



**Scottish  
Water**

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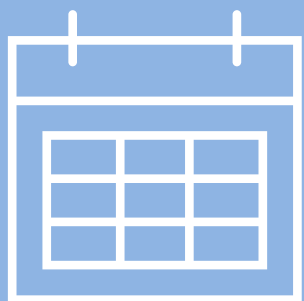
# Taking care of your water network in Lochportain

## Thank you for attending our information event

We are extending the public water network and installing a new water main to provide the townships of Lochportain, Cheesebay and Hoebeg access to the public water supply.

The existing private water supply is currently operated and maintained by the Scottish Government Rural Payments and Inspections Division (RPID).

## Some key facts about the project



It is due to commence

**Spring 2026\***

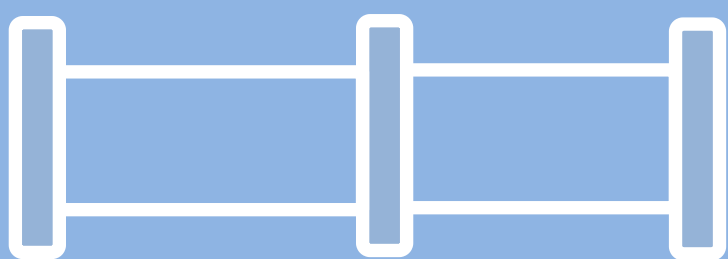
\*Subject to relevant approvals



It will enable

**30**

properties to become  
Scottish Water customers



**Approx 7km**

of new pipework will be  
installed



The project is estimated to take  
approximately

**12 months**

to complete

The project is being delivered by Scottish Water Horizons and Morrison Construction (North)



**Scottish  
Water  
Horizons**

**Morrison**   
**Construction**



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# Benefits of connecting to the public water supply



## Improved resilience

Climate change presents major challenges to Scotland's water resources and already contributes to periods of drought and flooding. Private water supplies are particularly vulnerable to these weather extremes. They are also vulnerable to land use change. Scottish Water is working to improve operational and asset capability to respond to more frequent extreme weather events. It is our job to ensure our customers have access to a consistent wholesome water supply.



## Dedicated customer service

If you suffer an interruption to your water supply as a result of an issue on the public water main, Scottish Water will work to resolve it. We have service standards in place to ensure you receive an excellent level of service.



## Improved water quality

While there are many private water supplies that comply with the drinking water standards, they can vary in quality. Generally, private supply water quality is lower for most of the tested parameters than the water quality offered by public water supplies. Scottish Water are required to adhere to strict water quality standards. Every year we take samples and carry out over 300,000 tests from customers' taps, service reservoirs and treatment works to ensure customers receive consistently high-quality drinking water.



## Recognised and documented water supply

There will be instances where an inconsistent private water supply may lead to problems when attempting to sell a property. All houses in Scotland must meet the tolerable standard\* which includes a requirement to have an adequate piped supply of wholesome water available with the property. For those experiencing water scarcity or water quality issues, being connecting to the public water supply will ensure the property meets the required standard for a house sale.

\* All homes in Scotland are required by law to meet the minimum Tolerable Standard Housing (Scotland) Act 1987 ([legislation.gov.uk](https://www.legislation.gov.uk)). When selling your home, a surveyor will carry out a Single Survey as part of the Home Report. The survey assesses the condition of the home, including water supply, and applies a category 1, 2 or 3. Category 3 identifies an urgent repair or replacement and that a failure to address the issue may cause problems to the property. It recommends that estimates for repairs or replacements are sought.



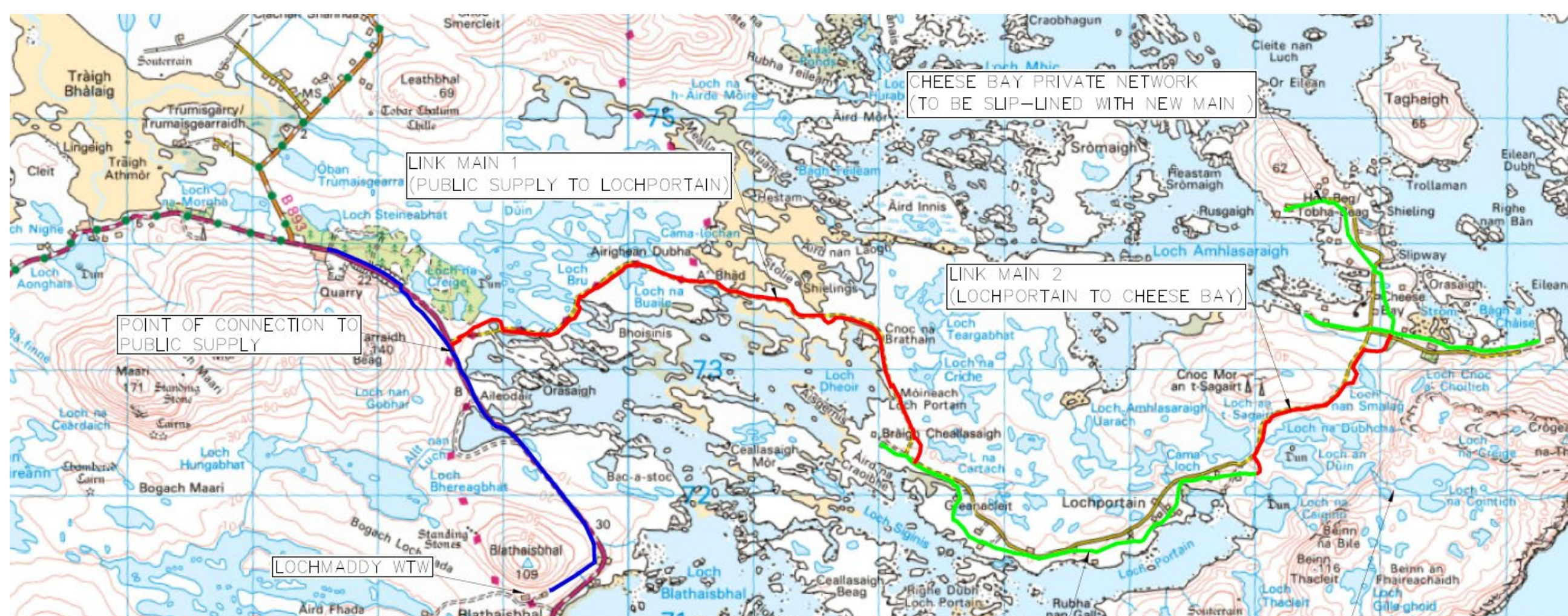


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# Project details

**Scottish Water will extend the existing water main from the A865 and upgrade the private distribution network in Lochportain, Cheesebay and Hoebeg.**



- Existing public water main
- New water main
- Existing private main (to be upgraded)

- Two link water mains will be installed adjacent to the public road.
- They will connect to the existing private distribution system, which will be upgraded.
- We aim to minimise disruption to residents and commuters, and any traffic management plans will be communicated.
- We anticipate the work will commence from Spring 2026\* for approximately 12 months

\*Subject to relevant approvals





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# Becoming a Scottish Water customer

**We hope you never experience a service issue, but if you do, we are available 24/7, 365 days a year.**

Our customers are at the heart of everything we do. We believe in quality of service and work around the clock to provide you with clear, fresh water.

We continually invest in new resources to deliver improvements that meet your needs as well as meeting industry standards.

Our Code of Practice tells you about the services we promise to provide you with. We call these our Service Standards.



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

## **Charges once connected to the public water supply**

The vast majority of domestic properties in Scotland are liable for unmetered water charges as set out by the Water Industry (Scotland) Act 2002. These charges form part of an occupier's Council Tax bill which is collected by Councils on behalf of Scottish Water.

Once you have connected to the public water supply, your charges will automatically be added to your Council Tax bill. Unmetered water charges are based in the banding of your property and are updated each year. Charges for the year 2026/27 can be found in the table below and further information can be found online at:

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



Council Tax Band	Water Supply Charge 2026/27
Band A	£201.30
Band B	£234.85
Band C	£268.40
Band D	£301.95
Band E	£369.05
Band F	£436.15
Band G	£503.25
Band H	£603.90

\* Please note charges are updated each year





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# Information for businesses

**Non-household customers, (including includes businesses of any size, charities, public sector and non-profit organisations) are required to select a supplier (Licensed Provider) in Scotland to provide service for water, with Scottish Water acting as a wholesaler.**

**Licensed Providers deal with all elements of service including billing, supply issues etc**



## **Non domestic charges**

- Businesses are required to select a supplier (Licensed Provider) to provide their water supply services
- Business premises are also required to have a water meter installed as charges are calculated based on consumption
- Self-catering and holiday lets are classed as a business if the property is not someone's only or main residence, is available to let for 140 nights or more in a financial year and is let for 70 nights or more in a financial year

Information about the market in Scotland and a list of suppliers is available at [www.scotlandontap.co.uk](http://www.scotlandontap.co.uk)



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# Keeping you informed

**Scottish Water Horizons is committed to keeping you and the local community fully informed about the work we are doing.**

As this project progresses, we will keep the community informed of any developments including traffic management timescales. This may be in the form of social media, emails to stakeholders, letters to local residents and webpage updates.

We endeavour to keep disruption to the local community, homes and businesses to a minimum and greatly appreciate your patience and understanding while we carry out this essential work.

## Share your feedback



If you have any comments or feedback regarding our information event, you can share them by scanning the QR Code above to complete a feedback form.

## Keep in touch

If you have any questions or comments after today's event, please don't hesitate to contact us:

**Telephone: 0800 077 8778** (quote reference: Lochportain water main)

**Email: [privatewatersupplies@scottishwater.co.uk](mailto:privatewatersupplies@scottishwater.co.uk)**

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