



Scottish
Water

Trusted to serve Scotland

Shaping the Future

of your water and waste water services

Adam Zyndul

Business Strategy and Policy Advisor



About us

Consultation: Shaping the future of your water and waste water services

Scottish Water

Scottish Water is a unique publicly-owned utility. We provide vital water and waste water services, essential to daily life, to 2.5 million households and 156,000 business premises across Scotland.



How it all started?

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Horizon Scanning



Strategic Issues

Strategic Approaches

Shaping the Future



Plausible Futures



Consultation



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Our ambitions

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Our vision is to be **trusted to care** for the water on which Scotland depends.

Our ambitions:

1. Delivering a consistently leading customer experience.
2. Keeping customer prices low.
3. Increasing the reliability, resilience and sustainability of our services.



**Scottish
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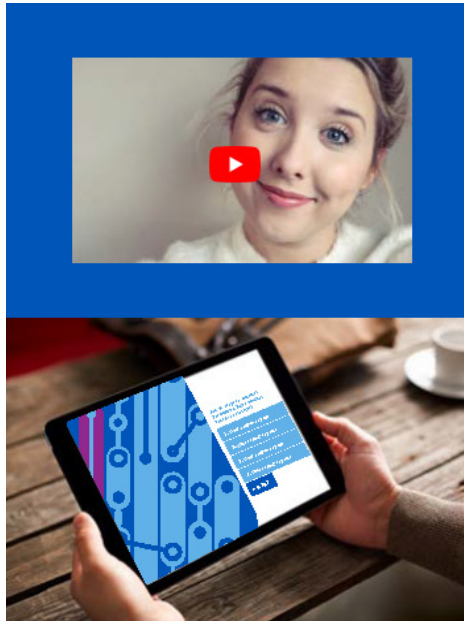
Trusted to serve Scotland

Consultation objective

To engage the Scottish public and receive valuable insight from customers and stakeholders

Consultation: Shaping the future of your water and waste water services

*6 months of engagement
across Scotland*



www.yourwater.scot



scottishwater.citizenspace.com



Shaping the future

of your water and waste water services



[Consultation Hub](#) [Find Consultations](#)

Shaping the future of your water and waste water services

Overview

Welcome to our consultation on: Shaping the future of your water and waste water services. We have set out how we propose to support our customers and communities across Scotland in the decades to come.

We provide vital water and waste water services to nearly every household and business in Scotland. Our drinking water and the quality of Scotland's water environment are at their best ever levels. Through our work, we make a vital contribution to Scotland's health, prosperity and the sustainability of our natural environment. As such, **our vision is to be trusted to care for the water on which Scotland depends.**

Closes 31 Aug 2018

Opened 28 Feb 2018

Contact

0800 0778 778

shapingthefuture@scottishwater.co.uk

Audiences

- Cross-section of Scotland
- Interested/influential stake-holders (i.e. interest groups)
- Emphasis on young people – future generations



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We invite you to give your views on our ambitions and proposals for future decades.

We provide
1.35
billion
litres of water
every day
to nearly every
household in Scotland

We supply water through
43,480 km
of pipes

Our biggest water
treatment works
can treat over
500,000
cubic metres

and the smallest serves
a primary
school

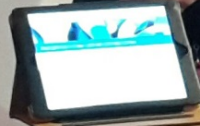
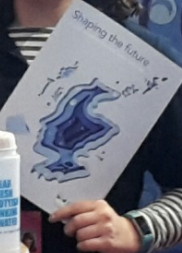
We serve all our
customers for
£11.45
per cubic metre

We have
18,000
employees

We have
18,000
employees

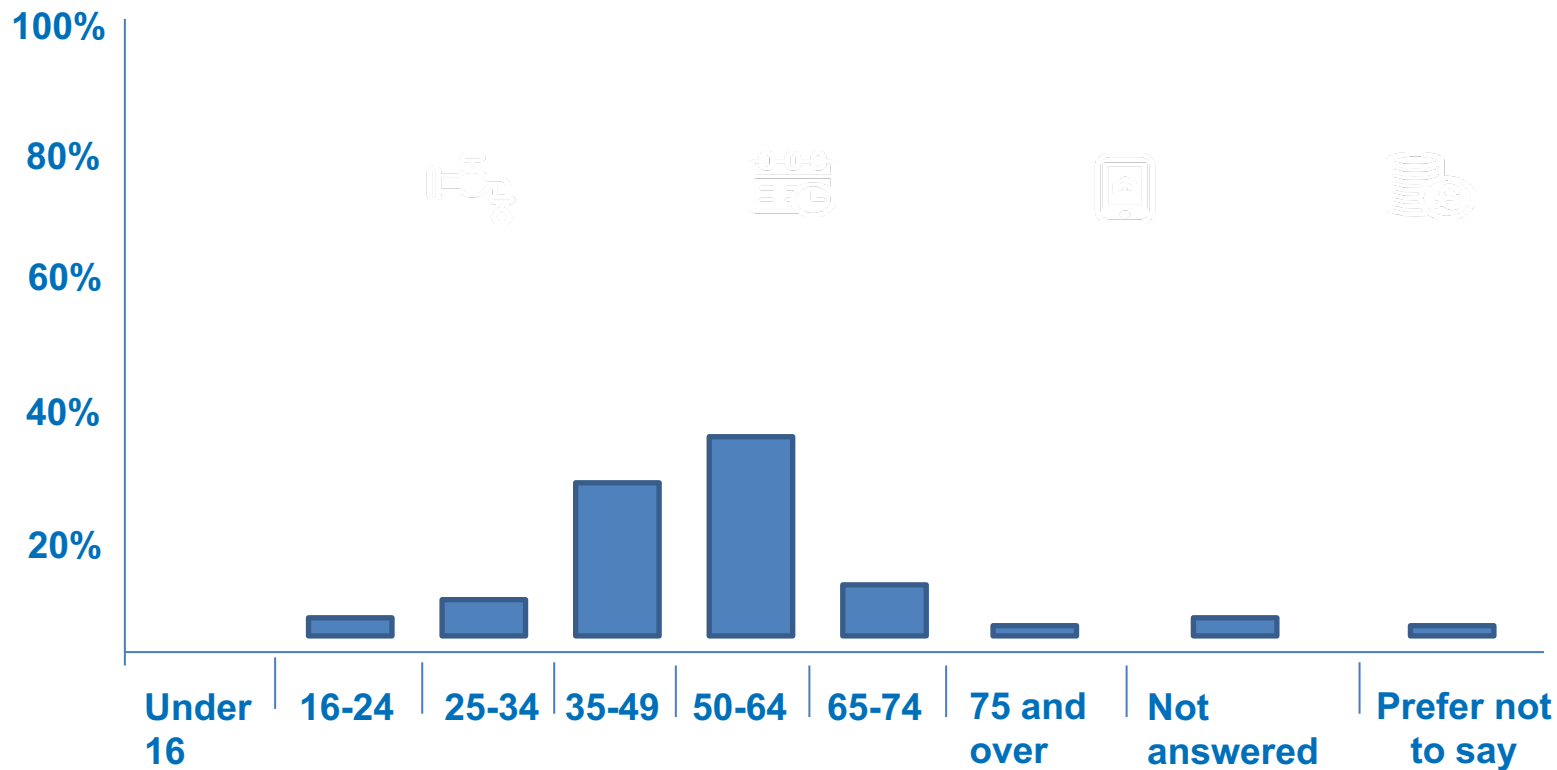


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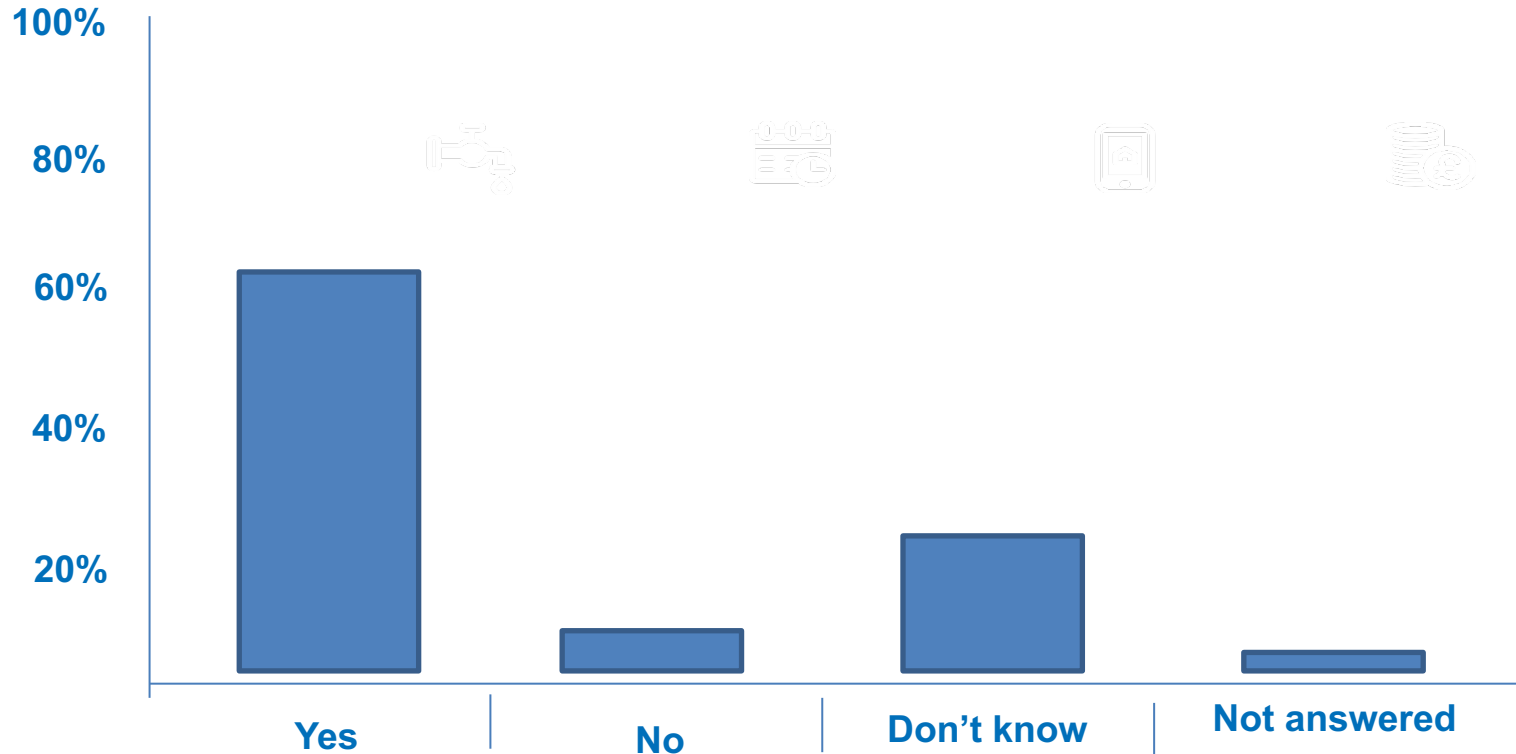


Age profile of responders

Consultation: Shaping the future of your water and waste water services



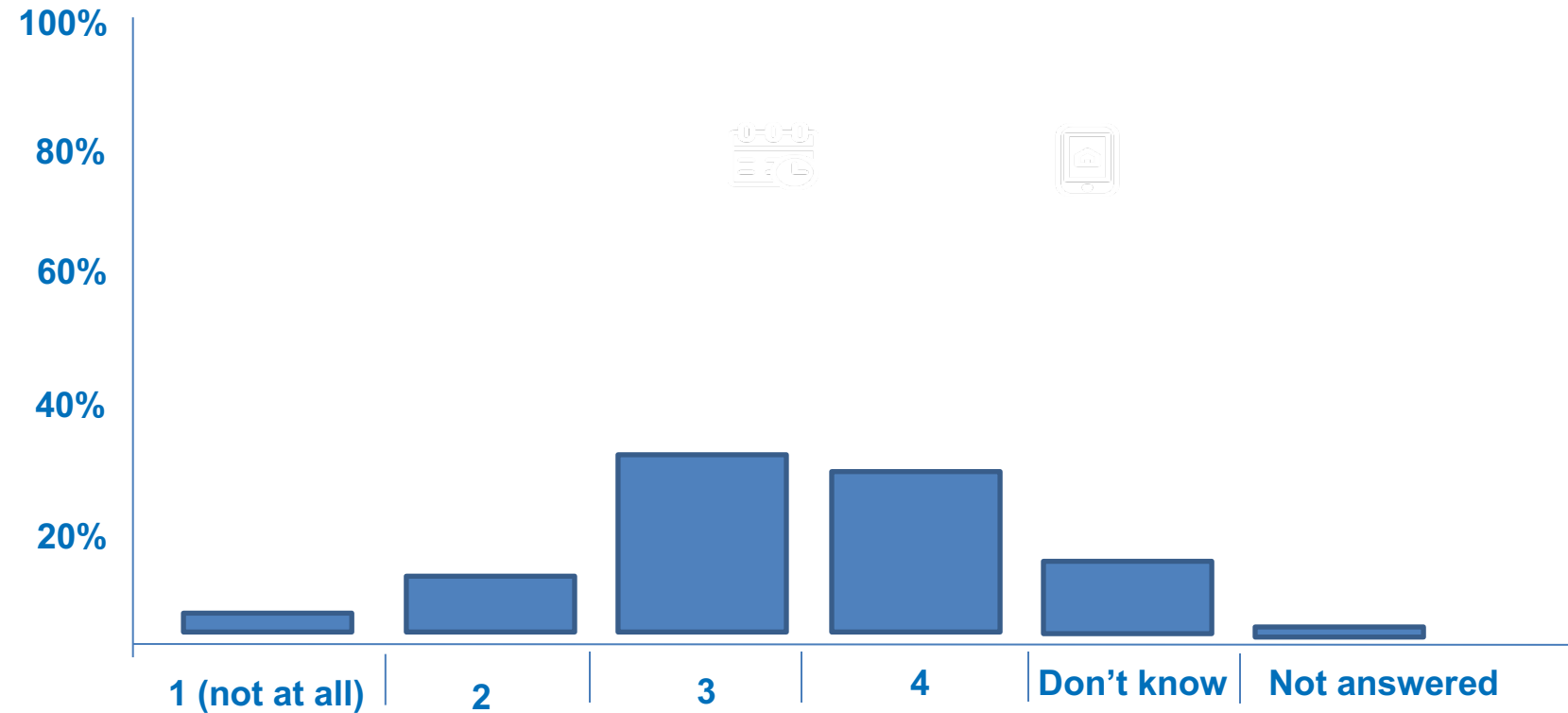
Do you feel that our Shaping the future document is presented in a clear and understandable way?



Which ambitions are most important to you?



To what extent do you feel we are proposing the right balance between investment and customer prices?



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