



**Scottish  
Water**

Trusted to serve Scotland



# Scottish Water Byelaws Customer Charter & Service Standards

"We will always provide high quality and reliable drinking water"

# Byelaws information

## What are the Water Byelaws?

The Water Byelaws set out specific requirements for all plumbing systems, fittings and appliances connected to the public water supply. These requirements help to keep your supply and the wider water network safe, and apply to owners and occupiers of premises and anyone who installs or maintains plumbing systems and water fittings. We are here to help you fulfil your responsibilities relating to the [Water Byelaws in Scotland](#).

## Our promise to you

We will provide excellent service to all our customers. This Charter sets out the service and support you can expect from us. It also sets out what we need from you in return, as you play a vital role in keeping your supply and the water network safe.

## What you can expect from us

- We will help improve your understanding of the Water Byelaws and advise you of your responsibilities to minimise risk to your internal supply and the public water network.
- We will mainly carry out Water Byelaws inspections at agricultural, commercial and industrial premises and our service covers everything from initial contact through to final resolution.
- We will contact you to clarify your property and business details and if appropriate we will arrange an inspection date with you.
- We will provide you with clear information about the purpose of our inspection.
- We will present technical information in an understandable way during and after the inspection.
- Our inspections are risk assessed and any resulting actions will be fair and proportionate.
- While we cannot design solutions for you, we can provide advice and recommend using a SNIPEF approved plumbing contractor in Scotland who is listed on the online [WaterSafe Register](#).

## What we ask of you

You have a statutory obligation and social responsibility to ensure your plumbing is installed, connected and used in compliance with the Water Byelaws, to keep the water network safe and help mitigate risk at your property or business. It is in everyone's interest that we look after the water network together, so please:

- Be aware of your obligations.
- Inform us of planned changes to your plumbing systems or fittings, you can find notifiable items by [clicking here](#).

- Provide access to your property for inspection.
- Advise us if there are any pre-requirements such as, safe parking arrangements, livestock, other animals or pets to consider.
- Inform us of any Health & Safety risks we should consider prior to our visit, to allow us to carry out a risk assessment before we arrive.
- Inform us of any bio-security procedures that you may require us to follow.
- Provide an appropriate person to accompany us during the inspection.
- Please treat our staff with respect, they have a right to work in an environment where they are not subject to verbal abuse or threat of physical violence.

## Service Standards

This section outlines our standards of service when arranging and carrying out inspections.

### Our promises

- We will offer a morning or an afternoon visit to carry out a Water Byelaws inspection.
- If you request a specific arrival time, we will do what we can to work with you.
- We will attempt to contact you the day before the inspection to check that the date and time slot is still suitable.
- If we need to rearrange the date, we will only do so with good reason and provide you with as much notice as possible.
- If your property or plumbing systems are complex, we may have to pause the inspection and agree further appointment/s with you.
- We will send you the result of your inspection within 14 working days;
  - A 'Pass' letter means that no further action is required.
  - If you receive a letter with a report, this means there is action you need to take to address contravention/s and we will agree reasonable timescales with you to resolve.
- If you contact us by email we will respond within 5 working days.

# Contact

If you have any questions, you can contact us by email: **byelaws@scottishwater.co.uk**

- You can call our Customer Helpline on **0800 0778 778**, who will notify us and we will get back to you as quickly as possible.
- We strive for a fair and consistent service, however if we do fall short on our promises, please contact us using the email address or telephone number above.
- Or go to **Complaints FAQs - Scottish Water**

We are committed to continuously enhancing the service we provide, and we will regularly review these commitments.

To help us learn and improve we would appreciate if you would participate in an anonymous survey, which should only take a few minutes to complete:

**Scottish Water Byelaws Customer Survey**

# Keeping up to date and getting in touch

Find out more about Scottish Water, our services, and keep up to date with what we are doing in your area:

## Visit



[www.scottishwater.co.uk/byelaws](http://www.scottishwater.co.uk/byelaws)

## Email



[byelaws@scottishwater.co.uk](mailto:byelaws@scottishwater.co.uk)

## Customer Helpline free 24/7



0800 0778778\*

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## We're here for you

For customers with medical, disability, caring, or communication needs, our free Priority Services Register offers extra support during water disruptions. Sign up today: [www.scottishwater.co.uk/Priority](http://www.scottishwater.co.uk/Priority)

\* Calls may be recorded for quality and training purposes.