



**Scottish
Water**

Trusted to serve Scotland



**Sewer Flooding
Mitigation Information**

We are very sorry you have suffered flooding from the public sewer.

Scottish Water understands the impact and distress sewer flooding can cause and we will endeavour to help resolve the situation.

This guide provides useful information about Scottish Water's sewer flooding investigation process and policy to explore potential mitigation measures to minimise the impact of internal flooding.

What is our process?

- Scottish Water will start by investigating the situation to understand why the flooding has occurred. If it turns out that the flooding has occurred due to a blockage or other operational issue with the public sewer network, then we will work to resolve the problem as quickly as possible.
- If we do not find any immediate problem that has caused the flooding, we will use our standard procedures to figure out why it happened. We will look into the main causes and impact it had. This helps us understand the possible risk of sewer flooding for our customers and wider community.
- If your property has experienced internal flooding from our sewer network during normal rainfall conditions where there is a 10% chance per annum of experiencing flooding, we will add it to our Internal Sewer Flooding At Risk Register (ARR). For properties on this list, we will investigate a potential longer term solution to reduce the risk of internal sewer flooding.
- If your property has been identified as being at risk of internal sewer flooding, and added to our ARR, you will receive a letter with an annual offer of a payment of your waste water charge while your property remains on our register. For more information on our service standards payment, please visit our website www.scottishwater.co.uk



- If your property experienced repeat internal sewer flooding from our network being overwhelmed during severe weather events, we will investigate to establish if there is anything we can do to reduce the impact should this happen again. This includes considering measures such as property level mitigation.

We may also investigate the potential to provide mitigation measures for our top priority repeat high consequence external flooding areas. These are prioritised predominantly on sensitive services such as schools and hospitals, larger clusters of affected properties, roads and other spaces such as public parks that experience repeat flooding events.



Please note that we may not be able to assist in all circumstances

Property Level Mitigation

Property level mitigation measures are usually installed at your property to help minimise the impact of repeat internal sewer flooding incidents.

Such measures are technically not considered permanent solutions, but they do provide a good level of protection against a repeat event of sewer flooding.

Visible property level mitigation measures such as flood doors and smart air bricks can be manufactured to blend in with standard building products.

Scottish Water will maintain all property level mitigation measures and customers will be expected to look after these products.



Smart air brick



Non-return valve



Flood resilient door

As a property owner or landlord, you are responsible for keeping your land and property safe from flooding.

Recently we have seen more instances of sewer flooding due to severe summer storms in the last few years. This has provided an opportunity to look at how we can better support our customers impacted by flooding, although it is important to note that we may not be able to help everyone.

Our mitigation offering will depend on feasibility and consideration of flood risk transfer to neighbouring properties in your area. However, if all neighbours who are affected, are not in agreement with the proposed mitigation plan, we are regrettably unable to proceed further.

Based on our current mitigation policy customers are eligible if:

- You have a greater than 5% chance per annum of internal sewer flooding.
- You have experienced repeat internal sewer flooding during severe weather events (determined by our risk matrix).



Risk Matrix

Decision to consider mitigation based on:

- Likelihood of internal flooding
- Onset of internal flooding
- Frequency of flooding
- Impact of flooding
- Severity
- Location of flooding
- Customer impact



Useful contacts

Scottish Water

Customer Helpline – 0800 0778778

(24 hour service)

www.scottishwater.co.uk

Our website contains further information about our services. You can also find us on Facebook and Twitter for current service updates.

Scottish Water has a suite of videos that can help you understand flooding and be better prepared should it happen visit these today by visiting:

www.scottishwater.co.uk/NatureCalls

Scottish Environment Protection Agency (SEPA)

Information on Scotland's environment, pollution prevention, regulation and other environmental initiatives.

Pollution hotline – 0800 80 70 60

(24 hour service)

Floodline service – 0345 988 1188

(24 hour service)

www.sepa.org.uk

Met Office

Weather and climate change forecasts.

www.metoffice.gov.uk



Scottish Flood Forum

A Scottish based charitable organisation that provides support for and represents those who are affected by or are at risk of flooding.

Helpline – **01698 839 021** (24 hour service)

www.scottishfloodforum.org

Citizens Advice Scotland

The Citizens Advice Service can help with a range of issues that may arise if you have been affected by sewer flooding. See www.citizensadvice.org.uk/scotland for self-help information or to locate your nearest Citizens Advice Bureau.

Contacting a plumber

We would always recommend the use of licensed plumbers.

Scottish Water supports and promotes the WaterSafe scheme. WaterSafe is a dedicated online search facility to help customers to find the nearest qualified plumbing and heating professionals in their area.

To find a licensed plumber in your area, visit WaterSafe at www.watersafe.org.uk



Keeping up to date and getting in touch

We always have someone here to take your call, you can write to us or alternatively you can contact us through our website.

Visit



www.scottishwater.co.uk

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[@scottish_water](https://twitter.com/scottish_water)

Call

Customer Helpline free 24/7



0800 0778778

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Priority Services Register.

We record all calls for quality and training purposes.