



**Scottish
Water**
Trusted to serve Scotland

Contains Important Scottish Water Information

Project reference

[Capital/503595/CWA/Yarrowfeus](#)

Our alliance partner, Caledonia Water Alliance will be carrying out this work on our behalf.

22nd of August 2024

Taking care of your water supply in your area - **Update**

What we are doing

We wrote to you previously regarding how we are changing the way we treat the water supplied to your property to improve the resilience and quality of water.

We would like to give you an update on this work. The switch to a supply treated using a process called Chloramination was due to take place in May, however this was postponed to enable strategic network upgrades.

What happens next

The switch over is due to take place from the 27th August 2024 until early September 2024.

During the works you may experience a change in water pressure and/or discoloured water. If this happens don't be alarmed, turn on the cold water tap in your kitchen, let the water flow slowly until it runs clear.

What is Chloramination

Chloramination is a tried and tested method of treating drinking water. Currently used to supply over 1 million of our customers throughout Scotland, it is widely used in the water industry, throughout the UK and worldwide.

The process offers a reliable and effective form of water treatment by ensuring the disinfection of the water is consistent and stable throughout the pipe distribution process.

The chloramination process lasts longer in the pipe distribution network than using chlorine on its own, so there is no need to add further chlorine along the network of pipes meaning levels of chlorine in the water are reduced.



For more details on how we carry out this work, visit:
scottishwater.co.uk

If you look after fish or aquatic pets please contact your local pet shop for advise.

Thank you for your patience and understanding.

Yours sincerely

Jennifer Renton

Customer Care Manager

Visit



scottishwater.co.uk

Email



help@scottishwater.co.uk

Call

24/7 Customer Helpline free on:

 0800 0778778

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