

Scottish Water Commitment to Our Customers in and around Ardersier

It is very important to us that our work is carried out with minimal impact on our household and business customers in the Ardersier area. We therefore commit to on-going engagement with our customers and community representatives and discussing ways we can leave a positive legacy.

How we will engage with household and business Customers

We will:

- Visit all properties along the pipeline route between 2 and 4 weeks before we start work. We will leave our contact details if there is no one in.
- Visit all businesses in Ardersier to understand the impact of our construction work.
- Hold weekly drop in sessions while we are laying the pipeline. Dates and times will be advertised on posters around Ardersier and sent to all properties impacted by the pipeline construction. The timing of these events will alternate between morning and early evening.
- Send contact details for Morrison Construction and Scottish Water to all properties impacted along the pipeline route.
- Keep the Scottish Water website www.scottishwater.co.uk updated as projects progress and post project documents on the page.

How we will engage with community representatives

We will:

- Establish the Community Liaison Group to meet monthly until further notice.
- Attend Ardersier and Petty Community Council meetings when invited.
- Keep community representatives updated on the progress of our projects.
- Provide information to community representatives to be shared through community social media pages.

Working together to leave a positive legacy

Scottish Water runs a volunteering programme supporting employees who want to get involved in education, conservation and community activities. We will work with the Community Liaison Group to identify volunteering opportunities in Ardersier.

Enquiries and Complaints

Your views are important to us and you can contact us in the following ways:

For general enquires and complaints:

- Call Scottish Water Customer Helpline: 0800 0778778 and ask for Trish Wilson or Gavin Steel
- Email ardersier@scottishwater.co.uk or
- write to Trish Wilson, Scottish Water, 31 Henderson Drive, Longman North, Inverness, IV1 1TR

For specific enquiries about the pipeline call Morrison Construction Monday to Thursday 08.00 to 17.00, Friday 08.00 to 15.30.

- Site Agent: John Robertson on 07918 640 441 or
- Site Foreman: Gregor Milne on 07918 640 256