimise disruption.







[Busby Glen Update](#)

Construction on our major investment project to improve the sewer network Busby Glen, in East Renfrewshire, is finally complete, and a package of reinstatement works has been carried out which will see the beautiful park and glen re-open later this month.

This project is part of a multi-million investment across the Greater Glasgow area to transform the current waste water systems, and once commissioned, this will improve the environment of the White Cart Water and reduce the risk of sewer flooding in the area. The works have suffered extensive delays which has led to the park being closed to the public for a lengthy period. We are very pleased to see this treasured green space finally handed back to the community.

[£10M Upgrade at Ellon Waste Water Treatment Works](#)



A £10m upgrade to the Waste Water Treatment Works (WWTW) serving customers in Ellon has been completed, boosting the site's capacity by around one-third.

Flourishing Scotland



Top up Tap Hits 2 Million Bottles Saved

Our network of iconic blue Top up Taps is making huge waves. In August, we celebrated reaching the milestone of having saved the equivalent of more than [two million single-use plastic bottles](#). One of the most recent was launched in [Drumnadrochit](#) at the edge of the busy Loch Ness Hub car park and they played a huge part in keeping visitors hydrated during this year's scorching Edinburgh Fringe Festival.



9 - New tap launch at Drumnadrochit



10 - Celebrating tap milestone at the Edinburgh Fringe



11 - Fun in the capital



12 - Lotta love for the tap on Royal Mile

Balgray Reservoir Lowered to Prepare for City Deal Country Park Project



Balgray Reservoir has been lowered to carry out vital maintenance work ahead of a £19.5 million transformation of the Dams to Darnley Country Park in East Renfrewshire.

[Learn to Swim Partnership Helps Inspire Next Generation](#)



Learn to Swim ambassadors Toni Shaw and Duncan Scott are using their triumphant achievements at this summer's Commonwealth Games to inspire young swimmers. The programme is delivered by Scottish Swimming and leisure centres across Scotland and has already given more than 106,000 children lifesaving skills.

This summer [twelve inspiring youngsters](#) from local high schools in South Lanarkshire were recruited to help overcome a national shortage of swim teachers and enable 500 more kids to learn to swim.

During this year's Drowning Prevention Week, organised by the Royal Life Saving Society (RLSS) between July 18 and 25, and part of the Learn to Swim programme, around 70,000 children were offered water safety lessons in a bid to teach water awareness skills across the country.

Water Safety Events

Scottish Water played a key role in two major multi-agency water safety events. [Backwater and Lintrathen](#) reservoirs in Angus hosted a day aimed at visitors to the popular beauty spots, to highlight the dangers of open bodies of water and the consequences of irresponsible behaviour. We were joined by Scottish Fire and Rescue Service, Police Scotland, and the local Mountain Rescue Team.

And at Helix Park in Falkirk, we joined a Water Safety Scotland Open Day Event to mark World Drowning Prevention Day with other agencies including Scottish Fire and Rescue Service, RNLI, Scottish Swimming, and Police Scotland for members of the public to learn about water safety in a fun and interactive way.



13 - Interactive Water Safety day at Helix Park in Falkirk

[Peter Farrer appointed Chair of Scottish Apprenticeship Advisory Board's \(SAAB\) Group Board](#)



Peter Farrer, Chief Operating Officer for Scottish Water is set to lead the strategic direction of the body that is in charge of apprenticeships in Scotland. Bringing over three decades of industry experience with him, Peter has said that he wants there "to be an apprenticeship available to every young person who wants to do one in Scotland".

[Scottish Water Share the message that there is 'No Wrong Path'](#)



On the day that school exam results came out, Scottish Water joined other Business leaders in writing an open letter to Scotland's young people to reassure them of our commitment and support no matter what path they choose.

Environment, Climate Change & Journey to Net Zero



ENVIRONMENT

[Nature Calls Update](#)



Our Nature Calls campaign is gaining strength. We're calling for Scots to bin all wipes and ban wipes containing plastic to help protect the environment.

The campaign is backed by many high-profile organisations, including Keep Scotland Beautiful, Zero Waste Scotland, and the Marine Conservation Society, and our iconic ads are currently running on TV to promote our message.

Eighty percent of our 36,000 annual choke incidents are caused by wet wipes.

We've volunteered at beach cleans across the country, including [Helensburgh](#), with the Plastic Free Helensburgh Group, and some international missionaries from South Carolina.

[Respect Our Reservoirs](#)

Following another summer where many of our reservoirs have experienced issues with anti social behaviour such as irresponsible camping, littering and causing fire damage to trees, we asked visitors to respect the environment and to comply with the Scottish Outdoor Access code.

We highlighted issues experienced at [Gladhouse reservoir](#) in Midlothian and [Lintrathen and Backwater reservoirs](#) in Angus.



CLIMATE CHANGE

Scotland endured another long, and very dry summer, with new national temperature records in the Borders and several regions were classified suffered significant water scarcity conditions during August.

Warm Weather and Water Usage

A very dry spring followed by a hot dry summer saw a significant rise in demand for water. we saw a significant. In July, we called for customers to be [water efficient in and around their homes.](#)

On Arran, we deployed water tankers in a [round-the-clock operation to keep the island's water supplies flowing.](#)

With the high temperatures, as well as being water efficient, we also reminded customers of the importance of keeping hydrated as temperatures rose. In partnership with Age Scotland, we [urged older people to turn on the tap to stay hydrated in summer](#)

Scottish Water is a key partner in the [50L Home Coalition](#) which aims to influence domestic water consumption, and ensure water services remain resilient, safe and affordable to all. Director Braulio Eduardo Morera blogged for us from World Water Week in Stockholm.

Scottish Climate Week



14 - As part of Scottish Climate Week 2022 we asked people to Save Water - Save the Planet



15 - Drone and AI technology is helping map our 33,000 mile sewer network - going where no man has gone since they were built by the Victorians. It also saves carbon emissions.

Staying Hydrated On-the_Go



Edinburgh's six Top up Taps help keep visitors hydrated during the Festival Fringe

JOURNEY TO NET ZERO

[Net Zero Emissions Routemap Update](#)

The latest update to our roadmap to achieving Net Zero and by 2040 and beyond was published in September.

The annual update celebrated with an extraordinary milestone, as the greenhouse gas emissions used to deliver Scotland's water and waste water services have been cut by HALF!

That's a reduction in 18,000 tonnes of operational greenhouse gas emissions through energy efficiency, generating our own renewable energy, transforming our fleet, and planting more than 200,000 trees.

[Battery Energy Storage System Proposals](#)



The Scottish Government are currently considering three proposals to install battery energy storage systems and Scottish Water's Water Treatment Works at Laighpark, Stanely and Lindwood Waste Water Pumping Station.

These would play an important role in balancing supply and demand and is an important part of the decarbonisation of the electricity system from coal and gas generation.

[Green Energy at Fraserburgh](#)



An innovative solar scheme that produces energy from both sides of a solar panel has been installed at our Fraserburgh Waste Water Treatment Works in Aberdeenshire.

More than 1800 panels are now helping to power the works, supporting our drive to net zero emissions by offsetting around 30 percent of the electricity needed to operate the facility, while generating enough energy each year to boil 1.8 million kettles.

[Circular Economy at Dalmarnock](#)



A circular economy approach has been taken at Dalmarnock Waste Water Treatment Works in Glasgow's East End.

Four storm tank bridges are being refurbished by our delivery partner WGM Engineering, rather than replaced - resulting in an 80 percent carbon reduction.

Scottish Water is the only water company in the UK to include investment emissions in its net zero goal. Our ambition is to reduce the carbon intensity of our investment by 75 percent.

And Finally...



[R-Eely Good for the River Annan](#)

In May we completed a project which saw the construction of a new 12-metre long Eel Pass over Milnby Weir which will open up a further 675 KM of the River Annan and its tributaries to the critically endangered European eel and other species, such as lamprey.



16 - European eels are critically endangered. Photo courtesy of Zoological Society of London.

[Nature Calls Needs Superheroes](#)



Spidey senses were on high alert after a Spiderman T-shirt was found causing a choke in a sewer in Dalmellington, East Ayrshire.

We reminded customers of our Nature Calls campaign to stop flushing wet wipes down the loo and urged everyone to become superheroes, not sewer villains.

The discovery made it onto our new [new Tik Tok account](#). Why not check us out?

[Scottish Water Construction Site to the Rescue](#)

Scottish Water and delivery partner Amey-Binnies helped Scottish Fire and Rescue Service deliver vital training for crews at our site in the Wellgate Car Park in Lanark.

We're installing a giant storm tank and sewer upgrade to help prevent internal and external flooding in the area and crews got a rare opportunity to carry out a live rescue exercise. Collaboration at its best!



[Borders Reservoir drained for the first time ever](#)

The bottom of a Borders dam has been exposed for the first time since it was built in the 1800s and was captured in a spectacular film.

The project is the first time the dam has ever been drained and will help SEPA look at improving the ecological status of the Caddon Water and protecting the future of migratory fish species like Atlantic Salmon and Sea Trout.



17 - Reservoir refills after investigatory works

[Medieval Finds on Isle of Lewis](#)



A rare medieval site in the Outer Hebrides has thrown up an incredible trove of historical finds on the site of a Scottish Water project,

Linear stone features, pits, and postholes were discovered close to Gress, producing over 100 shards of 'craggan ware' pottery, unidentified coin, fish, and animal bones.

[Mollie Hughes' Four-legged Friend Makes Munro Debut](#)



While Mollie Hughes may be a record breaking adventurer, her dog Sennen only made her Munro debut this June. As part of WaterAid's Munro Challenge Mollie and Sennen scaled Ben Van to help raise money for projects in Malawi.

We hope you enjoyed our update!

