



**Scottish
Water**
Trusted to serve Scotland

Connecting to our local network infrastructure

A GUIDE FOR DEVELOPERS

December 2025

Connecting to our local network infrastructure

This guide provides an overview of how you can obtain a new connection to our existing local infrastructure. It covers all developments from your building renovation and the construction of your single household or single non-household premises through to your major household or non-household sites.

This guide contains the following sections:

- 1 Introduction**
An introduction to our new connection process
- 2 The new connection process**
An overview of how your new connections are serviced, including connection and funding responsibilities.
- 3 Planning your development**
Describes what you need to do before applying for your connection.
- 4 Developments that require our existing local infrastructure to be extended***
Describes the application and installation process for your developments that require our existing local infrastructure to be extended.
- 5 Costs, charges, and financial contribution**
Outlines the costs and charges you can expect from us and financial assistance we will make available
- 6 Legal and procedural**
Outlines our legal and procedural details regarding the validity periods of offers, permits, and legal documents to be obtained.
- 7 Appeals and complaints procedure**
Describes what you can do if you are unhappy about the way we have provided services or with the services provided.
- 8 Non-household connections and building water**
Outlines the process when you need to appoint a Licensed Provider, the background to this and their position in the water and drainage market in Scotland.

* For your household developments that are very near to our existing network assets (only requiring an individual connection or multiple individual connections), your application and installation process is described in a separate guidance leaflet, available on our [website](#).

The sections also highlight additional information available that will support you in completing your new connection process, together with the applications you will need to make.



Introduction

Find out the different types of construction work covered by this guide, who you will need to appoint if your development involves non-household use and the legal requirement that governs how and when we provide a connection.



You may require a new connection to our existing local infrastructure if you are:

- Renovating and/or extending an existing household
- Requiring a temporary connection, building water supply or planning to convert from a private water supply
- Constructing a new single household or multiple new households
- Constructing a new single non-household property or multiple new non-household properties

There will be various utility connections required within the overall construction process for your development. It is important that you plan these connections at the earliest convenience. This guide is intended to help make your new connection process simple and easy to understand.

If you require a new connection to our existing local infrastructure and you are a small, medium or large business (excl housebuilders), a charity or a non-profit organisation (collectively called non-household Developers throughout this guide), you will need to appoint a Licensed Provider. This process is detailed in Section 8 of this guide. Details of the current Licensed Providers can be found at www.scotlandontap.gov.uk. Licensed Providers can find out more about the services we offer and access important information on our policies and practices [here](#).

A glossary of the key terms used within this guide is provided in Appendix A.

Your right to connect

As a water and drainage authority we are supported by legislation which outline our responsibilities and the services we provide to you. Under the Water (Scotland) Act 1980 and the Sewerage (Scotland) Act 1968 we are obliged to extend our existing local infrastructure to a point that allows you to connect the pipes from your new households and non-households, if practicable at reasonable cost.

Regulations set by Scottish Ministers define what is reasonable by stating the maximum level of financial contribution that we may offer you. Our maximum value of reasonable cost for the current year is available on our [website](#).

As we work with you we will advise you of your eligibility and the level of reasonable cost contribution that we are obliged to offer you. More information can be found in Section 5.





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The new connections process

Find out the different ways to connect your development to our local infrastructure, what you need to do, what we will do, who pays for what.



2.1 How will your development connect to our existing local infrastructure?

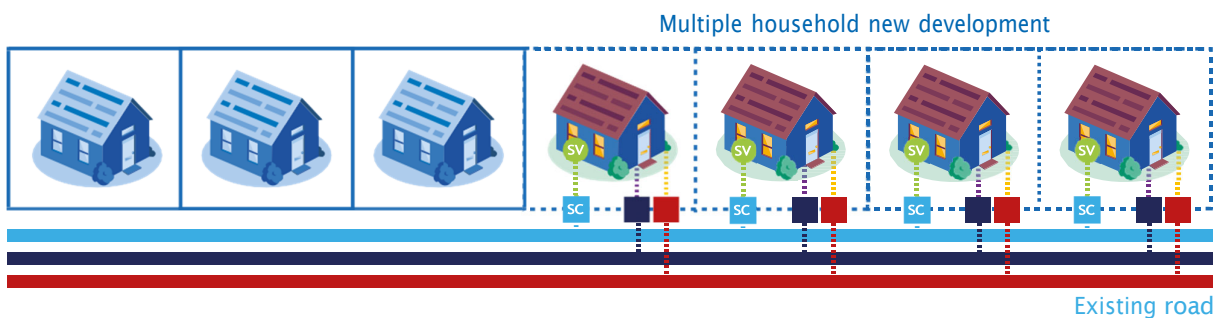
The proximity of the households within your development to our existing local infrastructure (water main and sewer) will have an impact on the application process you need to follow and the way in which your development connects to our existing local infrastructure. Developments very near to our existing local infrastructure will only require an individual household connection (or connections). Developments not very near to our existing local infrastructure will require our existing local infrastructure to be extended through the construction of new water mains or sewers to service them. The following diagrams show examples of development layouts that only require individual household connections.

Figure 1 - Examples of development layouts that only require individual household connections

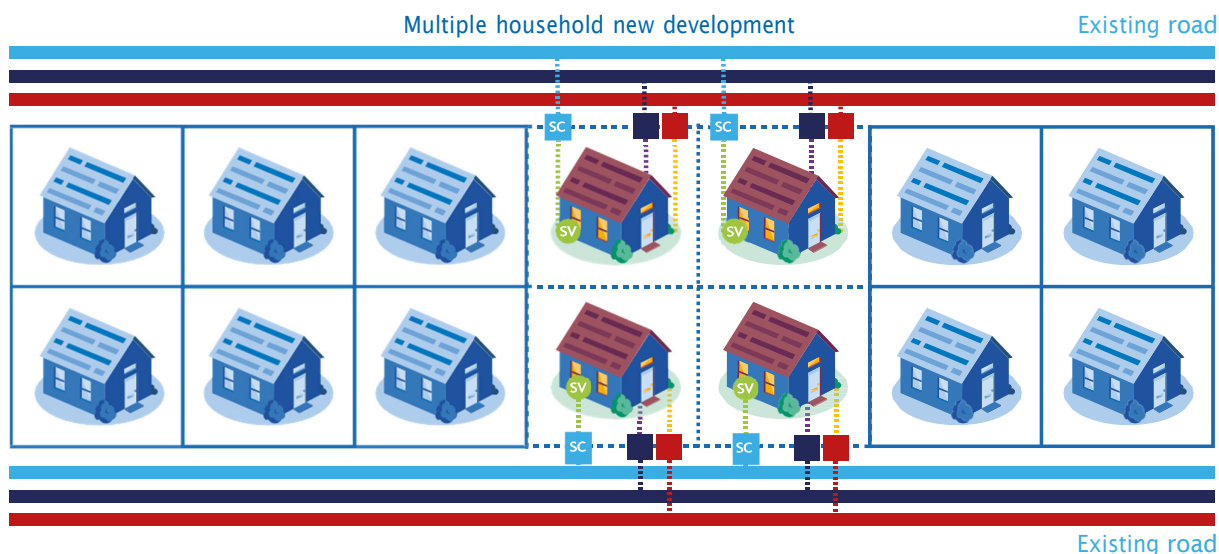
Single household new development (infill)



Multiple household new development ("ribbon" development)



Multiple household new development (infill)



If your development has households very near to our existing local infrastructure (only requiring an individual connection or multiple individual connections), then there is a shorter process to follow compared to developments with households more remote from our existing local infrastructure. In rural areas where only our existing water main is available at great distance from your development, our shorter process may still be applicable for a small number of individual households. This however may involve you having to secure agreement to cross third-party land with your communication pipes.

We have created a separate guidance leaflet that explains the new connection process for developments requiring an individual household connection or multiple individual connections.

You can find this on our [website](#).

2.2 What network assets are involved?

Various new network assets may be required to service your new development, depending on its size and the impact on our existing network assets. The following figures show what new network assets may be required and where they may be located. Figure 2 refers to developments very near to our existing local infrastructure (only requiring an individual connection or multiple individual connections), Figure 3 refers to developments that require our existing local infrastructure to be extended through the construction of new water mains or sewers to service your development. The asset descriptions detailed in the figures are used throughout this guide to help you to understand who is responsible for constructing and paying for the new network assets that may be required. These responsibilities are shown in more detail in Appendix B.

The new network assets you construct in order to make a new connection will need to comply with the latest technical standards for the design and construction of water and sewer infrastructure, in particular our specifications 'Water for Scotland' and 'Sewers for Scotland'. These and other specifications of ours can be found on our [website](#).

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4 Development that requires our existing local infrastructure to be extended

5 Costs, charges, and financial contribution

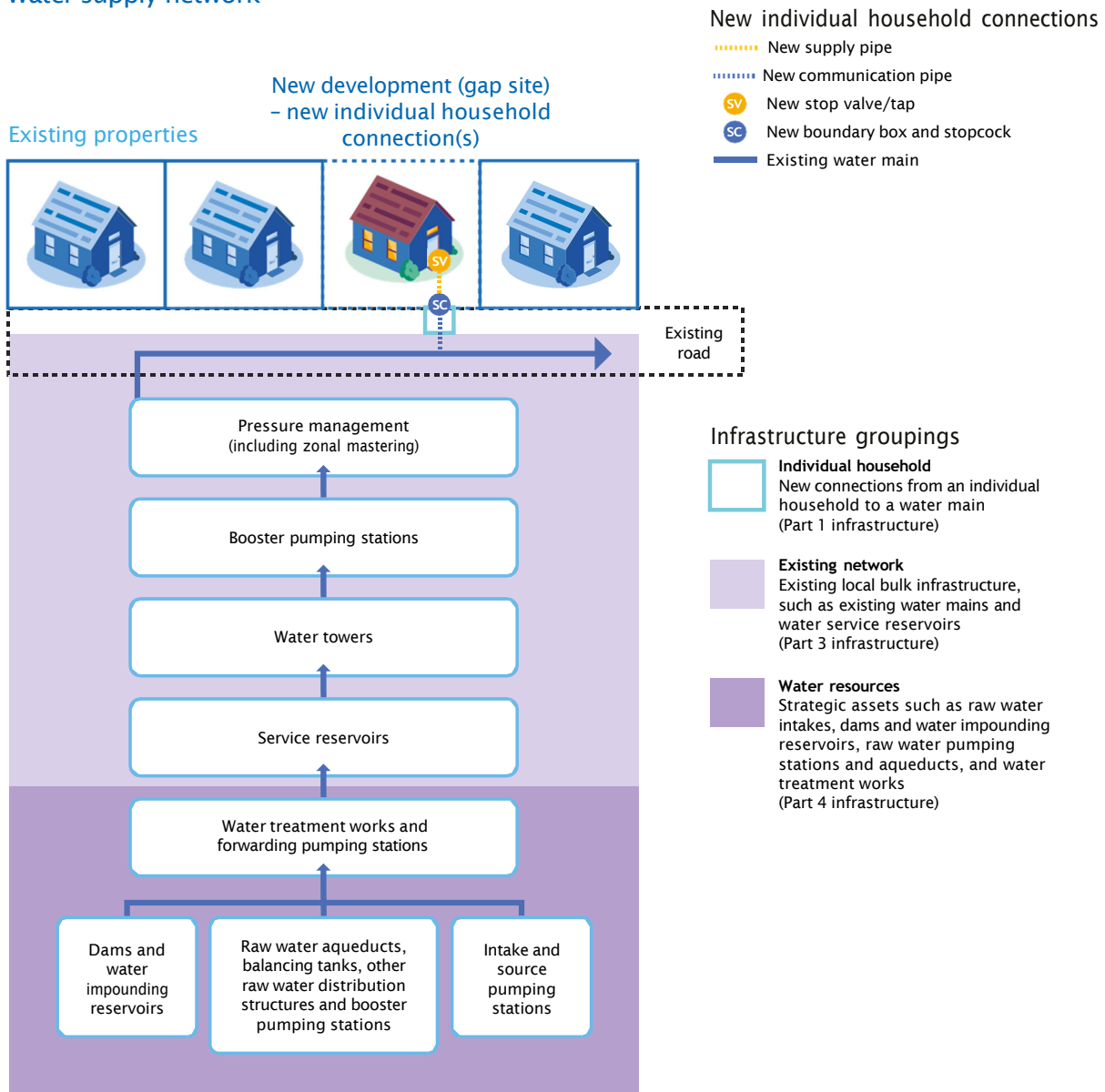
6 Legal and procedural

7 Appeals and complaints procedure

8 Non-household connections and building sewer

Figure 2 - Developments very near to our existing local infrastructure
Infrastructure asset groups used to define new connection responsibilities

Water supply network



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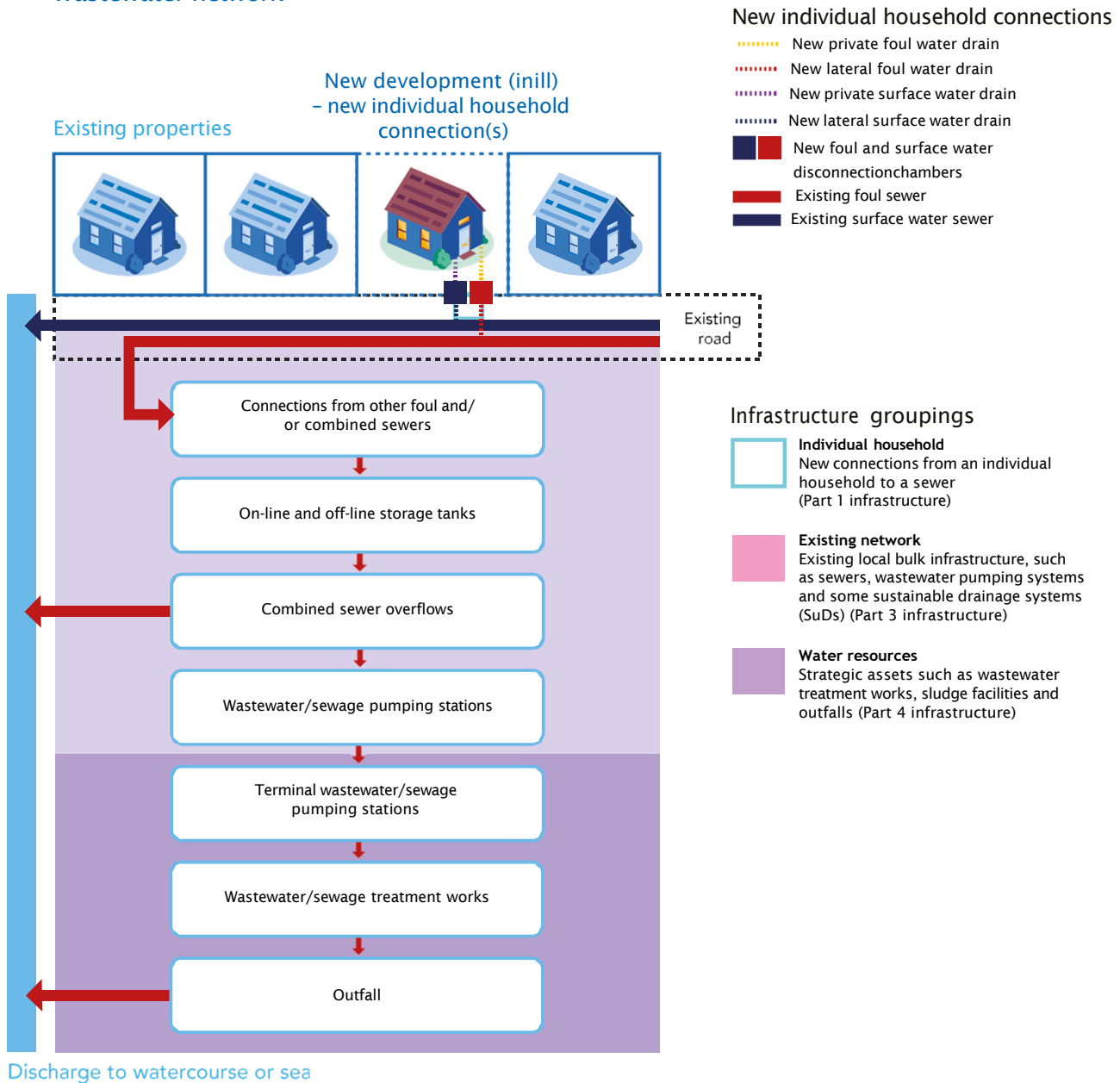
6 Legal and procedural

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Figure 2 (continued) - Developments very near to our existing local infrastructure asset groups used to define new connection responsibilities

Wastewater network



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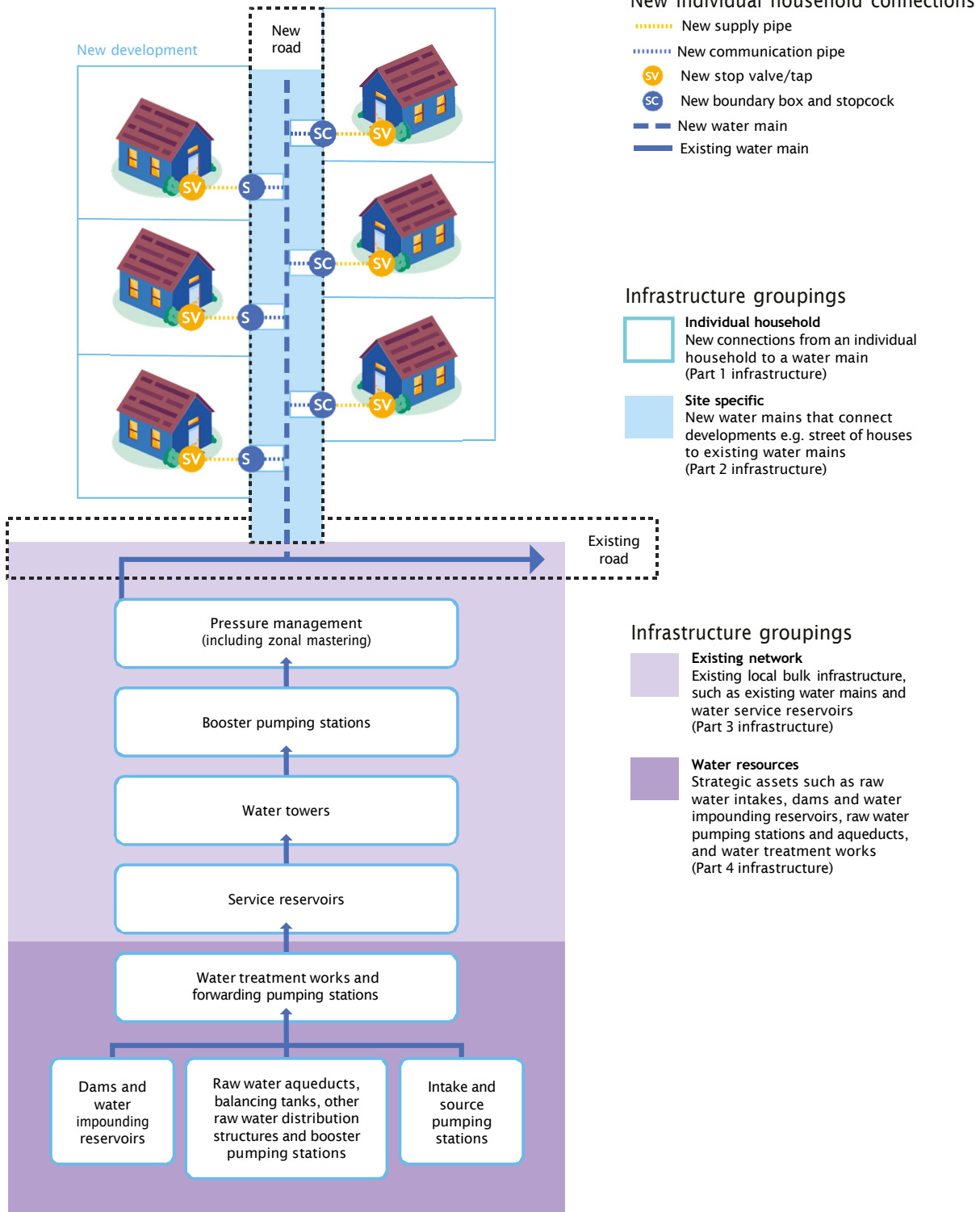
6 Legal and procedural

7 Appeals and complaints procedure

8 Non-household connections and building water

Figure 3 - Developments that require our existing local infrastructure to be extended
Infrastructure asset groups used to define new connection responsibilities

Water supply network



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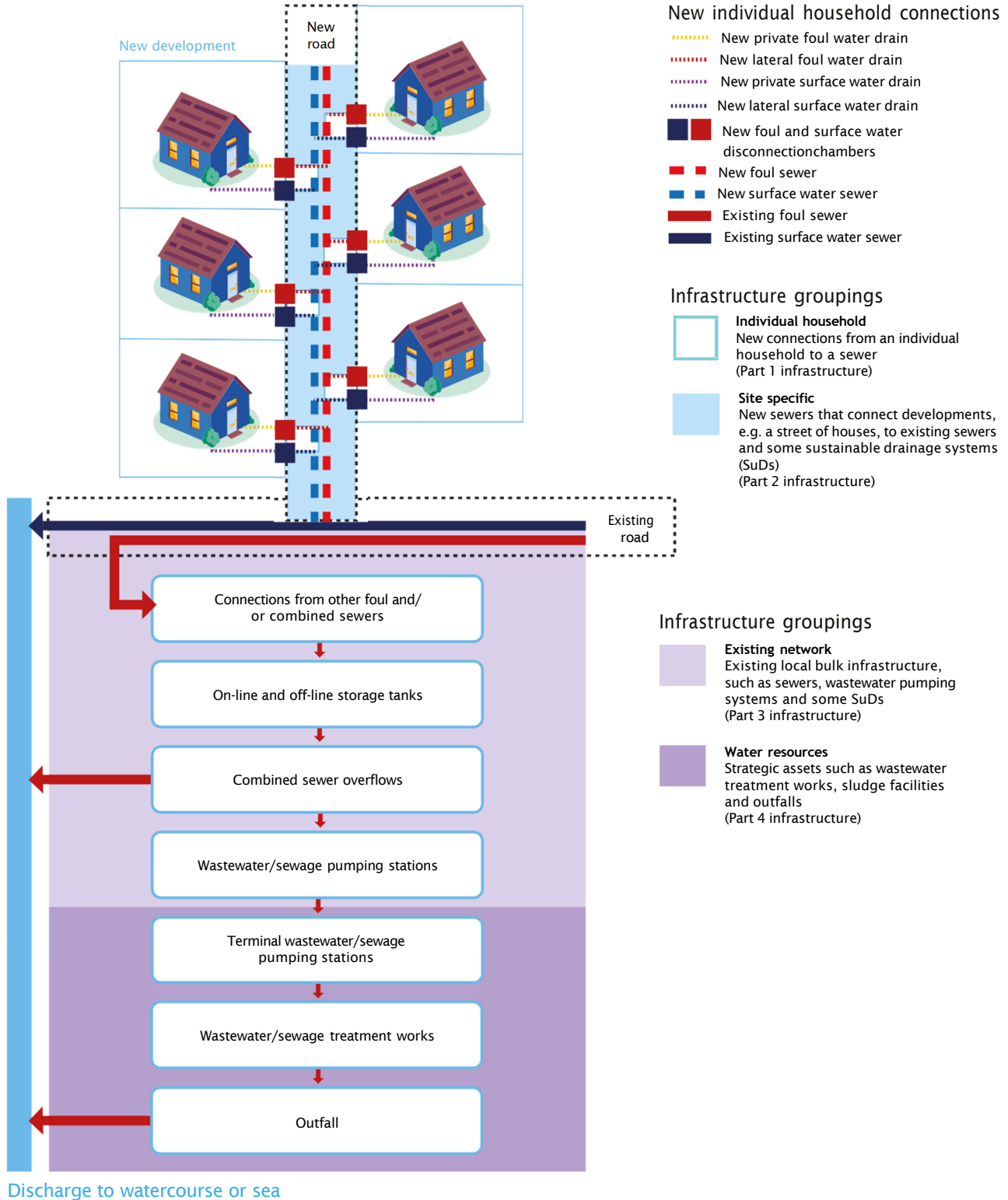
6 Legal and procedural

7 Appeals and complaints procedure

8 Non-household connections and building water

Figure 3 - (continued) Developments that require our existing local infrastructure to be extended
Infrastructure asset groups used to define new connection responsibilities

Wastewater network



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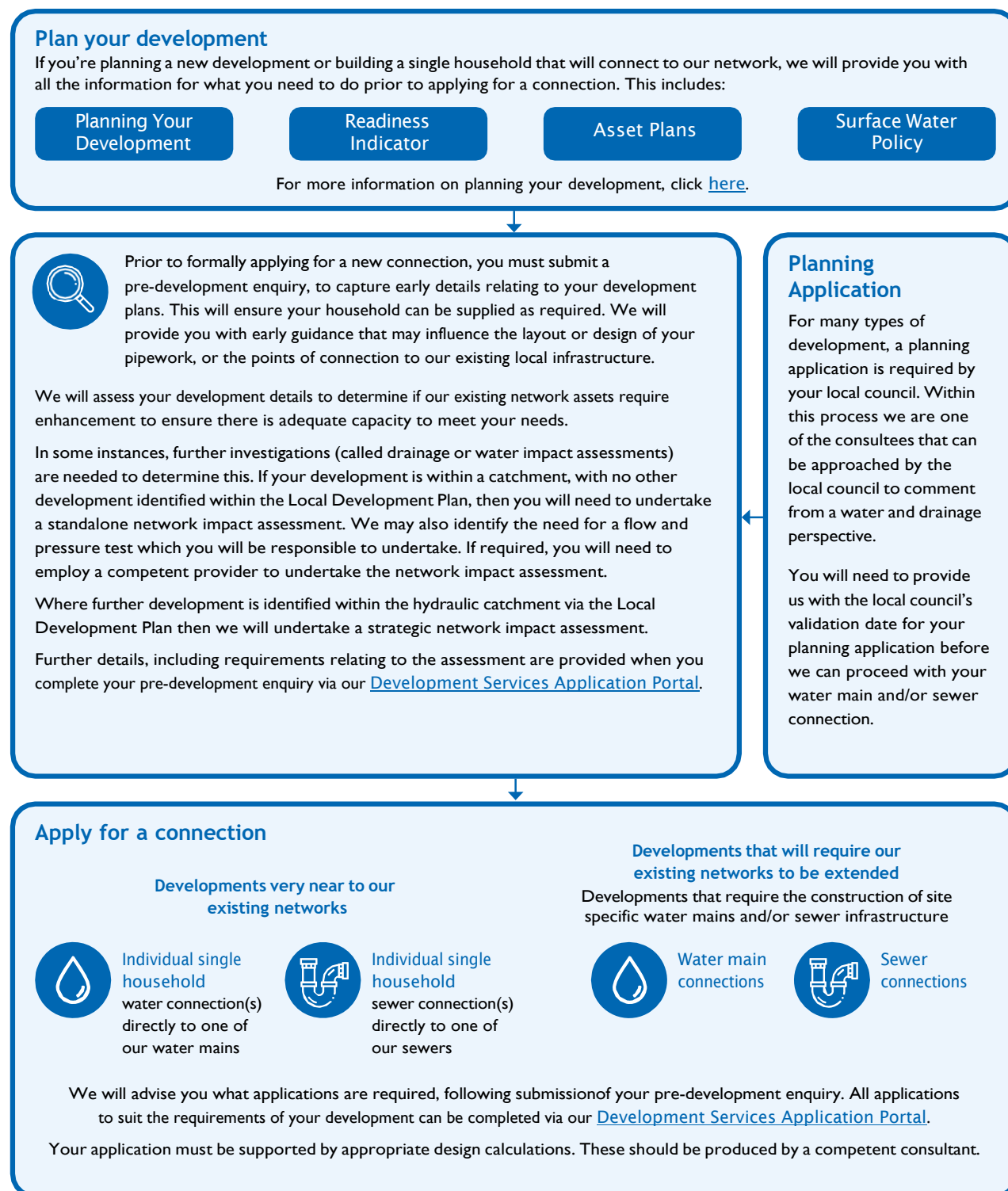
8 Non-household connections and building water

2.3 Our application process

The formal process of applying for your new connections to our existing local infrastructure is designed to support you. You can submit and track your application online via our [Development Services Application Portal](#).

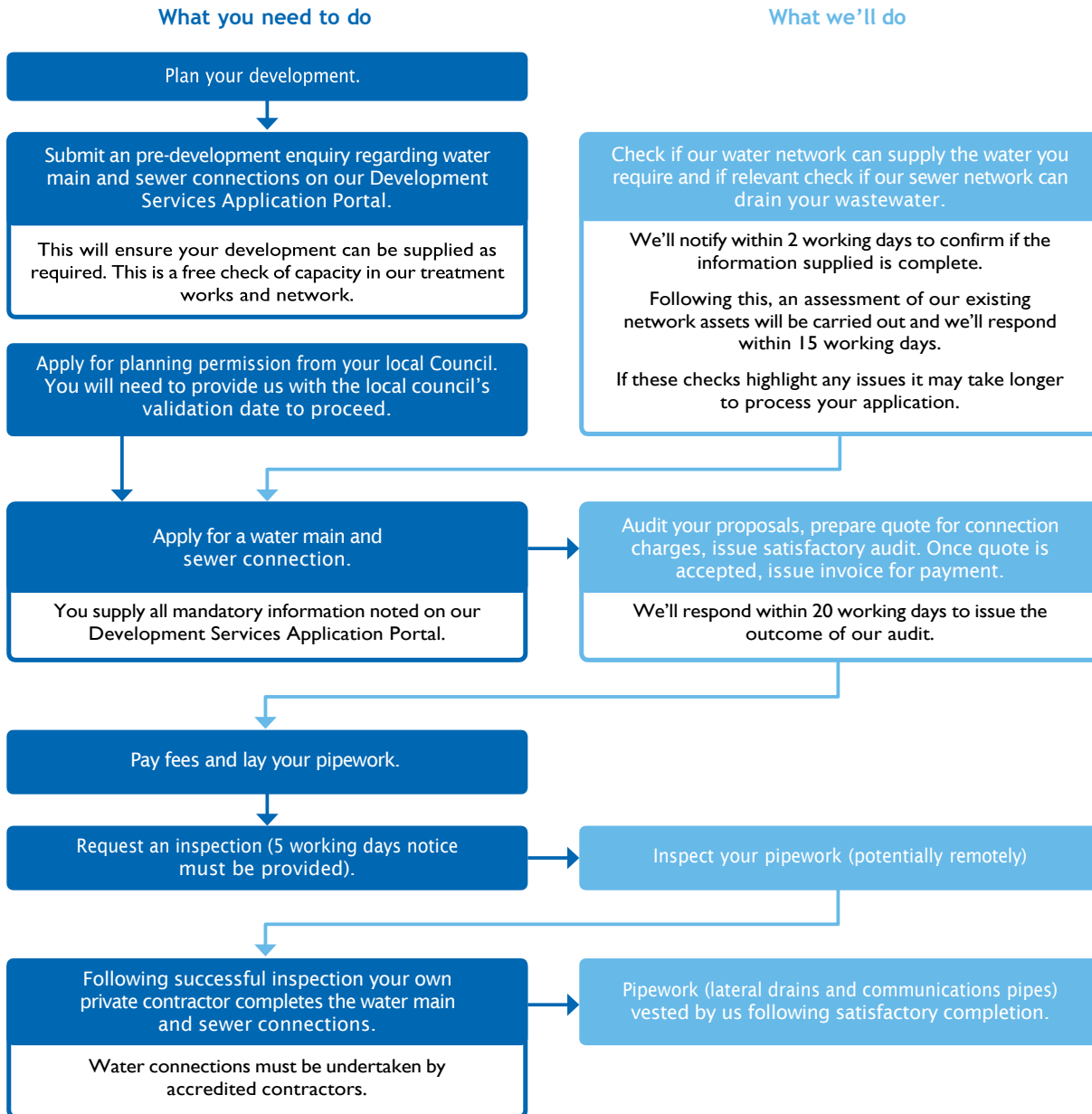
If you are unable to use our online portal, you can contact our Development Services team on Freephone **0800 389 0379** or email developmentoperations@scottishwater.co.uk and we can assist you with the completion of your application. Figure 4 provides a high-level overview of your application process.

Figure 4 - Overview of the application process



The following figures provide a step by step guide to the overall new connection process, setting out your responsibilities and ours.

Figure 5 - Developments very near to our existing local infrastructure
New connection responsibilities and timescales



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2 The new connection process

3 Planning your development

4 Developments that require our existing local infrastructure to be amended

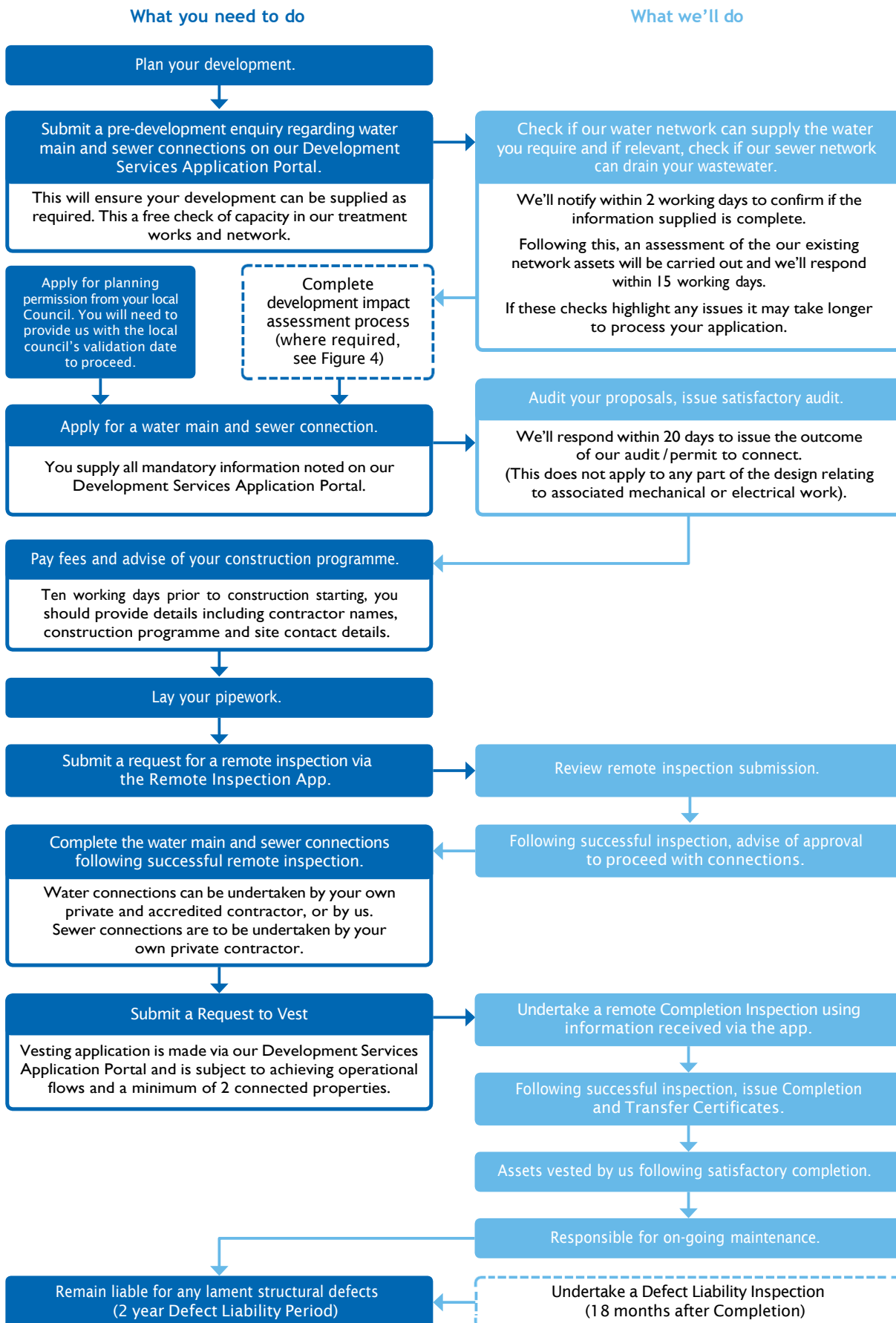
5 Costs, charges, and financial contribution

6 Legal and procedural

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8 Non-household connections and building water

Figure 6 - Developments that require our existing local infrastructure to be extended
New connection responsibilities and timescales



2.4 Construction and payment responsibilities

The table below summarises, by infrastructure group, the responsibilities for constructing and paying for assets that are to be provided or enhanced to enable development. Further information on the contributions, costs, and charges you can expect are provided in Section 5.

Table 1 - Construction and payment responsibilities

Infrastructure asset group	Who constructs?	Who pays?
Individual household connections (Part 1)	Developer	Developer
Site specific water mains and sewers (Part 2)	Developer	Developer, but Scottish Water will provide a Reasonable Cost Contribution ¹ as your development will have new local infrastructure to be vested.
Existing network enhancements (Part 3)	Developer or Scottish Water ²	<p>All Developers pay an Infrastructure Charge³ for each new household connected to both our existing water main and sewer network assets. Infrastructure Charges will be set separately for non-household Developers for household use (ie. toilets, kitchen and shower use).</p> <p>Scottish Water reallocate Infrastructure Charge revenues to pay for enhancements to our existing network assets where they are not readily attributable to a particular developer and identified within a strategic network impact assessment. Non-household Developers will be required to pay in full for enhancements to our existing network assets directly associated with their non-household requirements.</p> <p>Where the enhancement to our existing network asset is readily attributable to a single developer and is not included in a strategic network impact assessment (i.e. identified in a standalone network impact assessment), Scottish Water will include the costs of enhancing our existing network assets in calculating our Reasonable Cost Contribution¹ calculation.</p>
Water resource and wastewater treatment works enhancements (Part 4)	Scottish Water	Scottish Water pay for any strategic upgrades required to accommodate additional network demands attributed to new household use only Non-household Developers will be required to pay in full for strategic upgrades for their non-household use.

- 1 Further details relating to the Reasonable Cost Contribution are available on our [website](#), and in Section 5. Financial Contribution – Reasonable Cost Contribution.
- 2 Scottish Water will offer all Developers who have a development included within a strategic network impact assessment an option for Scottish Water to design and build any enhancements to our existing network assets that are also required to accommodate additional network demands not readily attributable to a particular developer.
- 3 The infrastructure charge pays for enhancement of our existing network assets to ensure there is adequate capacity to meet the network demands not readily attributable to a particular developer (background growth). Further details of our Infrastructure Charge can be found in the Scottish Government's Water Services – Charging Principles 2021-2027 document, our Scheme of Charges booklet (available on our [website](#)), and also in Section 5.

The following sections provide guidance on new connections to our existing local infrastructure for developments that require the construction of new water mains or sewers to service them. If your development requires only an individual household connection or multiple individual household connections), please refer to our separate guidance leaflet.

You can find this on our [website](#).





3

Planning your development

Find out why you need to approach us at the earliest opportunity, how we determine if we can supply your development with sufficient water, how we determine if we have sufficient capacity within our sewer infrastructure to drain your development.

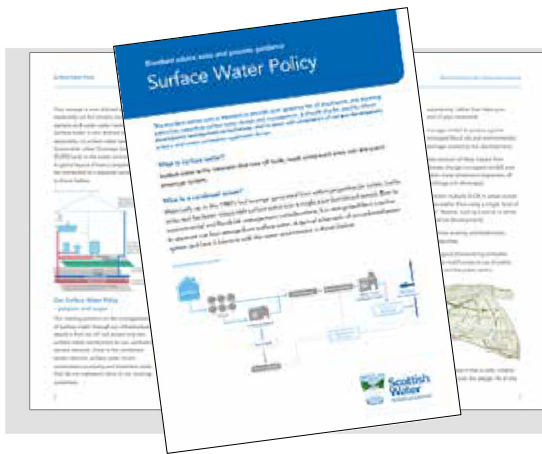


3.1 Establishing if we can support your proposed development

To assess if we can provide your planned development with water and/or drainage, all applications must start with a pre-development enquiry. A pre-development enquiry must be submitted by you or on your behalf by your consultants, prior to submission of your applications for a new water connection and new sewer connection. A pre-development enquiry can be submitted via our online [Development Services Application Portal](#).

Our portal online application is for household and non-household site connection enquiries, however any subsequent applications for non-household developments must be submitted via a Licensed Provider.

You should familiarise yourself with our standard advice note on surface water policy prior to completing your pre-development enquiry. This is also available on our [website](#).



Completing a pre-development enquiry allows us to determine whether an Unconditional or Conditional Connection is possible and to provide a timescale for this.

- An Unconditional Connection allows you to move forward from this preliminary assessment and submit formal applications for a new water connection or new sewer connection.

Or;

- If it is a Conditional Connection, we will either:
- Advise of the enhancement required to our existing network asset(s) to accommodate your development; or,

- Confirm the need for a Drainage Impact Assessment or Water Impact Assessment to be carried out to determine whether any enhancement of our existing network asset(s) is required. The impact assessment will be done by us if it involves assessing the cumulative impact of other developments within the Local Development Plan within the catchment area (i.e. strategic network impact assessment). You will need to do the impact assessment if there are no other developments within the Local Development Plan within the catchment area (i.e. standalone network impact assessment).

We will always issue a response to confirm receipt of your pre-development enquiry and will include a reference number to make it easier for you to consult with us regarding the status of your application.

Within 15 working days of receiving your completed pre-development enquiry application via our online Development Services Application Portal, we will confirm if either an Unconditional or Conditional Connection to our exiting local infrastructure can be made.

There are several competent providers available who can assist you to proceed with your standalone Drainage Impact Assessment or Water Impact Assessment, where indicated by us.

We will provide all necessary support and information to your contracted provider within agreed timescales to ensure that your contracted provider can successfully complete your standalone Drainage Impact Assessment or Water Impact Assessment within their required timescales, and this includes providing necessary water main and sewer network models we have free of charge.

If we don't already have a network model, we will build a model for you free of charge provided that the proposed development meets our criteria set out in Section 3.2. If not, then these costs must be met in full by you.

At the end of this process you will receive a strategic network impact assessment report from us. It will outline the required enhancements to our existing network assets to mitigate the impact of your development upon our existing network assets. Where you use your contracted provider to undertake your standalone network impact assessment, their standalone network impact assessment report must be forwarded to us for our review and acceptance of its recommendations.

If you proceed with your development, after a standalone Drainage Impact Assessment or Water Impact Assessment has been completed, the network impact assessment cost will be included within our reasonable cost contribution offer.

3.2 Approval in principle to proceed following development assessment

Once we have reviewed the outcome of the Drainage Impact Assessment or Water Impact Assessment you will receive notification that either:

- Capacity is available within our existing network assets and an offer of an Unconditional Connection will be made. Or;
- That enhancement of our existing network assets is required, and you will be advised of the work required (i.e. a Conditional Connection offer). This may include existing network assets such as pumping and booster stations, attenuation tanks and general upgrading of pipe work and ancillaries. Surface water removal utilising green/blue infrastructure will also be a common solution where feasible.
- It may also include capacity within our strategic assets, e.g. water resources and treatment works.

We or your contracted provider for the Drainage Impact Assessment or Water Impact Assessment will be able to provide some guidance on, and explanation of, the level of enhancement to our existing network assets required.

Under our current funding rules, the cost and programming of any work associated with enhancing our strategic asset infrastructure (treatment works), to address demands attributed to new household developments, is our responsibility. Non-household Developers will be required to pay in full for enhancing our strategic asset infrastructure for non-household use, when required.



Before we make a connection offer you will need to demonstrate that you have satisfied our following 5 test criteria:

- 1 Your development is supported by the Local Development Plan and you have a validation date from the local council for the submission of your planning application.
- 2 You can confirm land ownership or control through a solicitor's letter.
- 3 You can confirm that you have plans in place to deliver the required enhancement of our existing network assets as a consequence of connecting your development. This may be through a Minute of Agreement with us or alternatively a letter from yourself showing commitment to mitigate any impact through your investment to enhance our existing network assets where identified. (Note: This is required where you choose to undertake the required upgrade to our existing network asset identified within a strategic network impact assessment or where your development is subject to a standalone network impact assessment).
- 4 You can confirm any time remaining on current planning permissions with your local council Planning department.
- 5 You can demonstrate reasonable proposals in terms of your development's annual build rate.

Upon completion of the feasibility stage you may proceed with making an online application to us via our Development Services Application Portal for a new water connection and/or new sewer connection. This will result in us carrying out a technical audit of your designs and of your overall connection application. This process is further detailed in Section 4.



4

Developments that require our existing local infrastructure to be extended

Find out more about the application process for extending our existing local infrastructure, the different stages of your application (design, installation, completion, transfer of ownership) and what is required.



4.1.1 Introduction

This section sets out the process for you to apply for a new connection when your site development includes construction of new water mains or sewers (i.e. asset to be vested by us at the end of the connection process). This section also outlines the design work required by you as part of your application. Please note that non-household Developers are required to appoint and apply for new water and sewer connections through a Licensed Provider (see Section 8).

On successful completion of this stage of the application process you will receive confirmation of a satisfactory audit specific to the connection and new infrastructure you applied for.

The time between online submission of a valid application, design and construction proposal and our issuing of confirmation of a satisfactory audit or permit to connect is up to 20 working days. Please note we will not normally make a connection offer or permit you to connect until the terms of any enhancement of our existing network assets is agreed, where this is required.

4.1.2 The application process

The application process has a few distinct stages. The process maps set out in Section 2.3 illustrate these, and the timescales involved.

Supporting the applications process are online application forms which are available via our [Development Services Application Portal](#).

Further application guidance

- We will acknowledge your application and provide a unique reference (if not already provided) which you must quote in all subsequent correspondence or when contacting us.
- You should review all correspondence you receive from us during the application process, and if you have any questions regarding the application stage please contact us directly for support.
- We will work with you to complete missing information within your applications, but we may on occasion return incomplete submissions. We will attach details of the information missing to help you with your re-submission.

What is Building Water?

Within our application process we will apply a charge for Building Water.

Building Water is the water used for the purposes of building your development, e.g. cement mixing, plaster mixing. This is not water that we will deliver by transit to your site location. You must not use water from a natural source such as a stream or burn, unless you have confirmed through SEPA that it is of an appropriate quality.

The main option available for many Developers is to apply for a temporary connection to provide a building water supply. This can normally be converted into a permanent connection later.

If you do not have a water source nearby or on site, you can apply via our [website](#) for a standpipe licence to get a supply from our existing local water main infrastructure.

Unless undertaking a self-build project, a Licensed Provider must be engaged to arrange a building water connection and pay building water charges.

You will need to ensure that you have a unique building water reference from a Licensed Provider, as we proceed with your application for connection of household properties.

For more information regarding market separation and Licensed Providers please refer to Section 8.

4.1.3 Further confirmation of capacity to serve your development

Following receipt of all applications to request connection of new water mains or sewers, we always carry out a further check to ensure the feasibility of providing these services to your development. If you have already contacted us via a pre-development enquiry application, as outlined in Section 3, a substantial period may have elapsed (more than a year) before you contacted us again to request your connection formally.

This further confirmation before we proceed with our technical audit of your application ensures that our network capacity has not changed during this substantial period that may have elapsed, and your development can proceed as planned. Once this action is completed you will receive written confirmation from us that your application has progressed onwards to the next stage.



4.1.4 Design responsibilities - what is required?

You are responsible for engaging competent and experienced design consultant to design your site-specific water and sewer infrastructure. For any new water mains to be considered for vesting by us, they must be designed by an accredited design consultant. A full list of accredited design consultants can be found on the [Lloyds Register website](#).

The Water Industry Registration Scheme (WIRS) was established to accredit and regulate water design consultants. This national scheme ensures regular audit and management of the activity of accredited design consultants.

There is no accreditation required for design consultants of new sewers, however, you should use a competent design consultant experienced in undertaking this work previously to our requirements.

Your application must be supported by appropriate design calculations. These can be produced by a competent design consultant.

The design calculations should address:

- Private plumbing and the new water connections to a new site-specific water main.
- Private drains and the new sewer connections to a new site-specific sewer.
- Site-specific water main and sewer infrastructure.
- Design of diversions of our existing local water mains and sewers.
- New water connections to our existing water main network asset – these are referred to as ‘tie-in’ connections.
- New sewer connections to our existing sewer network asset.

Your design responsibility extends to all necessary consultations with roads authorities, fire authorities and other relevant bodies, and you should comply with the current version of our design specifications ‘Sewers for Scotland’ and ‘Water for Scotland’.

If we need to review a design re-submission, we will levy a charge (details of which are shown in our Scheme of Charges). To avoid repeat submissions you are advised to engage a competent consultant.

Paramount in the design, construction and commissioning of sewers, water mains and services are public health and safety. Please refer to our current versions of ‘Sewers for Scotland’ and ‘Water for Scotland’ for further technical guidance.

These and other standards can be found on our [website](#).

4.1.5 Deed of servitude

If you are required to cross third party land to reach our nearest existing local infrastructure to serve your development, you are required to obtain the necessary deeds of servitude from the relevant landowners. We will request a copy of these deeds prior to vesting. If you provide us with written confirmation from the third party landowner of their acceptance to both the proposed construction and to provide us with our required future access rights, we may decide to give you authorisation to serve statutory notice on the third party landowner as stated in Section 6.

Should you encounter issues when trying to obtain the deed of servitude, please contact us or your Licensed Provider (for non-household Developers) to advise.

4.1.6 Satisfactory audit of your design

Satisfactory audit of your design will normally be confirmed within 20 days of receipt of an acceptable application. This does not apply to any part of the design relating to associated mechanical or electrical work. You will be advised of any delays, requirements for further information or other issues affecting the successful audit of your design.

A satisfactory audit of your design must be confirmed by us before you commence any work on site. Fees (e.g. inspection charges, Infrastructure Charge) are also required to be paid by you, once we confirm a satisfactory audit.

When confirmed, our response will include the following:

- Confirmation of our satisfactory audit.
- A request for advance payment in respect of our administration, inspection fees and Infrastructure Charges.
- An offer, if applicable, of financial contribution under our policy of reasonable cost towards the cost of extending our local infrastructure by providing new water main and/or sewer infrastructure.
- A request for a copy of your construction programme.
- Our contact details for site audits during your construction.
- Permission to connect your new sewer infrastructure to our existing local infrastructure.

4.1.7 Connecting your new water infrastructure with our existing local infrastructure

Satisfactory audit of your design for your site specific water supply infrastructure will include connection to our existing local infrastructure, where this is to be undertaken by your Utility Connection Provider or by us where required.

4.2 Installation of your site-specific infrastructure

You are responsible for engaging competent and experienced contractors to construct your site-specific water and sewer infrastructure. For any new water mains to be considered for vesting by us, they must be laid by an accredited Utility Connection Provider. A full list of the accredited Utility Connection Providers and the scope of work they will undertake can be found on the [Lloyds Register website](#).

The Water Industry Registration Scheme (WIRS) was established to accredit and regulate Utility Connection Providers. This national scheme ensures regular audit and management of the activity of accredited companies.

There is no accreditation required for contractors constructing new sewers, however, you should use a competent contractor experienced in undertaking this work previously to our requirements.

Ten working days prior to construction starting, you should provide details including your contractor's name, construction programme and your site contact details.

Before any work commences on site:

- All notifications and approvals we require must be in place.
This includes permits/agreements to undertake enhancement work on our existing network assets where you have chosen or are required to do so to ensure there is sufficient capacity to accommodate your development.
- All enhancement to our existing water main network assets must be completed by your Utility Connection Provider where they are identified within a standalone network impact assessment or where you have chosen to undertake enhancements identified within a strategic network impact assessment. We shall only undertake enhancements to our existing water main network assets that are identified within a strategic network impact assessment where you have asked us to do them. Similarly all enhancement to our existing sewer network assets must be completed by your nominated sewer contractor where they are identified within a standalone network impact assessment or where you have chosen to undertake enhancements identified within a strategic network impact assessment. We shall only undertake enhancements to our existing sewer network assets that are identified within a strategic network impact assessment where you have asked us to do them.

Any developer that chooses to commence work on site prior to gaining all notifications and approvals and/or completion of any enhancement of our network assets does so fully at their own risk.

We offer all Developers an option for us to deliver enhancements to our existing network assets, where an enhancement is not readily attributable

to a particular developer and is identified within a Strategic Network Impact Assessment.

The tie-in connection of your new water mains (site specific infrastructure) to our existing water main network must be undertaken by your Utility Connection Provider unless stated otherwise by us. Sewer connections are undertaken by your nominated sewer contractor under the terms of a permit/license from us.

We will only take over ownership and responsibility for water mains and/or sewers that have been constructed in accordance with our policies and procedures. On satisfactory completion of all work the new infrastructure will be eligible for vesting by us.

We currently operate a site audit policy for both water mains and sewers. It is your responsibility to give a minimum of 5 working days notice for inspections and testing. These site audits may be undertaken remotely using our Remote Inspection App. You can download a copy of our Remote Inspection App [here](#).

4.3 Completion and vesting process

The guidance material in this section should be reviewed in conjunction with our current versions of 'Sewers for Scotland' and 'Water for Scotland'.

4.3.1 Before you turn on your Pumping Station - what we require?

This section is only applicable if your development includes a new or upgraded pumping station.

Once your mechanical and electrical equipment has been fully installed in your pumping station and prior to your first live connection to/from a household, you should submit the following information to us for review and approval:

- Your Operation and Maintenance (O&M) Manual in a format that complies with our standard template for an O&M Manual.
- Details of your contractor employed to operate and maintain your pumping station on your behalf until a Completion Certificate is issued by us. This shall include details of your proposed operating and maintenance regime to be implemented (e.g. planned maintenance activities, frequency of visits, etc.). Your contractor will be responsible for reacting to telemetry alarm signals and must therefore be available 24 hours a day, 365 days a year.

Once your O&M Manual and your proposed operating and maintenance regime have been

accepted by us, your pumping station shall be inspected on site by our appointed mechanical and electrical consultant to check that your installation is fully compliant with all relevant legislation and our specifications.

Any snagging items identified during our inspection shall be rectified by you. We will schedule a second inspection to check compliance after you confirm you have completed your snagging items.

It is your ultimately your responsibility to ensure that all previously highlighted snagging items are resolved before requesting a further inspection. We reserve the right to charge you for any additional site inspections required should you fail to address previously highlighted snagging items.

Once all your snagging items have been satisfactorily resolved, your pumping station will be commissioned by our appointed consultant and a Completion Certificate issued.

The issuing of our Completion Certificate indicates that, at the time it was inspected by our appointed consultant, the pumping station was fully compliant with the relevant legislation and specifications. The pumping station must be operated and maintained on your behalf by your contractor until your Defects Liability Period starts.

During this period, your contractor shall submit regular reports to us, providing details of the condition of your pumping station and equipment as well as information relating to its operation.

A list of items that should be included in the routine operational and maintenance inspections, and then subsequently included in the reports to us, can be found in Appendix D.

Details of all your unplanned and emergency visits and subsequent repair/replacement works shall also be included in your reports.

4.3.2 Completion certificate

You can apply for our Completion Certificate once the water mains, foul sewers, surface water drainage, SuDS and pumping station (if applicable) serving the development have been constructed, tested and inspected to standards set out in the latest versions of 'Water for Scotland' and 'Sewers for Scotland'.

You should also refer to these texts for details of the information you need to submit with your application for a Completion Certificate. A list of the necessary

information is also shown as a checklist on our Completion Certificate, and blank copies of each type of certificate are included in Appendix D for reference.

One Completion Certificate will be issued for the water elements that are applicable (water mains and pumping station) and another issued to cover the drainage elements that are applicable (foul sewers, surface water sewers, SuDS and pumping station).

These will not be issued until all the relevant documentation has been submitted to us, audited, and confirmed as acceptable.

If your development includes a new or upgraded pumping station, another inspection will be arranged to check that your pumping station has been satisfactorily operated and maintained since it was commissioned for use. Any snagging items must be addressed by you to our satisfaction and training must be provided by you for our operatives before our Completion Certificate will be issued. This training must focus on the maintenance and operation of your pumping station(s).

4.3.3 Defects liability period

Your Defects Liability Period starts on the date when our Completion Certificate is issued to you. Your Defects Liability Period is for a minimum of 24 months or until the last household is connected to the water main network, whichever is longer.

During this period, we will operate and maintain your infrastructure. It is our opportunity to assess the performance of your infrastructure and workmanship, against our design criteria and specifications.

You remain responsible for all operation, maintenance, and repair costs for the duration of your Defects Liability Period. Should you fail to carry out repairs within an agreed period, we will carry out the work and recover our full costs from you. Details of our costs are available to you upon request.

We will arrange to undertake a site inspection after 18 months to assess the condition of your network assets and we will advise you of any defects we require you to rectify prior to the end of your Defects Liability Period.

During the final two months of your Defects Liability Period, you need to de-silt your SuDS systems of any silts and sediment that have entered them because of your construction activities on site. We reserve the right to inspect your SuDS system at any time prior to the asset being vested by us.

4.3.4 Transfer certificate

During the final 3 months of your Defects Liability Period you can apply for our Transfer Certificate for us to vest your infrastructure.

Please refer to the latest editions of 'Water for Scotland' and 'Sewers for Scotland' for details of the information which should be submitted to us with your application for a Transfer Certificate. A list of the necessary information is also shown as a checklist on our Transfer Certificate.

One Transfer Certificate will be issued for the water mains and another issued to cover the drainage elements (foul sewers, surface water sewers, SuDS and pumping station).

Our Transfer Certificate will not be issued to you until all the relevant documentation has been submitted to us, audited, and confirmed as being satisfactory.

If your development includes a new or upgraded pumping station, we will check that there are no outstanding problems and that there is no outstanding payment still due to be paid by you. Once satisfied we will initiate the transfer of the electricity account to our preferred electricity supplier.

You are responsible for transferring your telephone account, to our preferred telephone supplier and for the SEPA discharge license transfer for the emergency overflow, if applicable. The land title and associated deed of servitude for the pumping station site compound and access route shall also be transferred by you to us at your expense. Once the electricity and telephone accounts, discharge license, land title and deed of servitude have been transferred to us, our Transfer Certificate will be issued.

4.3.5 Exceptions to the vesting process

For multi-phase developments that extend over a very long construction period it may be possible to enter into a site specific agreement with us on the earliest opportunity to vest your pumping station. If your pumping station is vested by us before your development is completed, then the risk of damage to our pumping station and upstream sewer network assets due to construction debris from your development is high. You will be required to enter into an agreement to ensure that good housekeeping practices will be followed on site and agree to fund all repair/remediation/replacement works caused because of debris entering our sewer system whilst your development is ongoing.



Costs, charges, and financial contribution

Find out more about charges we may set that are associated with your development, our payment requirements for our charges, financial contributions you may be entitled to from us, conditions that you must meet before we can pay you any financial contribution.



5.1 Our Scheme of Charges

Every April we publish our Scheme of Charges agreed with the Water Industry Commission for Scotland covering charges associated with development. Should your request for connection overlap with any changes to our Scheme of Charges, and you have not received a quote from us for all connections, including a request from us for payment, you will be quoted on our Scheme of Charges current at that time. These charges include:

- Connection costs – standard (up to 32mm diameter), non-standard (above 32mm diameter)
- Infrastructure Charges
- Connection charges and inspection fees
- Building water charges to be confirmed via Licensed Provider – please see Section 8
- Charges for the provision of extract of records

Copies of our current Scheme of Charges are available on our [website](#) or by calling our **Customer Helpline** on Freephone **0800 0778 778**.

5.2 Application Charge

Each application received for connection(s) to the public water supply system and public sewerage system will be subject to an application charge.

Details of the charge are provided in our current Scheme of Charges

5.3 Infrastructure Charge

All new properties connecting to our existing local infrastructure increase the general load on our existing network assets. To fund enhancement of our existing network assets to ensure there is adequate capacity to meet the needs of all new development, all new households connecting to our existing local infrastructure are required to pay an Infrastructure Charge. Infrastructure Charges will be set separately for non-household Developers for household use.

Infrastructure Charges are payable separately for both water and sewer connections to our local infrastructure.

Details of the charge are provided in our current Scheme of Charges.

Where applicable, the Infrastructure Charge will be requested along with your connection charges.

5.4 Payment of charges and fees

For payment of fees regarding sewer connections, we expect full payment with the application at time of submission.

Payment should be made for the correct amount and you should contact us if you are unsure.

No application will be permitted to proceed by us without full and correct payment by you.

For water connections, our advance request for payment of fees is issued by us once your application for connection is approved.

- Our charge for non-standard connections is based on our estimate of the anticipated costs involved. Our actual incurred costs will be reconciled following completion of our work and you will be liable for a refund or pay for any shortfall.
- Standard connections (32mm diameter or smaller) are single payments based on a Scheme of Charges. Payment should be made by you within 28 working days of receipt of our invoice, and prior to requesting your track inspection.

5.5 Our financial contributions - regulations for reasonable cost

This section provides some background regarding the legislation relating to the Reasonable Cost Contribution. Other legislation relating to how Scottish Water provides new water and sewerage services for new development are detailed in Appendix C.

Under the Water (Scotland) Act 1980 and the Sewerage (Scotland) Act 1968 we are obliged to take our water mains and sewers to a point that allows connection to our networks if practicable at reasonable cost. We are however not obliged to do anything which is not practicable at reasonable cost.

In accordance with the Water Industry (Scotland) Act 2002, we are required to meet the costs of providing strategic capacity required for new developments (water resources and treatment works). Where required, the costs of enhancing our existing network assets that are not solely attributable to a single developer and identified within a strategic network impact assessment will be met from Infrastructure Charge revenues.

You are required to meet the costs of providing site specific infrastructure (i.e. any new water mains and sewers required to serve and connect your development to our existing local infrastructure) and any enhancement of our existing network assets not identified within a strategic network impact assessment, subject to a Reasonable Cost Contribution from us.

The costs associated with new individual property connections are your sole responsibility.

The Provision of Water and Sewerage Services (Reasonable Cost) (Scotland) Regulations 2015 determine what our Reasonable Cost Contribution should be, by specifying what matters are to be taken into, or left out of, account by us in calculating the contribution and also by specifying the method of calculation.

To fund the costs incurred in complying with the Regulations outlined above, an allowance has been included by the Water Industry Commission for Scotland when determining our Scheme of Charges for general Customers and Developers.

5.6 Infrastructure eligible for a reasonable cost contribution

The Regulations clarify how the costs of different elements of each new connection are shared between you and us.

Table 2 sets out the elements of a new connection eligible for a reasonable cost contribution.

Table 2 - Eligible for reasonable cost contribution (water and sewerage)

Infrastructure asset group	Eligible for reasonable cost contribution? ¹
Individual household connections (Part 1)	No
Site specific (Part 2)	Yes
Existing network enhancement (Part 3)	Yes ²

¹ Eligibility relates to both water and sewerage, household and non-household connections.

² For household purposes only and where readily attributable to a particular developer (standalone network impact assessment).

The level of the Reasonable Cost Contribution is determined by the Regulations and depends on the number and type of properties being connected and our charges in place at the time of connections.

The Regulations sets out how to calculate the maximum contribution that we will make.

The value of the maximum contribution for providing new water main and sewer network assets is published annually and is available on our website.

We are required to contribute one of the following two options, whichever is lower:

1. The maximum contribution (less our fees), or
2. The costs reasonably and necessarily incurred to provide your new site-specific infrastructure (including any enhancement to our existing network assets that is readily attributable to a particular developer identified within a standalone network impact assessment).

You are responsible for funding all costs incurred over and above whichever of the above options is lower.

5.7 Definition of reasonable cost for non-household properties

Our policy for non-household contributions is based on the same principles used to calculate reasonable cost for household properties. We will contribute whichever is the lower, of the actual cost of the connection or the amount calculated as reasonable cost under the Regulations for a new water or sewer connection.

5.8 Conditions for payment of contributions

The Provision of Water and Sewerage Services (Cost Contribution) (Scotland) Directions 2015 sets out the conditions that you must meet before we can make any reasonable cost payment to you and the expiry period for any application for payment.

In addition to the criteria described above, we cannot make any payment until we are satisfied that your new water main and sewer network assets have been installed to our standards and vested by us.

Additional conditions to the 2015 Directions, by type of development, are outlined below:

- For household properties, a habitation certificate is required before a contribution will be considered for payment.
- For multi-property developments, we can pay a proportion of the Reasonable Cost Contribution at the end of each phase based on the number of properties with habitation certificates completed in that phase.
- For non-household properties, we will pay a contribution when the development has been completed and all water meters have been installed.
- Payments will be based on the original information supplied by you at the time of initial application, except where the development is smaller than projected at the time of initial application. In the

latter case, the payment will be made based on the projected income from the metered premises within the development.

Our offer of financial contribution will apply separately to water and sewer connections. You cannot use an allowance granted for water connections for sewer connections and vice versa. Water and sewer contributions will be considered as two separate payments.

In addition to the criteria described above, we may require you to demonstrate that your infrastructure has been installed to our standard. This will reduce the risk that contributions are paid for infrastructure that does not comply with the relevant specifications for vesting.

Specific agreements may be needed when paying contributions for large sites which are to be developed by more than one Developer. Often on these types of site, previous enhancements to our existing network assets, and part of the site-specific works may be installed by the initial Developer or by us. The individual development sites are then sold as serviced plots to other Developers. In this situation, a mechanism is required to pay a contribution for the work carried out by the initial Developer.

5.9 Reasonable Cost Contribution arrangements

For eligible sites in accordance with the Regulations, we are required to contribute either the full cost of any site-specific works including enhancement of our existing network assets identified in a standalone network impact assessment, or the maximum contribution, whichever is lower.

The arrangements relating to contribution payments are as follows:

- 1 An assessment of the cost of the works required to accommodate the connection is carried out by us. This assessment is called a Valuation of the Works and is calculated using a Schedule of Rates (available by calling our Customer Helpline on Freephone 0800 0778 778). There is a Schedule of Rates for water network assets and another for sewer network assets that covers a range of sizes. We shall agree a rate for any network assets that are larger than the ones contained within our Schedule of Rates.

Use of these standard rates for all developments ensures that a consistent approach is adopted for assessing new network assets.

- 2 The cost of provision of site infrastructure is deemed to include the installation of the works plus the costs incurred by us in relation to the connection, such as giving satisfactory audit, inspecting and testing the installation. Our fee for this work is currently 8% of the valuation as calculated using the Schedule of Rates.
- 3 Where the Valuation of the Works, including our fee, is less than or equal to the maximum allowable contribution per property, then you will be reimbursed the full amount of the valuation.
- 4 Where the Valuation of the Works, including our fee, exceeds the maximum allowable contribution per property, then you will be reimbursed only the maximum contribution, minus our costs, as outlined in point 2 as a 8% fee.
- 5 Once an offer of contribution has been made by us, you will have a period of two years after you have met all the necessary conditions set out within The Provision of Water and Sewerage Services (Cost Contribution) (Scotland) Directions 2015 to claim Reasonable Cost Contributions. We have no further entitlement to make any payment once these two years have elapsed. To make a claim, you are advised to apply to us using our online [Development Services Application Portal](#).

(Please note that for claims for older sites not in our Portal you may email us at DevelopmentOperations@scottishwater.co.uk with details of your claim).





Legal and procedural

Find out more about dealing with 3rd party land owners, how long our agreements with you are valid for, where you stand if you buy a site with previous agreement given by us for connections.



This section provides additional explanation relating to several legal and procedural details, which will ensure that you are informed regarding the validity periods of offers, permits, and legal documents to be obtained.

If you require any further clarification of the details noted, please contact our Development Operations team, or a member of our team who will be dealing with your development.

6.1 Land ownership issues

You are required to identify and contact any third-party landowner affected by your proposed route of your new water mains and/or sewers in order to connect to our existing local infrastructure. You are responsible for securing the necessary legal permission of every affected third-party landowner. If you cannot secure these legal permissions yourself then you must submit the following to us for review prior to us confirming satisfactory audit:

- Full details of all correspondence, negotiations and offers made with the third-party landowner;
- Evidence that you have made reasonable effort to secure the necessary legal permissions with any third-party landowner and that both parties have reached an impasse with negotiations;
- Details of any current or future planning application that impacts on the land in question or adjacent land.

We may give you authorisation to serve statutory notices to cross private land owned by third parties; or, exceptionally, with our consent, a deed of servitude for this purpose. Please note that we cannot give authorisation for land owned by UK or Scottish Government or their agencies (e.g. MOD, HM Prisons Services, Forestry Commission, ScotRail/Railtrack/Network Rail) SSSI, Crown Estate, sites of archaeological interest, land forming part of a Listed or Historic Building, or Scheduled Monument, or private (domestic) gardens.

A satisfactory audit of your design from us does not negate in any way your responsibility in this respect.

6.2 Reservation of capacities and timescales

We will, by agreement, offer you permits to connect to our existing local infrastructure with conditions relating to the timing and phasing of your development. Provided you adhere to these time conditions, the agreed connection will be held for the sole benefit of the Developer named on the permit.

The specific details at this time are outlined below:

1 Pre-development enquiry: where a Developer requests details of available capacity within our existing network assets prior to obtaining planning consent or satisfactory technical audit, no guarantee will be given that any current capacity will remain available by the time the development commences. The assessment will be based on the available network capacity that exists at that point in time, including any committed connections to other developers and will be valid for 12 months.

2 Standalone Water or Drainage Network Impact Assessment: where a Developer funds a water or drainage network impact assessment and agrees to fund upgrading work of our existing network assets, capacity will be reserved for the period, which shall not be longer than 5 years, specified in the contribution agreement.

Prior to the issue of satisfactory technical audit, the level of capacity to be reserved will be agreed between you and us in accordance with our current policy.

3 Technical audit: where satisfactory technical audit of a scheme has been confirmed, capacity within our existing network assets will be reserved for a 5 year period or when your planning approval has lapsed, whichever is earlier. Reimbursement agreements will either be issued along with confirmation of satisfactory technical audit or will have a commencement date which is the same as the date of issue of confirmation of satisfactory technical audit.

4 Sewer connections: where sewer connection permits are issued for households or non-households not included in any of the above, the right to connect will last for the period stated in the permit or for a period of 2 years, whichever is the shorter.

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In all cases it will be made clear that in the event of any other party obtaining, by judicial review, court action or otherwise, an order, decree or ruling requiring that we release any part of the capacity reserved or allocated to your development, the level of reserved capacity may require to be reduced by the amount to be released without compensation being due to you by us.

Any connections authorised will relate to a specific area of land and may not be transferred other than with ownership of that area of land. Should you choose to transfer ownership, the period of those authorized connections will continue to run from the original date of confirmation of satisfactory technical audit.

Where the technical audit is amended, the 5-year period will continue to run from the issue of the original confirmation of satisfactory technical audit.

Please refer to the latest versions of our 'Water for Scotland' and 'Sewers for Scotland' for details of our construction standards,

These and our other standards can be found on our [website](#).



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Appeals and complaints procedure

Find out more about what you can do if you are unhappy with our service, how to escalate this if you remain unhappy, how you can appeal to our independent Ombudsman.



7.1 Complaints about our service

If you are undertaking a household development and you're unhappy about the way we have provided services or with the services we have provided, please contact us using the methods outlined below.

- Please use our online [Development Services Application Portal](#)
- Call our Development Services team on Freephone 0800 389 0379 or
- Email: DevelopmentOperations@scottishwater.co.uk and provide us with details of your issue

If you are a non-household Developer and have a complaint about the service you have received from us please contact your Licensed Provider, who will be able to take up your concerns with us on your behalf.

If a Licensed Provider wishes to complain about water or drainage services provided by us, they should reference Process 17 of the Operational Code, which is available on our [website](#). For more information regarding non-household connections, and the Operational Code, see Section 8.

7.2 Escalating Issues

Following our response to your issue, if you remain unhappy about the way we have provided services or with the services we have provided, please contact us using the methods outlined below.

- Use our [website](#).
- Call our Customer Helpline on Freephone 0800 0778 778, or
- Email: help@scottishwater.co.uk and provide us with details of your escalation

If your escalation is not resolved to your satisfaction once you have contacted us and we have responded, you can email our Service Review Team at customer.concerns@scottishwater.co.uk

We will offer you a written response. For those instances where we need to investigate your complaint, we will respond to you within five working days.

Our process for escalating issues is described in full on our [website](#).



7.3 Further appeals procedure

We will make every effort to resolve your complaint to your satisfaction. However, if you find that you are still not completely satisfied with our final response, you can contact the Scottish Public Services Ombudsman.

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about most organisations that provide public services in Scotland, including Scottish Water. Their service is independent, free, and confidential. The SPSO will normally only consider a complaint after you have fully completed our complaints review process. The SPSO cannot normally look at complaints more than 12 months after you became aware of the matter you want to complain about or matters that have been or are being considered in court.

If you remain dissatisfied once you have completed our complaints procedure, contact the SPSO for advice and request a complaint form on Freephone 0800 377 7330, via their website at: www.spsa.org.uk or by writing to: Freepost SPSO.

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Non-household connections and building water

Find out more about why developments for non-household use are governed differently, the Code associated with non-household use that we have to follow, summary of key differences from other developments (application, design, installation, completion, transfer ownership, charges, financial contribution, registering you are unhappy with our service).



8.1 Background

Under the Water Services (Scotland) Act 2005 and the opening of the Scottish water market to competition, the supply of water and wastewater services to non-household Customers is now provided through Licensed Providers. Non-household Customers may choose the Licensed Provider they wish to provide these services. We are now the wholesale supplier of water and wastewater services to Licensed Providers. We therefore no longer have a direct relationship with non-household Customers or Developers for retail services.

Non-household Customers are defined as end-users of water, wastewater or trade effluent services in a non-household property.

Non-household Developers are defined as those involved in the construction of non-household properties, e.g. commercial/industrial properties.

Non-household Developers are required to appoint a Licensed Provider (of their choice) to act on their behalf for all aspects of new connection services (except for building water supplies for self-builds).

At the initial stages of a pre-development enquiry, a non-household Developer can liaise with us directly when assessing the initial capacity available for any proposed connection(s). Please refer to Section 3 of this guide for further guidance. Any subsequent formal application to connect must be directed through your chosen Licensed Provider.

Details of all Providers who are licensed by the Water Industry Commission for Scotland and can provide services to non-household Developers, can be found on the www.scotlandontap.gov.uk website.



As a quick reference, the table below summarises who to apply to when considering the various types of new connection to our networks:

Table 3 - Who to apply to for differing connection types

Type of connection	Who to apply to	
	Licensed Provider	Scottish Water
Non-household	✓	
Household		✓
Non-household and household - mixed use developments	Application needs to be split	Application needs to be split
Building water (construction of commercial/industrial projects and household property developments with the exception of self builds)	✓	

Once you have selected a Licensed Provider, they'll advise on how to proceed with the application. It is important to note that only your Licensed Provider can make an application for non-household connections on your behalf.

8.2 The Operational Code

The Operational Code is the formal market document which sets out the operational co-ordination arrangements between us and Licensed Providers in connection with the provision of Water and Sewerage Services. It outlines our and Licensed Provider responsibilities when processing non-household applications for connection.

The Operational Code can be viewed on our [website](#). Your Licensed Provider should advise exactly how the Operational Code rules and processes affect you.

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8.3 General design and installation responsibilities

As a non-household Developer, you or your design consultant will remain responsible for providing appropriate design proposals, and supporting documentation, to your chosen Licensed Provider for submission to us.

In addition, you are responsible for the installation of infrastructure to our standards. More detailed information is available within Sections 3 and 4 of this guide.

8.4 Trade effluent and construction site pollution

Work that is not properly planned or supervised can result in damage to services and water pollution. This can lead to liability for remediation and any clean-up costs, as well as prosecution and heavy fines. Further information is available via our website to help you prevent pollution and comply with the law, and should be read by company managers, site supervisors and all site staff. Outlined below are some of the dangers to be aware of. The construction industry can cause pollution from:

- Leaks or spillages of substances used on site, such as fuels, oils, chemicals, silt, cement, and so on.
- Rupture of pipelines that run through or nearby the site, such as water supply, drainage, gas or oil.
- Thoughtless disposal of waste materials.
- Wash down of vehicles, plant and equipment without using a properly constructed wash bay.
- Contamination of water supply, sewers, groundwater or watercourses that run through or nearby the site.

Prevention requires that you follow good working procedures before, during and after the actual work period.

For more information regarding Trade Effluent, please refer to our [website](#).

8.5 Completion and vesting process (relating to new infrastructure)

As with the previous processes, all notification of completion of construction work should be directed through your Licensed Provider. We will then issue a completion certificate in line with Section 4.2 of this guide.

The non-household Developer remains responsible for repair and maintenance during defects liability of the infrastructure in line with Section 4.2 of this guide. At the end of the defects period it is the responsibility of the non-household Developer to approach us to request formal vesting of the new infrastructure. This process will align with the process as stated in Section 4.2 of this guide.

8.6 Costs, charges and financial contribution

Non-household Developers will be invoiced directly by their Licensed Provider.

Reasonable Cost Contribution will be available for non-household connection sites in line with Section 5 of this guide.

Payments of Reasonable Cost Contribution will be made directly to the non-household Developer from us as and when appropriate documentation referred to in Section 5 is received from the Licensed Provider.

All non-household Developers pay an Infrastructure Charge for each new property connected to both our water main and sewer networks. Infrastructure Charges will be set separately for non-household Developers for household use.

Scottish Water reallocate Infrastructure Charge revenues to pay for enhancements to our existing network assets where they are not readily attributable to a particular developer and identified within a strategic network impact assessment. Non-household Developers will be required to pay in full for enhancements to our existing network assets directly associated with their non-household requirements. Non-household Developers will also be required to pay in full for strategic upgrades (treatment works) for non-household use.

8.7 Appeals and complaints

Non-household Developers should contact their Licensed Provider in the first instance with any enquiries or complaints regarding the service provided by us.

Licensed Providers will then contact us through our Wholesale Service Desk. If non-household Developers contact us directly to make an enquiry or complaint about an application for connection which is in progress, they will be asked to contact their Licensed Provider.

We will respond with the results of any review in accordance with Section 7 of this guide.

Appendix A

Glossary of terms

A list of common terms and technical references used throughout the guide are provided below:

Building water

Water used for the purposes of building work.

Communication pipe

Defined as where any premises supplied with water abuts on the part of the road where the main is laid. The portion of the service pipe as lies between the main and the stopcock, where the stopcock is placed as near the boundary of the road as is reasonably practicable. This portion of the service pipe will be vested by us.

Conditional Connections

Connection that can be made to our existing networks; water and wastewater, only following upgrading and reinforcement of our existing networks.

Curtilage

The ground associated with a building which has a use associated with the building e.g. gardens, ground and car parks.

Developer

An individual or company involved with the development of housing and industrial/commercial development.

Development

The alteration or construction of new premises or properties requiring provision of new water and wastewater services.

Drainage Impact Assessment

An engineering assessment of the impact of the development on our existing wastewater assets. It will identify any mitigating measures required to allow the development to proceed.

Household Use

This refers to normal water and drainage use in household properties and refers to equivalent use in non-household properties for toilets, showers and kitchen facilities.

Network Impact Assessment

An engineering assessment of the impact of the development on our existing water and wastewater assets. It will identify any mitigating measures required to allow the development to proceed. Sometimes referred to individually as Drainage Impact Assessment or Water Impact Assessment

Non-Standard Connection

Water connections greater than 32mm diameter.

Pumping Station

A piece of network infrastructure that utilises pumps to propel water through a water main or propel waste to a sewer, where gravity doesn't facilitate this.

Reasonable Cost Contribution

Financial term for a contribution made to you in line with Scottish Government legislation.

Scottish Water

Water and sewerage undertaker in Scotland established by the Water Industry (Scotland) Act 2002. We are the sole undertaker for the provision of the public water and wastewater services in Scotland.

Sewage / Wastewater

As defined by the Sewerage Scotland Act 1968. It includes all foul flows from a property and all surface water that falls on roof areas and hard-standing within the curtilage of a property.

Sewer

Generally greater than 150mm in diameter for the transportation of wastewater from more than one property.

Sewer Connection

The point at which a new drain from a single property communicates with an existing sewer, or, if new sewers are laid as part of the development, the point at which a new sewer from a development communicates with an existing sewer. A drain generally remains private up to the boundary or curtilage of that private property or to the point it joins up with the drain from another property. At this point it becomes our responsibility. In flatted developments it can serve more than a single property without being defined as a sewer.

Sewer Infrastructure / Sewerage

All pipes, SuDS, pumping stations, sewer overflows, outfalls and treatment works and similar infrastructure for the collection, transportation and treatment and disposal of sewage (wastewater).

Standard Connection

A water connection of 32mm diameter or smaller, normally installed under pressure through tapping of an existing live main.

SuDS

A sustainable drainage system, which:

- (a) facilitates attenuation, settlement or treatment of surface water from two or more premises (whether or not together with road water) and
- (b) includes one or more of the following: inlet structures, outlet structures, swales, constructed wetlands, ponds, filter trenches, attenuation tanks and detention basins (together with any associated pipes and equipment).

Supply Pipe

The section of a water service pipe that is not a communication pipe. The supply pipe remains your responsibility.

Unconditional Connection

Connection that can be made to our existing water supply and wastewater networks without the need for any upgrading or reinforcement of our existing networks.

Vesting

Once assets e.g. water mains and sewers are constructed to our standards, this is the process that allows us to take over the responsibility for future ownership, operation, and maintenance of the network assets. This is legal term referred to in Scots Law.

Wastewater / Sewage

As defined by the Sewerage Scotland Act 1968. It includes all foul flows from a property and all surface water that falls on roof areas and hard-standing within the curtilage of a property.

Water Connection

The point at which a new pipe from a single property communicates with an existing water main, or, if new water mains are laid as part of the development, the point at which a new water main from a development communicates with an existing water main. The pipe remains private up to the boundary of the property and you are responsible for maintaining this element of the connection.

The other part of the connection is the communication pipe that runs from the property's external stop tap to the mains water supply network in the street. We are responsible for maintaining this element of the connection.

Water Impact Assessment

An engineering assessment of the impact of the development on our existing water network assets. It will identify any mitigating measures required to allow the development to proceed.

Water Industry Commission

A non-departmental public body with statutory responsibilities. Their goal is to manage an effective regulatory framework which encourages the Scottish water industry to provide a high-quality service and value for money to Developers and Customers.

Water Infrastructure

All mains, communication pipes, water treatment and other similar works, pumping stations for the treatment and distribution of water.

Water Main

Pipe for the purpose of transporting water to several properties, generally of a diameter greater than 32mm. Water mains may be public or private.

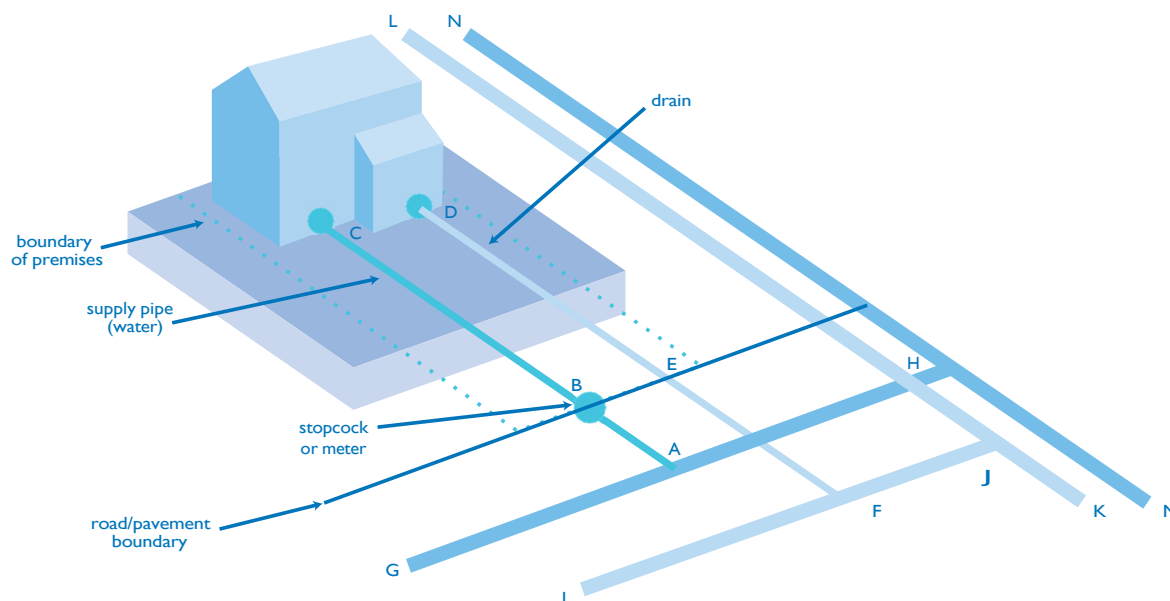
Water Service Pipe

Any pipe for supplying water from a main to any premises as is subject to pressure from that main or would be so subject to the opening of a tap.

Appendix B

Responsibilities for water and wastewater assets

Responsibilities for water and wastewater infrastructure



Reference in diagram	Ownership and maintenance responsibility
A-B Communication pipe (individual property connection) (Part 1)	Scottish Water
Stopcock or meter	Scottish Water
B-C Supply pipe (individual property connection) (Part 1)	Property Owner
Internal plumbing	Property Owner
G-H New water main (site specific infrastructure) (Part 2)	Scottish Water
M-N Existing water mains (also includes water service reservoirs pumping stations not included in this diagram) (existing local network infrastructure) (Part 3)	Scottish Water
D-E Private drain (individual property connection) (Part 1)	Property Owner
E-F Lateral sewer (individual property connection) (Part 1)	Property Owner
I-J New sewer (site specific infrastructure) (Part 2)	Scottish Water
L-K Existing sewers, wastewater pumping stations, some SuDS (existing network infrastructure) (Part 3)	Scottish Water

Note: A communication pipe, supply pipe or lateral sewer laid over third party ground is the responsibility of the property owner.

Appendix C

Our duties under current legislation

Our main duties and responsibilities are defined by acts of Parliament and secondary legislation. For any specific query relating to our governing legislation, you are advised to consult with qualified professionals.

For your assistance, some of our duties are explained as follows:

The Water Scotland (Act) 1980 (WA1980) and the Sewerage (Scotland) Act 1968 (SSA1968)

These Acts place duties on us to take our water mains and sewers to a point that will enable you to connect your pipes from your new properties to our networks at reasonable cost to you. The Acts only require us to make a connection available to you if practicable at reasonable cost.

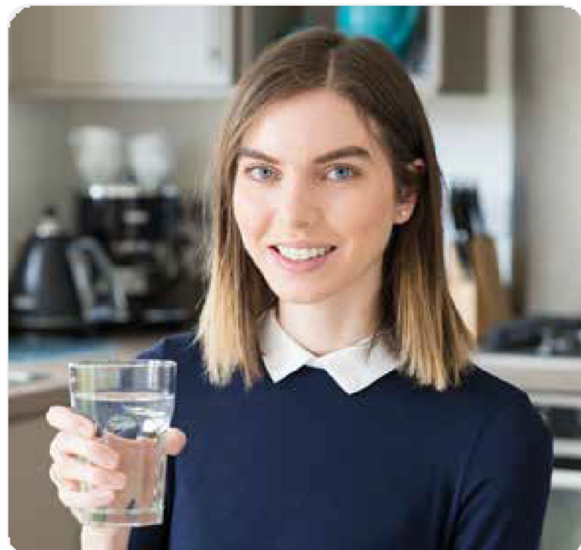
The 1980 Act places a duty on us to provide a supply of wholesome water to every part of its areas of supply where a supply of water is required for household purposes and can be provided at reasonable cost. For other than household purposes, we may be required, subject to a few conditions, to provide a supply of water on reasonable terms and conditions to the owner or occupier of any premises within its area of supply who requests it.

The 1968 Act makes it our duty, where it is practicable to do so at reasonable cost, to provide public sewers and public SuDS for draining its area of household sewage, surface water and trade effluent, and to provide treatment for dealing with the contents of its sewers and SuDS.

Water Industry (Scotland) Act 2002 (WISA2002)
The 2002 Act provides for the establishment of Scottish Water as the successor to the three water and wastewater authorities. The Act also provides for changes to the representation of the interests of water Customers to take account of Scottish Water and the creation of a Drinking Water Quality Regulator in respect of water supplied by Scottish Water and private water supplies.

The Water Services (Scotland) Act 2005

This Act confirms Scottish Water as the single public authority that is responsible for providing Scotland's water and wastewater services and prohibits third parties from introducing water or wastewater to the public water supply and wastewater network (known as 'common carriage'), on the grounds of protection of public health and the environment. The Act also replaced our economic regulator, the Water Industry Commissioner with a body corporate, named the Water Industry Commission for Scotland. It also established the licensing regime allowing retail (i.e., billing and Customer services) competition for non-household premises.



Appendix D

Vesting items for routine wastewater pumping station operational and maintenance inspections

The following list includes, but is not limited to, routine operational and maintenance tasks which shall be included in the inspections carried out by your contractor before the Completion Certificate is issued.

The outcome of these checks shall be included in the reports submitted to us:

- Check kiosk is secure;
- Check site perimeter fence is secure;
- Check site for graffiti/vandalism;
- Check outstation telemetry phone link is working;
- Check manhole covers/access plates are in place;
- Check kiosk for any obvious faults;
- Check signage is in place;
- Check heater working/thermostat set;
- Check telemetry panel is operational;
- Check general housekeeping;
- Check operation of sump pump;
- Check inlet flow;
- Check outlet flow pump;
- Lift covers to inspect screen;
- Check screen is clear;
- Check condition of screen;
- Check pumps are set on automatic;
- Check change over arrangements and change over as required;
- Check for adequate lubrication against lubrication schedule;
- Check for any adverse noise or vibration;
- Record hours run for each pump/screen;
- Check Ampage of pumps;
- Check wet well drops when pumps are operating;
- Lift covers to wet well;
- Check for build up of grease/debris;
- Check for signs of surcharge in well;
- Record electricity meter reading;
- Check screens for signs of overflow having operated;
- Check emergency overflow discharge point for signs of debris;
- Report any obvious H&S issues to be addressed;
- Report any ground maintenance or weed killing requirements;
- Report any obvious electrical and mechanical defects.





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We record all calls for quality and training purposes.

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12/2025