



# Scottish Water

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Strategic Planner Flood Risk  
Management Team

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**Scottish  
Water**

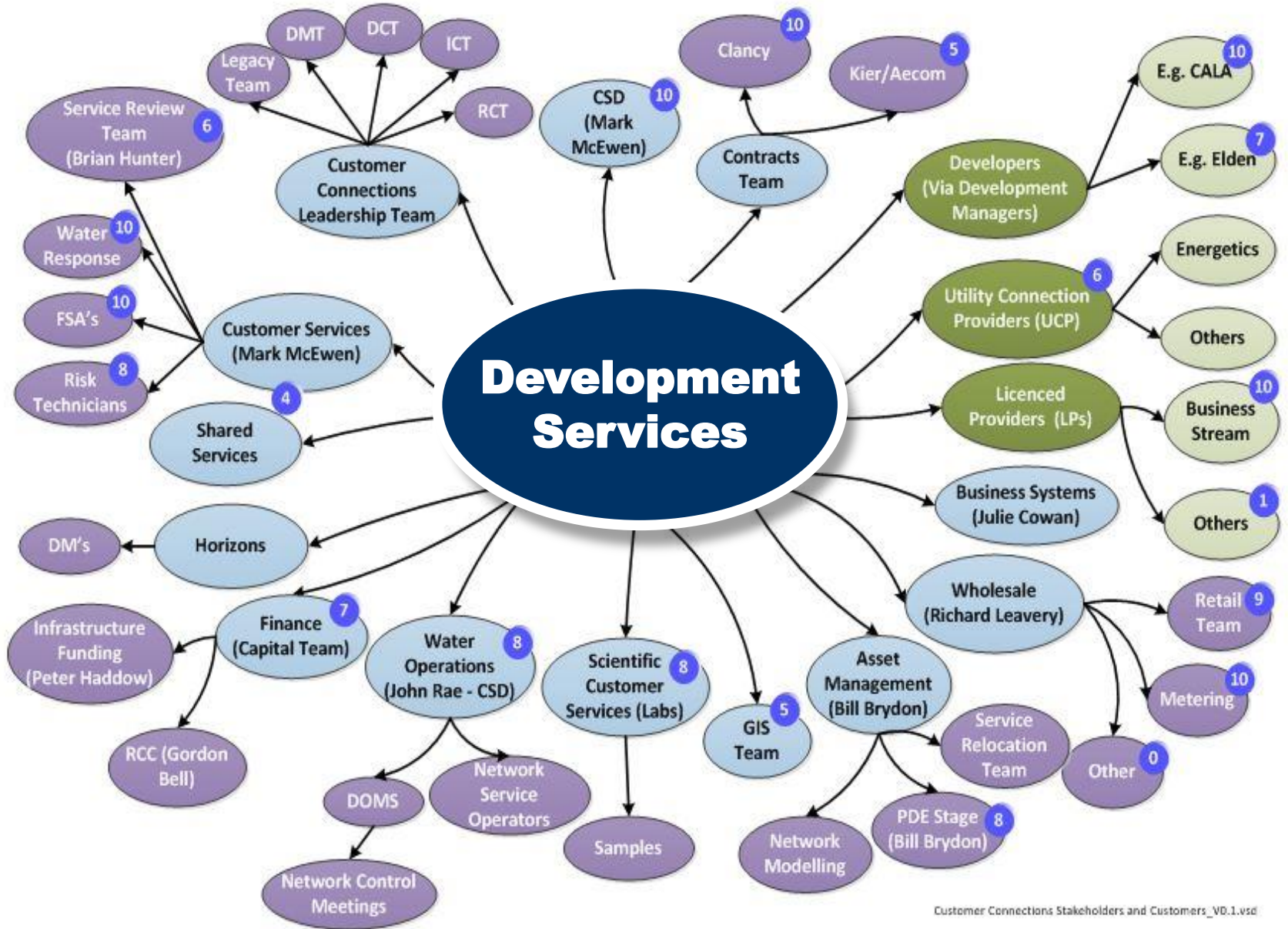
Trusted to serve Scotland

- Scotland is booming
- SW has a part to play
- 50,000 new social housing
- Means lots of families moving into new homes
- New hospitals/schools/hospices



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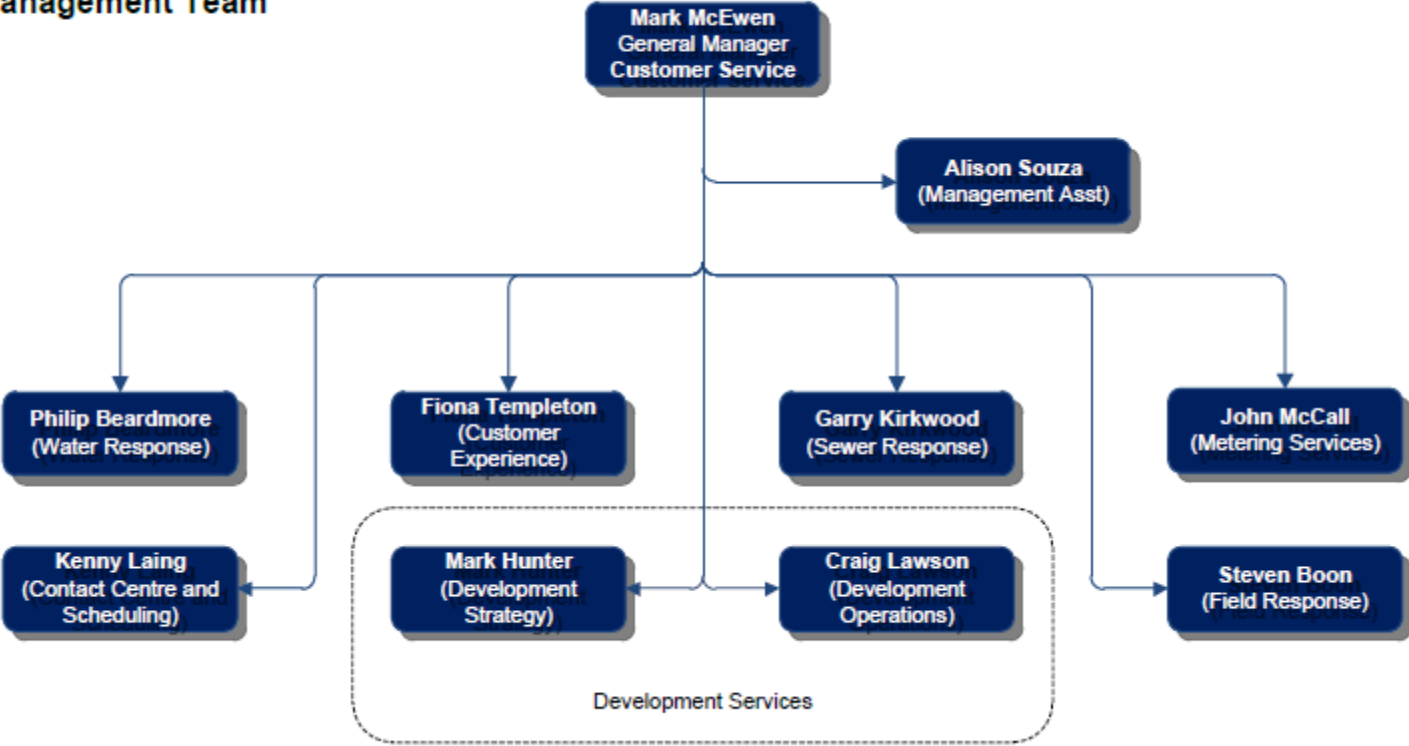


Customer Connections Stakeholders and Customers\_VD.1.vsd



# The creation of DEVELOPMENT SERVICES

Customer Service Delivery  
Management Team



**STRATEGIC DEVELOPMENT +  
DEVELOPMENT OPERATIONS  
= DEVELOPMENT  
SERVICES**



**Scottish  
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# Our Customers

## Councils

During Planning Consultations we provide Councils with information related to land they have in the Local Planning process.

## Developers

Large Developers doing up to 1,200 new connections per year through to the customer building a house as a once in a lifetime experience.

## Consultants/Architects

Employed by Developer's to liaise with Scottish Water organising the Water & Wastewater connections – they present designs showing how they intend to connected to the networks and we audit those designs and give our approval.

## Utility Connection Providers

Employed by Developers to liaise with Scottish Water organising the final physical connection to the networks. They are Lloyds accredited.

## Licensed Providers

Represent non-domestic Customers in relation to Customer Service.

## Single Household

Domestic Customers