



SCOTTISH WATER

Water Industry Commission for Scotland (WICS) ANNUAL RETURN 2025/26

Section B – Outputs to Customers

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Section B – Outputs to Customers

1 Table B1: Restrictions on water use

1.1 Background

Prior to AR22, the B1 table only reported on % of population affected by hosepipe bans. For the AR22 submission, this was amended to cover the use of Water Shortage Orders (WSOs) rather than Hosepipe Bans, reflecting the current legislation. AR22 was the first year that Scottish Water reported on WSOs as part of the AR submission. Additional reporting **Lines B1.6 to B1.8** were also added in AR22 to report the number of red drought impacts trigger breaches (**Line B1.6**) as well as the number of supply systems monitored/not monitored against drought trigger levels (**Lines B1.7 and B1.8**).

AR26 Headlines:

- 0 WSO's (same as AR25)
- 0 Emergency WSO's (same as AR25)
- 6 zones entering Red Trigger (compared with 0 red triggers in AR25)

1.2 Performance Trends

B1.1: Total of zonal populations

The “Total of zonal populations” is calculated as outlined in Table 1 below. Please note that two of these numbers are also reported in the A2 table. The reported number is 5,429,612. This does not include the transient tourist population.

The population reported in **Line B1.1** also includes “Population not in households” (an extra 122,349). This is consistent with the total of zonal populations used in the calculation of Security of Supply Index (SoSI) reported in B9.

Table 1: Total of zonal populations.

Line description and number	Value
Unmeasured household population (line A2.3)	5,306,585 ²
Measured household population (line A2.4)	677 ¹
Population not in households – Water	122,349
Total	5,429,612

¹ reported as 0.677 in **Line A2.4** due to 000's units.

² reported as 5,306.585 in **Line A2.3** due to 000's units

The term “Population not in households” describes the estimates of population generally assumed to be currently in institutions e.g., prison or hospitals. Meanwhile, in the A Table commentary, the term ‘Population not in households’ is taken to be the difference between NRS total population and

NRS private household population. The ratio of dwellings with water to total dwellings is then applied to calculate the “Population not in households with water.”

AR26 total population has increased by 69,232 (a 1.29% change) compared to the AR25 total reported population of 5,360,380 – an overwhelming majority of the change is in the “Unmeasured household population” category.

B1.3: % Population affected by ordinary water shortage orders

This measure is a calculated line and is the result of **Line B1.2**, the number of people that were subject to WSOs in the year, divided by **Line B1.1**, the total household population reported. The percentage population affected by WSOs in AR26 is zero%. As there were zero WSOs imposed in AR26, the confidence grade of AX has been applied.

B1.4: Population affected by emergency water shortage orders

The definition and requirements for an emergency Water Shortage Order (eWSO) are detailed in Part 7 of the Water Resources (Scotland) Act 2013. An eWSO may be similar to an ordinary WSO but would be implemented more quickly. An eWSO could also be used to implement more significant supply restrictions such as rota cuts and standpipes.

This measure is the sum of the population impacted by an eWSO in the reporting year. This number is derived from the number of people affected by an eWSO; the total for the year being the sum of each discrete order, including where eWSOs may have to be imposed more than once in a Water Resource Zone (WRZ) in the year. Zero eWSOs were imposed in AR26 (same as AR25), consequently a confidence grade of AX has been applied.

B1.5: % Population affected by emergency water shortage orders

This measure is a calculated line and is the result of Line B1.4, the number of people that were subject to eWSOs in the year, divided by Line B1.1 the total reported household population reported. This is the first year this line has been reported therefore no comparison with previous years can be made.

As there were zero eWSOs imposed in AR26, the confidence grade of AX has been applied.

B1.6: Monitored reservoir sources breaching the drought impacts (red) trigger

The drought impacts trigger levels for any given water supply system are set out in a Drought Plan document. Each supply system will have a different level of drought risk as well as different potential drought plan options which may be required. However, an overview of the different drought impacts trigger levels is provided below in Figure 1.

Figure 1: Drought impacts trigger levels.

Normal Operation	Reservoir levels are within normal range for time of year. Assets managed under normal operational regime.
Close Monitoring	Reservoir levels below normal for time of year. Early warning that operational measures may be required if levels continue to drop.
Drought Watch	Action likely to be required to reduce demand on the system, such as network re-zoning or active leakage control. If applicable, prepare applications for fast-track CAR / water shortage orders to request permission to use additional sources or reduce compensation flows. Consider establishing Drought Group (which will further expand if the drought continues into the amber and red phases).
Drought Warning	Submit applications for fast-track CAR variation / water shortage order to allow time to be granted prior to red phase and for planning and construction of augmentation arrangements. Continuing demand reduction measures including targeted customer communications to promote water efficiency (pre-requisite for SEPA fast-track CAR applications).
Drought Impacts	Implement fast-track CAR variation / water shortage order actions such as additional supplies, reduced compensation, reductions or prohibition of non-essential use or third party abstractions. Extended demand restrictions.
Emergency	Widespread drought requiring strategic options. Further details are listed in relevant drought plan or drought contingency plan, or in the absence of these the drought contingency plan framework generic checklists.

Six water supply zones entered the red Drought Impacts trigger level during AR26, as detailed in Table 2.

Table 2: Zones in red drought impacts trigger level

System	Duration in Red trigger	Population
Backwater-Lintrathen	26 weeks	282,919
Londornoch	11 weeks	2,823
Lomond Hills	8 weeks	55,594
Howden	5 weeks	35,977
Penwhirn	3 weeks	18,139
Glendevon	1 week	205,246

In AR25, there were 0 supply zones reported in the red drought impacts trigger level. The difference between AR25 and AR26 is reflective of the significant contrast in weather conditions experienced between the AR25 and AR26 reporting years. Spring and summer 2024 were both wetter than average for Scotland as a whole 110% and 120% of 1991-2020 long-term average rainfall (based on Met Office regional monthly rainfall data). Consequently, there were no notable drought impacts during this period with no supply zones entering the red drought impacts trigger at any point from April 2024 to March 2025.

A shift to below average rainfall conditions was experienced across most parts of Scotland from Autumn 2024 onwards, with below-average rainfall dominating for winter 2024-25 and spring 2025 in particular. As a result, for 2025 Scotland had its driest start to the year in more than 60 years (driest Jan-Apr since 1964). This resulted in significant water resource impacts across the country through late spring and into summer, with drought conditions persisting across many parts of eastern Scotland through the summer and into autumn, particularly in the Tayside area (Backwater-Lintrathen reservoirs). For example, the east of Scotland saw its driest Jan-Aug

period since 1959 (5th driest in 190 year record). This is reflected in 4 of the 6 systems in Red trigger being on the eastern side of Scotland (Backwater, Glendevon, Lomond Hills and Howden).

For the Penwhirn supply zone (located in the south-west of Scotland), the reservoir storage dropped into the Drought Impacts trigger as a result of significant dry weather for the March to May, but this was exacerbated by an emergency reservoir safety drawdown on the 18th to 28th March 2025 which artificially reduced reservoir storage by around 15%. This was required to enable urgent repairs to the dam pitching which had been damaged during winter storm events. Without this unplanned artificial drawdown, the reservoir storage would not have entered the Drought Impacts trigger level.

For the other 5 supply zones entering the Drought Impacts trigger, there were no significant operational impacts exacerbating reservoir drawdown and they therefore reflect the natural drought impacts experienced through the year. It is worth noting that the total of 6 systems entering the Drought Impacts trigger in AR26 is the highest number recorded in a single year since at least 2013 (previous highest total of 4 systems in 2013 and 2021).

B1.7: Total number of supply systems monitored against drought trigger levels

The reported numbers for these lines are based on a count of the number of water supply systems which are reported internally on a weekly basis in the Water Update Report. This report is used for the monitoring of water resource availability and the communication of potential or on-going drought risk. The reporting groups are determined mainly by the configuration and operation of the supply sources, which in turn determines how the drought trigger levels are modelled.

As a result, a supply system may be comprised of a single loch/reservoir source-feeding a single WTW; or, alternatively, may be based on the combined storage of multiple reservoirs (e.g., up to five reservoirs in the case of the Glendevon WTW system). These combined systems may feed a single WTW; or, in some cases, can be conjoined to supply multiple WTWs (e.g., Glasgow, Edinburgh and Dundee supply systems). The majority of supply systems (79 out of 86) monitored against drought trigger levels are loch/reservoir storage systems. However, there are also six river sites monitored which are also reported against river flow percentile trigger levels. Four of these river sites are large river abstraction locations and two are indicator sites for nearby groundwater sources where resource levels are influenced by surface water river levels. The remaining groundwater site Howden (new inclusion in AR26) is monitored based on both borehole levels and nearby river levels.

The total number of supply systems monitored in the AR26 reporting year is 86.

For AR25, the reported total number of supply systems monitored was 85. The change from 85 in AR25 to 86 in AR26 is due to the addition of the Howden supply zone into the Water Update Report as of summer 2025. Howden WTW is supplied by boreholes which are not normally covered via the normal Water Update Reporting process. However, where significant supply concerns occur (as was the case for Howden in 2025), additional supply systems can be included in the report on an ad-hoc basis. In the case of Howden, it will continue to be included in the Water Update Report going forward.

B1.8: Total number of supply systems not monitored against drought trigger levels

The total number of supply systems not monitored in the AR26 reporting year is 142. This number is based on the number of WTWs which are not included in the weekly water resource monitoring. The supply systems which are not directly reported on each week are mostly river or groundwater source systems where the standard reservoir storage and drought trigger reporting format is not directly applicable. Smaller loch and reservoir systems are also excluded where there is not sufficient monitoring or model availability to enable weekly reporting against drought trigger levels. These additional systems will still be covered by standard surveillance monitoring and checks by operational staff. It is worth noting that the 142 supply systems not covered in the weekly monitoring report represent 5% of the total population supplied by Scottish Water.

For AR25, the total number of supply systems not monitored was 143. The reduction of one supply system is due to the formal inclusion of Howden WTW in the Water Update Report as of summer 2025.

1.3 Data

1.3.1 Data sources and confidence grades

Data sources and confidence grades are detailed in the Performance Trends section 1.2, where relevant.

1.3.2 Data Improvement Programmes

There were no data improvement programmes during AR26 other than the addition of Howden supply zone into the Water Update Report.

1.3.3 Assumptions used for forecast data

It is not feasible to forecast AR26 data for **Lines B1.2 to B1.8**. The impact and extent of drought conditions and the subsequent need for water restrictions cannot be reliably forecast from year to year, due to it being externally influenced by weather patterns. We do however, monitor the situation closely throughout the year and have a range of planning and operational mitigation measures (e.g., drought plans) which are implemented to manage drought risk.

2 Table B2: Pressure and interruptions

2.1 Overview

Table B2 provides information on properties receiving low water pressure and interruptions to supply.

During AR26, customers from 15130 properties contacted us due to experiencing low pressure. However, the majority of these were covered by the allowable exclusions such as abnormal demand or short-term operational incidents. The number of contacts increased by 908 compared to AR25. After removal of the exclusions, the number of properties below reference level decreased from 194 to 185 over the year (**Line B2.3**) This is due to a reduction in both CS1 and CS1A properties recorded on the register. Properties receiving low pressure are broken into 2 categories. CS1 properties should receive adequate pressure but persistently do not, so receive a Guaranteed Service Standard (GSS) payment. CS1A properties are within 10.5m head of an SR and do not receive a GSS payment as there is no obligation to provide adequate pressure to these properties. For the definition of reference level see the Water Industry for Scotland (WICS) Annual Return Reporting Requirements, Section B - Chapter 2.

The number of properties experiencing interruptions to supply (ITS) increased slightly across all durations in AR26 compared to that reported in AR25. In AR26 there was a continued focus on mitigating and effectively planning interruptions to supply. One of the most effective drivers of the reduction was improving collaboration amongst teams and effective planning to reduce the impact on properties. The introduction of the monthly *ITS review group* has continued where specific ITS events were investigated, analysed and documented. This information discussed and utilised during the meetings. The key findings were fed back to individual teams which enhanced working practices in the field. Within the ITS team analysts identified key root cause analysis themes which affected change within the individual reviews which we shared with teams pan Scotland. The ITS aggregate per month was well below the flight path from April through to August where there was a significant increase in 12 hour events. Two events in Rawburn Water Operational Area (WOA) and Balmichael WOA (Arran) contributed to the high ITS figure in August. The strong start to the 12 month period continued through to the winter months where there was a decrease in named storms (5 in 24/25 compared to 4 in 25/26). Increased resilience planning within the business, mitigated the impacts from these weather events through installing generators at critical assets such as booster stations and water treatment works. Whilst there was a focus on mitigating impacts from ITS, the 1st, 2nd & 3rd most common cause by event of ITS events breaching the 6 hour window, is due to the **complexity of repair, Travel time to site** and **time to locate burst** respectively . This will be the focus, for the 2026/27 reporting period.

2.2 Performance Trends

Lines B2.1-B2.4 – Properties receiving pressure / flow below reference level

Overall, the number of properties on the low pressure register reduced from 194 to 185. This consists of 170 CS1A and 15 CS1 properties. The number of properties that have received pressure below the reference level covered by the allowable exclusions is 15,130 (**Line B2.4**). This has been derived from the AR26 customer contacts data for pressure and intermittent supply. This represents an increase of 908 from AR25 reported figure of 14,222. It should be noted that not all customers experiencing low pressure will contact Scottish Water about pressure issues. The figures included in Lines **B2.1 to B2.4** are summarised in Table 2 below.

During AR26, no additional properties were added to the excluded list relating to properties within 10.5 m head of a service reservoir (CS1A). However, as part of a review of the low-pressure register, two duplicate entries were identified and removed, where addresses had previously been recorded with spelling variations. One additional CS1 property was removed following improvements to service, without the requirement for a low pressure project intervention. This reduced the total number of excluded properties from 173 to 170 (**Line B2.3b**).

At the start of the year, there were 22 CS1 properties on the register. Two properties located in the East area were added during AR26 and are currently under investigation. Following improvements noted in AR25 in Braes (Isle of Skye), additional work in that area has removed a further 8 properties. A single property was removed in the west region following asset improvements related to a nearby service reservoir. As a result, 15 properties are now on the CS1 list receiving GSS payments (Line B2.3a). This is a net decrease of 9 properties which is within the target range. However, there is limited planned work to remove further properties during this investment period so this number may rise over the next year.

Table 3: Summary of properties receiving pressure / flow below reference level for AR26.

Line Reference	AR26
Total connected properties (Line B2.1 – BF Line A1.10)	2,828,301
Properties receiving low pressure but excluded from line B2.3 (Line B2.4)	15,130
Properties below reference level at start of year (Line B2.2)	194
Properties below reference level at end of year (Line B2.3)	185
Net increase/decrease	-9

Lines B2.5-B2.9 - Properties affected by planned interruptions

Details of planned interruptions are presented below in Table 3.

Table 4: Properties affected by planned interruptions in AR25 and AR26.

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.5	Less than 3 hours planned and warned	20899	10200	-10699	-51.19%
B2.6	More than 3 hours planned and warned	23114	16722	-6392	-27.65%
B2.7	More than 6 hours planned and warned	3554	1863	-1691	-47.58%
B2.8	More than 12 hours planned and warned	0	0	0	
B2.9	More than 24 hours planned and warned	0	0	0	

Planned interruptions lasting more than 3 hours in AR26 (**Line B2.6**) affected 16,722 properties, a decrease of 6392 (27.65%) from AR25. This was largely driven by good network behaviours, a decrease in planned capital activities and an increased focus on mitigating interruptions to supply.

Planned interruptions lasting more than 6 hours in AR26 (**Line B2.7**) affected 1,863 properties, a decrease of 1691 (47.58%) from AR25. Similarly to the interruptions lasting more than 3 hours this has been due to better network behaviours, a decrease in planned capital activities, utilisation of new network intervention methods and technology which has reduced customer impact.

There were no planned interruptions lasting more than 12 or 24 hours which has been the case in the last 4 years (**Lines B2.8 and B2.9**).

Lines B2.10-B2.14 - Properties affected by unplanned interruptions

AR26 saw a marked increase in properties experiencing unplanned interruptions to supply across all durations, with the exception of the 3 hours unplanned category. The less than 3 hours unplanned (**Line B 2.10**) reflects an increase of 977 events totalling an 18.87% increase from AR25. the increase in the more than 6 hours unplanned, (**Line B.2.12**) shows a marginal increase of 81 properties (1.85%). This is a very good year end position, particularly when in August 2025 saw two significant network incidents in Balmichael WOA which contributed 32 properties of a maximum of 19 hours and Rawburn WOA which contributed 552 properties for maximum of 17 hours. Within the (**Line B 2.13**) more than 12 hours unplanned category. there was an increase of 20 properties from AR25. The Rawburn WOA incident in August 2025 which contributed to 184 properties for a maximum of 17 hours. The (**Line B 2.14**) more than 24 hours unplanned category has increased from AR25 by 93.94% to 64. This is a significant increase from the previous reporting period due to an incident during Storm Amy, a powerful extratropical cyclone which impacted parts of Northern and Western Europe in October 2025. ITS events in Cairndow (18 properties for a maximum of 54 hours) and Fort Augustus (29 properties for a

maximum of 31 hours) due to a loss of power to the water booster stations feeding the properties.

Despite the challenging events during the AR26 period the outcome was very positive. This can be attributed to a collaborative approach to managing and recovering unplanned interruptions to supply, contributing to the strong end of year position. Good examples of this collaborative approach would be the continued use of the Network Intervention Teams Chat. This allows early escalation and prompt formation of a response and recovery structure. In turn, this allows the Customer Excellence Centre (CEC), Information Control Centre (ICC) and Operations colleagues to be alerted to issues and creates a space for informed decision making during ITS events.

A comparison of the number of properties affected by unplanned interruptions to supply is provided in Table 5 below.

Table 5: Properties affected by unplanned interruptions in AR25 and AR26.

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.10	Less than 3 hours unplanned	191253	227343	36090	18.87%
B2.11	More than 3 hours unplanned	77015	71822	-5193	-6.74%
B2.12	More than 6 hours unplanned	4374	4455	81	1.85%
B2.13	More than 12 hours unplanned	532	552	20	3.76%
B2.14	More than 24 hours unplanned	33	64	31	93.94%

Lines B2.15-B2.19 - Interruptions caused by third parties

Overall Interruption events caused by third parties (and outwith Scottish Water's control) has decreased in AR26 (175 in AR 25 against 158 in AR26). There was however, an increase in the property count during these events. In AR26 there were 202 properties impacted by third party damage events, leading to interruptions to supply which lasted more than 12 hours. Overall, 143 of those 202 properties were impacted by only one event in Paisley during January 2026.

Table 6: Summary of interruptions to supplies caused by third parties for AR25 and AR26.

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.15	Less than 3 hours caused by third parties	5241	3456	-1785	-34.06%
B2.16	More than 3 hours caused by third parties	3736	4763	1027	27.49%
B2.17	More than 6 hours caused by third parties	540	1431	891	165.00%
B2.18	More than 12 hours caused by third parties	229	202	-27	-11.79%
B2.19	More than 24 hours caused by third parties	0	8	8	

Lines B2.20-B2.24 - Unplanned interruptions (overrun of planned interruptions)

There was a significant decrease in the number of unplanned interruptions compared to AR25. This is due in part to a reduction in mains projects in AR26.

A comparison of individual lines for AR25 and AR26 is contained in Table 7 below.

Table 7: Summary of unplanned interruptions (overrun of planned interruptions) for AR25 and AR26.

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.20	Less than 3 hours unplanned (overruns of planned interruptions)	745	0	-745	-100.00%
B2.21	More than 3 hours unplanned (overruns of planned interruptions)	1739	1177	-562	-32.32%
B2.22	More than 6 hours unplanned (overruns of planned interruptions)	75	34	-41	-54.67%
B2.23	More than 12 hours unplanned (overruns of planned interruptions)	0	0	0	
B2.24	More than 24 hours unplanned (overruns of planned interruptions)	0	0	0	

Line B2.25 - Average supply interruptions greater than three hours (minutes per property)

Average supply interruptions greater than 3 hours is 9.509 (minutes per property). There has been a focus of minimising interruptions to supply to our customers. Additional measures to ensure continued focus as stated above include the use of dedicated communication channels and monthly review groups, which have resulted in this strong end of year position.

Table 8: Summary of supply interruptions > 3 hours (minutes per property) for AR25 and AR26

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.25	Average supply interruption greater than three hours (minutes per property)	10.599	9.509	-1.0904	-10.29%

Lines B2.26-B2.29 - Total weighted properties for OPA

Line B2.29 shows an increase of 122 to 5,169 properties experiencing unplanned interruptions to supply this reporting year.

A comparison of total weighted properties for OPA for AR25 is provided in Table 9 and shows an overall increase. A breakdown of the line calculations are presented in Table 10.

Table 9: Total weighted properties for OPA for AR25 and AR26.

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.26	Total number of properties restored > 6 hours	4449	4489	40	0.90%
B2.27	Total number of properties restored > 12 hours	532	552	20	3.76%
B2.28	Total number of properties restored > 24 hours	33	64	31	93.94%
B2.29	Total weighted properties for OPA (>6 hours)	5047	5169	122	2.42%

It should be noted the weighting has only been applied to Line B2.29.

Table 10: Calculations applied for total weighted properties.

Line ref	Description		OPA weight
B2.26	Total number of properties restored > 6 hours	B2.12+B2.22	1
B2.27	Total number of properties restored > 12 hours	B2.13+B2.23	2
B2.28	Total number of properties restored > 24 hours	B2.14 + B2.24	4
B2.29	Total weighted properties for OPA (>6 hours)	$1*(B2.26 - B2.27)+2*(B2.27-B2.28)+4*(B2.28)$	

Line B2.30 - Total minutes lost per property

Total minutes lost per connected property for all interruptions but excluding those caused by a Third Party. Details are presented below.

Table 11: Total minutes lost per property

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.30	Total minutes lost per <u>connected</u> property (all incidents)	17.227	16.667	-0.5597	-3.25%

Due to the decrease in the total number of supply interruptions, the total number of minutes lost per property dropped in AR26.

Line B2.31 - Total properties impacted by interruptions to supply

The total properties impacted, for all interruptions but excluding those caused by a Third Party.

An increase of 12499 properties were impacted by ITS events in AR26. In AR26 we have seen a slight increase in the total number of interruptions to supply events.

Table 12: Total properties impacted by interruptions to supply

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.31	Total properties impacted by interruptions to supply (all incidents)	314765	327264	12499	3.97%

Line B2.32 - Number of incidents that trigger a warning/alert

There has been a 44.44% reduction in the number of BAD Alerts raised. The count of 55 BAD alerts are events which did evolve into an interruption to supply event.

Table 13: Number of incidents that trigger a warning/alert

Line Ref		2024-2025	2025-2026	Variance	% Change
B2.32	Number of incidents that trigger a warning / alert (as per criteria)	99	55	-44	-44.44%

BAD Alert criteria:

Type of Incident	AMBER	RED
WATER SUPPLY		
No water for greater than 3 hours	400 to 6000 Properties	Greater than 6000 Properties
No water for greater than 6 hours	150 to 3000 Properties	Greater than 3000 Properties
No water for greater than 12 hours	1 to 3000 Properties	Greater than 3000 Properties

2.3 Data

Lines B2.2-B2.4 - Low Pressure

Information on properties receiving low pressure is held on Scottish Water's Low Pressure Register within Microsoft Dynamics, our customer relationship management system. Potential, new low-pressure problems are identified from customer contacts and investigations in connection with investment projects and operational changes. All property numbers contained in Microsoft Dynamics are address-specific and have been subject to data cleansing and checking by pressure logging.

Scottish Water initiates investigations at existing properties where it was believed the historically reported low pressure could be resolved or was erroneous. The pressure was logged at identified sites and where relevant, the properties were removed from the register. No proactive investigations are initiated by Scottish Water to identify new low-pressure properties.

There were no substantial changes to the methodology of previous years.

The Low Pressure Register platform on Microsoft Dynamics will continue to be utilised. This gives better information on case status and an improved reporting on performance figures.

Planned pressure logging activities will continue to investigate cases and areas with pressure related contacts through the contact center, Customer Alternative Resolution Management (CARM) team or corporate affairs contacts.

2.3.1 Assumptions used for forecast data

There is an assumption made for adding one property every month to the Low Pressure Register with forecasting figure of 12 being added as new issues arise. Hence, the forecast data for **Lines B2.2a to B2.2c** has been evenly spread across the 2026/27 period. The forecast data for the removal of properties, these have been predicted based on live projects expected to be completed on site by the end of March 2026.

2.3.2 Source of Data and Confidence Grades

The source of data for low pressure is within dynamics. The confidence grade for this data is A1.

Lines B2.5-B2.32 - Interruptions to Supply

Data related to Interruptions to Supply is held on the following software packages:

- Incident related data is captured in Ops Logs by our field technicians where it is monitored and assessed by the Intelligence Control Centre, who are monitoring the event as it happens.
- Once the event is closed, it is captured as an ITS event in Scottish Water Customer Relationship Management Software (CRM), Microsoft Dynamics. It is here where events over 6 hours are fully investigated and data is cleansed. Reports are then produced via Power Bi.

Interruptions to Supply data has a confidence grade of A2.

All incident and property data reported in these lines by Scottish Water is held in corporate systems, where data input follows an auditable process.

2.3.3 Data Improvement Programmes

The continuation of the data related improvements for interruptions to supply include:

- The continued support from the ITS team to move all RCA and contingency plans to a new cloud based situational awareness tool, accessible for all.
- A review of real-time data logger thresholds for alarms to the ICC.
- Dual mobilisation roll-out across all regions (post successful pilot in the Clyde region) to reduce overall ITS timescales.

2.3.4 Assumptions made for forecast data

Forecasting for **Lines B2.5-B2.32** is based on 5-year historical data and using an average point.

3 Table B3: Sewage – Internal Flooding

3.1 Overview

Flooding due to sewer overloading is primarily associated with high-intensity, short-duration rainfall events that exceed the capacity of sewer networks and associated drainage systems. These events can generate rapid inflows that overwhelm infrastructure, even where overall rainfall volumes are relatively low. In contrast, longer-duration, lower-intensity rainfall typically results in higher cumulative rainfall totals but allows systems to respond more effectively, reducing the likelihood of sewer overloading.

In AR26, there was an increase in both internal sewer flooding incidents and the number of properties affected compared to AR25. This was largely driven by a series of short-duration, high-intensity rainfall events during July, August, and September. These events generated rapid inflows that exceeded sewer capacity, leading to pipe surcharge and backflow into properties, thereby increasing internal flooding. Additionally, predominantly dry conditions throughout much of the year reduced ground permeability, which further contributed to increased runoff entering the sewer system during rainfall events.

By comparison, in AR25, rainfall events were generally lower in intensity, allowing the sewer network to operate within capacity and drain more effectively. The prevalence of longer-duration, lower-intensity rainfall also meant that ground conditions were more saturated and permeable, reducing the rate of runoff entering the sewer system and resulting in fewer flooding incidents caused by sewer overloading.

In AR26 we completed 5 capital investment projects to the value of £963k which reduced the risk of internal sewer flooding to 12 properties on the at-risk register (greater than 10% chance of occurrence per annum). (B3.20)

We endeavour to provide long term resolution to customers at the highest risk of sewer flooding. In addition, we implement mitigation measures where possible to reduce the impact of sewer flooding whilst we develop and deliver longer term flood alleviation schemes. This was the fifth year of delivering an enhanced mitigation service to customers in all risk categories of internal flooding to ensure they are better protected from sewer flooding during high intensity rainfall events. Examples of mitigation measures include flood doors, smart air bricks and non-return valves and we invested £1.63m installing such mitigation measures at 146 properties in the last year.

Flooding due to other causes is experienced due to blockages, equipment failure and collapses in the sewer network and is not influenced by weather conditions.

To reduce the number of incidents arising from other causes, we maintain a Planned Cleaning Programme (PCP) that prioritises maintenance across multiple sewer lengths. In addition, our Maintenance Schedule Task (MST) process targets single sewer lengths and smaller areas of the network, enabling more localised interventions. This is complemented by enhanced maintenance of combined sewer overflows (CSOs) and pumping stations. Together, these approaches support a proactive, risk-based maintenance regime, ensuring targeted and regular remedial activities across the sewer network.

Customer engagement campaigns aim to reduce blockages by encouraging behaviour changes that prevent internal flooding. A functional working group also focuses on improving first-time resolution to reduce repeat incidents of internal sewer flooding.

Table B3 provides a summary of Scottish Water's Internal Flooding performance for the year AR26.

3.2 Performance Trends

Line B3.1 – Number of properties connected to sewerage system

The content of this line is brought forward from **Line A1.20**.

The number of properties reported in this category increased from 2,690,305 in AR25 to 2,705,674 in AR26 (an approximate 0.57% increase).

Lines B3.2 - B3.5 Annual Flooding – Overloaded Sewers

A comparison with the AR25 performance is provided in Table 14 below.

Table 14: Summary of flooding incidents and properties flooded in AR25 and AR26.

Line ref	Descriptions	AR25	AR26	Variance	% change
B3.2	Number of properties flooded in the year	18	49	31	172%
B3.3	Number of flooding incidents in the year	10	29	19	190%
B3.4	Number of flooding incidents attributed to severe weather	2	10	8	400%
B3.4a	Number of properties flooded during the year due to severe weather	3	13	10	333%
B3.5	Props. where flooding limited to uninhabited cellars only (o/loaded sewers)	1	7	6	600%

The above data shows that both the number of incidents of Internal Flooding Overloaded Sewer (IFOS) and the number of properties affected is significantly higher in comparison to AR25.

In AR26, both internal sewer flooding incidents and the number of properties affected increased compared to AR25. This was largely as a result of a series of short-duration, high-intensity rainfall events during July, August, and September which overwhelmed the sewer network. In AR26, the average return period for the 10 severe weather incidents was 759 years, with multiple incidents recording a return period of >1,000 years. This compares to an average return period of approximately 59 years over the 2 incidents in AR25, with the highest return period incident being 96 years.

This type of rainfall drives rapid inflows that can exceed sewer capacity, causing pipe surcharge and backflow into properties, increasing internal flooding. Predominantly dry conditions throughout the year meant that ground conditions were less permeable resulting in higher sewer flooding incidents when rainfall was experienced.

To illustrate the rainfall conditions described above, Figure 2 below shows rainfall volumes from April 2016 to March 2026.

Figure 2: 2016-2026 Rainfall Volumes

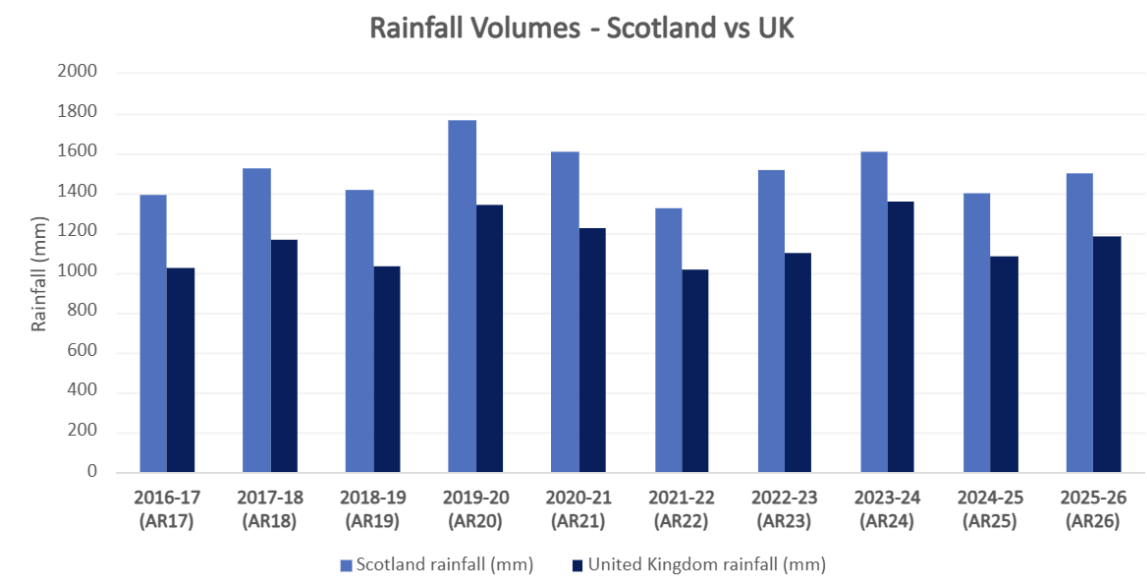
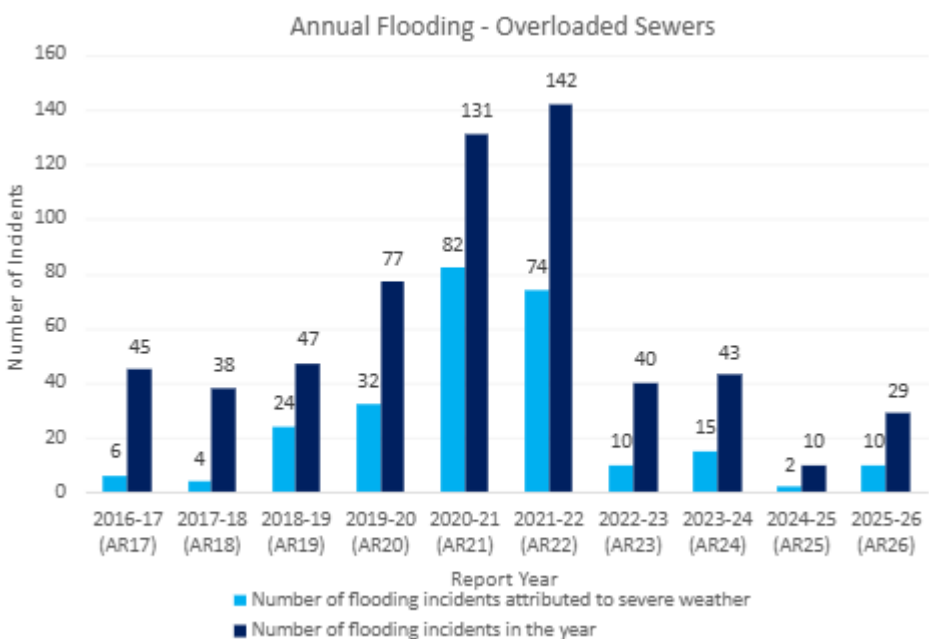


Figure 3 below depicts the total number IFOS incidents from AR17-AR26 in comparison to the number of those incidents eligible for severe weather exemption in each of the years. Years with high numbers of severe weather exemptions illustrate the impact of short duration, high intensity rainfall events.

Figure 3: Annual Flooding - Overloaded Sewers AR17-AR26



Specifically relating to **Line B3.4**, sewer flooding incidents are eligible for severe weather exemptions if they occur in >10-year return period rainfall events at properties not featuring on the Internal At Risk Register (ARR) at 2 in 10 or 1 in 10 at the time of the incident or

subsequently, by year end following Flooding Investigation Team (FIT) investigation. If multiple properties are affected by an incident, an exemption is only applied if all properties do not feature on the internal ARR as above.

Regarding the 10 incidents eligible for severe weather exemption in AR26, the average return period was 759 years, with multiple incidents recording a return period of >1,000 years. This compares to an average return period of approximately 59 years over the 2 incidents in AR25, with the highest return period incident being 96 years.

Since 2021, flood mitigation measures have been installed at 702 properties. These measures are likely to have protected customers from the impacts of flooding and may have resulted in less flooding incidents being reported. This is based on current assumptions. We are developing a method to evidence rainfall at specific locations where mitigation measures may have been tested. Further information on this enhanced service, which includes protection to properties experiencing repeat internal sewer flooding in severe weather, is provided in the investment section of this commentary. Scottish Water has an ongoing programme of work to provide flood mitigation measures to protect customers who experience, or are at risk of, sewer flooding due to overloaded sewers.

3.2.1 Lines B3.6-B3.13 - Annual Flooding – Other Causes

B3.6 - Number of properties flooded in the year (Main Sewers Only)

The number of properties in this category has increased from 49 in AR25 to 55 in AR26.

This line is calculated as the sum of **Lines B3.9a, B3.10a and B3.11a**.

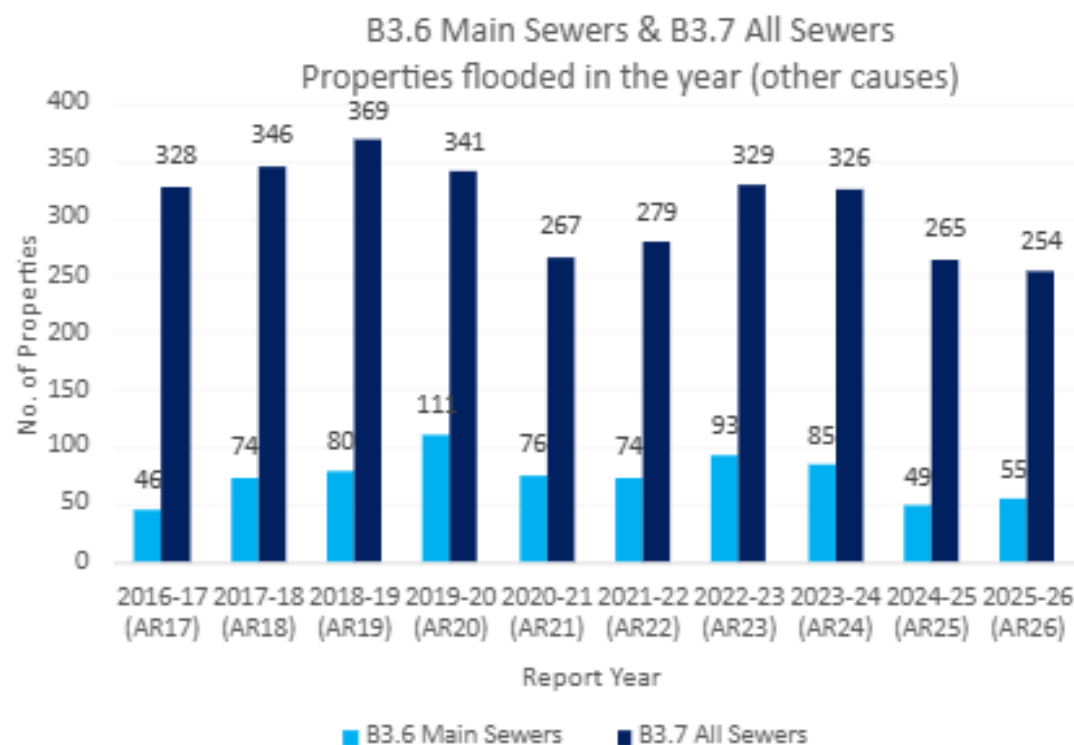
B3.7 - Number of properties flooded in the year (All Sewers)

The number of properties in this category has decreased from 265 in AR25 to 254 in AR26.

This decrease for line B3.7, and the increase for line B3.6, could be attributable to the typical annual variance in system performance, as displayed in figure 4 below.

In addition, in AR26 there has been a continued focus on accuracy of data for repeat internal sewer flooding as well as a focus on individual case management. In AR25 a collaborative, cross directorate working group was established to improve first time resolution for our customers with a view to reducing repeat internal sewer flooding. This focus may also have resulted in improved data accuracy for total incident and property numbers.

Figure 4: Number of properties flooded in the year (Other Causes)



B3.8 - Properties which have flooded more than once in the last ten years (other causes)

In AR23 we included reporting on 10 years of data, using an amalgamation of 5 years of data from Microsoft Dynamics (current operational system) and 5 years of data from Promise (previous system).

Continuing with this approach in AR26, the number of properties reported in this line has decreased from 262 to 257. This decrease could be attributed to a more accurate data set as we reduce the number of years taken from our legacy system, Promise, this year we are amalgamating 8 years of Dynamics and 2 years of Promise data. We anticipate that this number will fluctuate until all years of data are gathered from Microsoft Dynamics, removing the issue of data discrepancies between the systems.

All internal sewer flooding incidents, regardless of cause, are monitored through the Flood Management Action Plan (FMAP) process, with repeat incidents within three and five-year timescales highlighted for further analysis. The Sewer Response Alternative Resolution Management (ARM) process, identifies properties with repeat flooding occurring more than three times in any two-year period. In AR25, Scottish Water introduced a focus on properties where our customers have experienced multiple incidents of internal sewer flooding, no matter the time lapse between incidents and causes. This initiative continues in AR26, raising confidence in this information, allowing us to identify the cause and promote remedial action such as rehabilitation of the sewer, thereby reducing the risk and impact of repeat internal flooding for our customers.

B3.9 - Flooding incidents and B3.9a number of properties flooded due to equipment failure

The number of incidents in this category has increased from 2 in AR25 to 3 in AR26. All 3 incidents were due to pumping station failures.

The number of properties flooded in this category has increased from 2 in AR25 to 5 in AR26.

Scottish Water continues to embed a proactive, scheduled maintenance programme for all mitigations delivered by the Flooding Team to reduce the potential for equipment failure. Mitigation measures maintenance is delivered according to Scottish Water's mitigation measures maintenance policy, which sets out the frequency of maintenance based on the type of mitigation measure installed.

To reduce the number of incidents arising from other causes, Scottish Water maintains a Planned Cleaning Programme (PCP) that prioritises maintenance across multiple sewer lengths. In addition, our Maintenance Schedule Task (MST) process targets single sewer lengths and smaller areas of the network, enabling more localised interventions. This is complemented by enhanced maintenance of combined sewer overflows (CSOs) and pumping stations. Together, these approaches support a proactive, risk-based maintenance regime, ensuring targeted and regular remedial activities across the sewer network.

B3.10 - Flooding incidents and B3.10a number of properties flooded due to blockages

The number of incidents in this category has remained the same as AR25 at 37 in AR26.

The number of properties flooded in this category has increased from 39 in AR25 to 41 in AR26.

As set out in the Wastewater Gravity Sewers Management Approach (MA113), Scottish Water carries out proactive inspections on critical sewers only. This concentrates our funding on the assets which, if they failed, would have the largest societal impact. Scottish Water does not have a proactive sewer maintenance programme for non-critical single sewer assets or small areas of sewer network as this approach would be cost prohibitive and would not represent value for money for our customers.

B3.11 - Flooding incidents and B3.11a number of properties flooded due to sewer collapses

The number of incidents in this category has increased from 6 reported in AR25 to 9 in AR26.

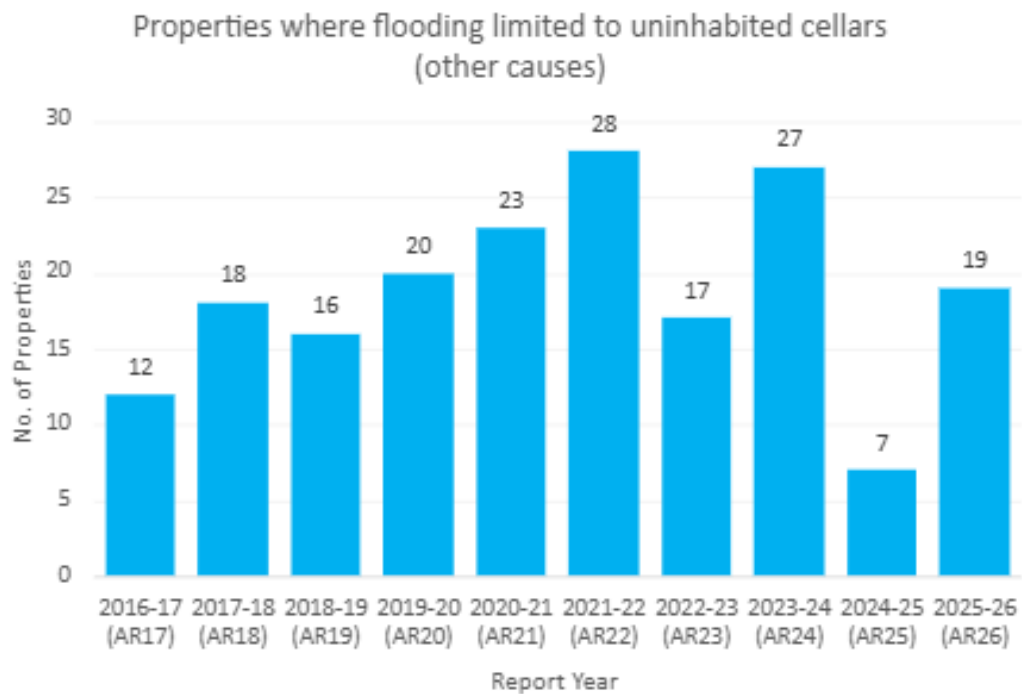
The number of properties flooded in this category has increased from 6 reported in AR25 to 9 reported in AR26.

Sewer Response continues to carry out CCTV surveys which assist in the identification of sewer collapses. As mentioned previously, proactive inspection and maintenance activities will serve to reduce the risk of sewer flooding due to sewer collapses enabling timely repairs when issues are detected.

B3.12 - Props. where flooding limited to uninhabited cellars only (other causes)

The number of properties in this category has increased from 7 in AR25 to 19 in AR26. This variance is attributable to the typical annual variance in system performance as shown in Figure 5 below and is relatively proportionate to the reduction in the number of total properties affected.

Figure 5: Properties where flooding limited to uninhabited cellars (other causes)



B3.13 - Number of flooding incidents in the year

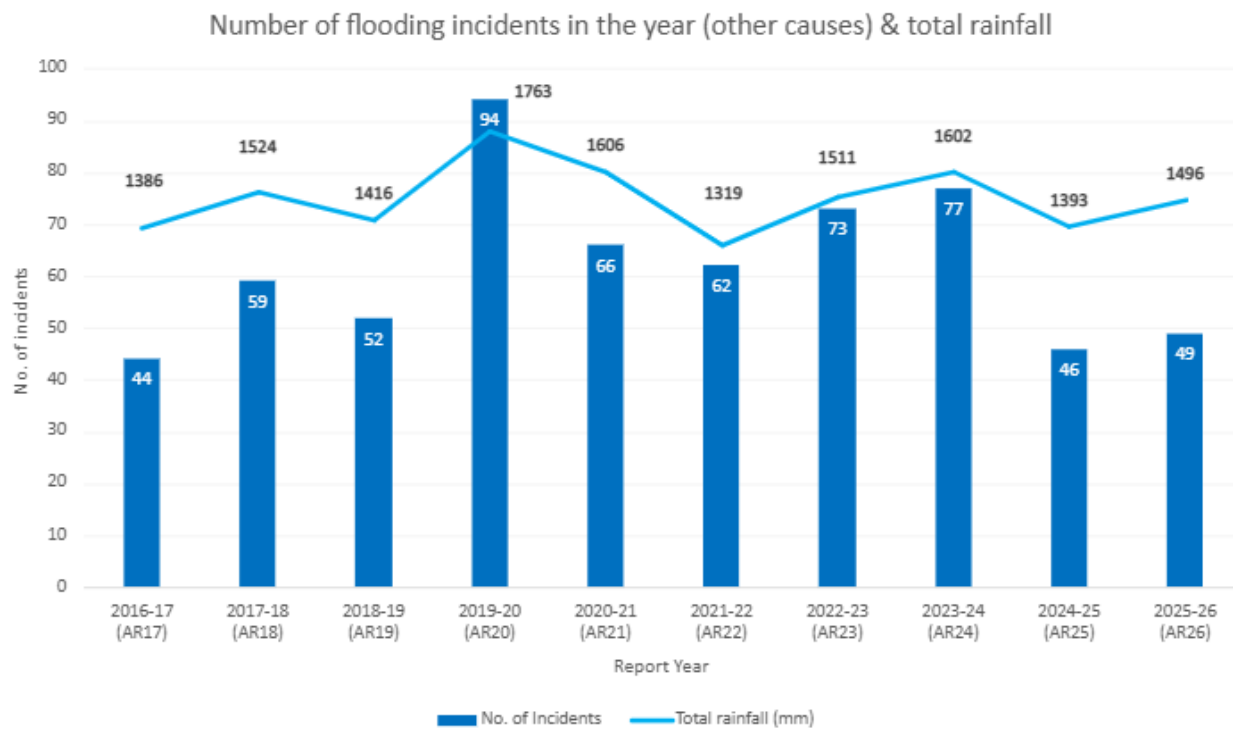
The number of incidents in this category has increased from 46 in AR25 to 49 in AR26.

This line is calculated as the sum of Lines B3.9, B3.10 and B3.11.

This variance is attributable to the typical annual variance in system performance, as shown in Figure 6 below. Across most years, increases in incidents follow the same pattern as the increases in rainfall. The average number of incidents over the past 5 years was 61, and the average over the 10 years shown was 62.

In AR26 there has been a continued focus on accuracy of data for repeat internal sewer flooding as well as a focus on individual case management. In AR25 a collaborative, cross directorate working group was established to improve first time resolution for our customers with a view to reducing repeat internal sewer flooding. This focus may also have resulted in improved data accuracy for total incidents.

Figure 6: Number of flooding incidents in the year (other causes) & total rainfall



3.2.2 Lines B3.14-B3.17 - Properties on the "At Risk" Register - (i) At risk summary

B3.14 - 2 in 10 at end of year

The number of properties reported in this category has increased from 172 in AR25 to 180 in AR26.

B3.15 - 1 in 10 at end of year

The number of properties reported in this category remains unchanged from 142 reported in AR25.

B3.16 - Total 1 in 10 and 2 in 10 properties at risk at end of year

The number of properties reported in this category has increased from 314 in AR25 to 322 in AR26 (circa 3% increase). The value in this line is the sum of **Lines B3.14 and B3.15**.

B3.17 1 in 20 risk at end of year

The number of properties reported in this category has increased from 269 in AR25 to 274 in AR26.

3.2.3 Lines B3.18-B3.19 - Properties on the At Risk Register - (ii) Problem status of properties on the register

B3.18 - Solved but temporary or being tested

The number of properties reported in this category has increased from 242 in AR25 to 257 in AR26.

- AR25 242/314 (77% of ARR) (i.e., **Line B3.18/Line 3.16**)
- AR26 257/322 (80% of ARR) (i.e., **Line B3.18/Line 3.16**)

To protect our customers' properties whilst we develop and deliver longer term flood alleviation schemes, Scottish Water has introduced a target to investigate the potential to offer mitigation on a minimum of 75% of the properties on internal ARR at 1in10 and 2in10.

This focus has driven a shift from 242 properties of the internal ARR in AR25 to 257 properties in AR26 having mitigations installed which equates to 80% of the ARR.

B3.19 - Number of properties on the At Risk Register still to be resolved

The number of properties reported in this category has decreased from 72 in AR25 to 65 in AR26.

- AR25 72/314 (23% of ARR) (i.e., **Line B3.19/Line B3.16**)
- AR26 65/322 (20% of ARR) (i.e., **Line B3.19/Line B3.16**)

As referenced in **Line B3.18**, a focus on mitigation provision has driven a reduction in the number of properties not resolved either by mitigation or solution development from 72 of the internal ARR in AR25, to 65 in AR26.

Table 15: Total properties on Internal ARR - mitigation status

Total properties on ARR	322
B3.18 - Solved but temporary or being tested	257
B3.19 – Number of properties on ARR still to be resolved	65
Attrition (Unable to mitigate/Customer Refusal)	33

Overall, of the 322 internal ARR properties, 257 have mitigation installed and 65 do not. Of this 65, 33 are properties where Scottish Water was either unable to mitigate or the customer refused the offer of mitigation and the remaining 32 are on-going for Assessment / Delivery in AR27.

3.2.4 Lines B3.20-B3.22 - Properties on the At Risk Register - (iii) Annual changes to register

B3.20 - Removed by Scottish Water action

The number of properties reported in this category has decreased from 48 in AR25 to 12 in AR26.

Removals due to Scottish Water action are linked to the delivery of our SR21 investment programme and therefore the number of removals will vary each year depending on the particular projects being delivered.

In AR26 we completed 5 investment projects to the value of £963k that reduced risk of internal sewer flooding to 12 properties on the at-risk register (greater than 10% chance of occurrence per annum).

B3.21 - Removed because of better information

The number of properties reported in this category decreased from 2 in AR25 to 1 in AR26.

Overall, the number of removals due to better information is consistently low, representing the high confidence/accuracy of investigations.

B3.22 – Added because of better information

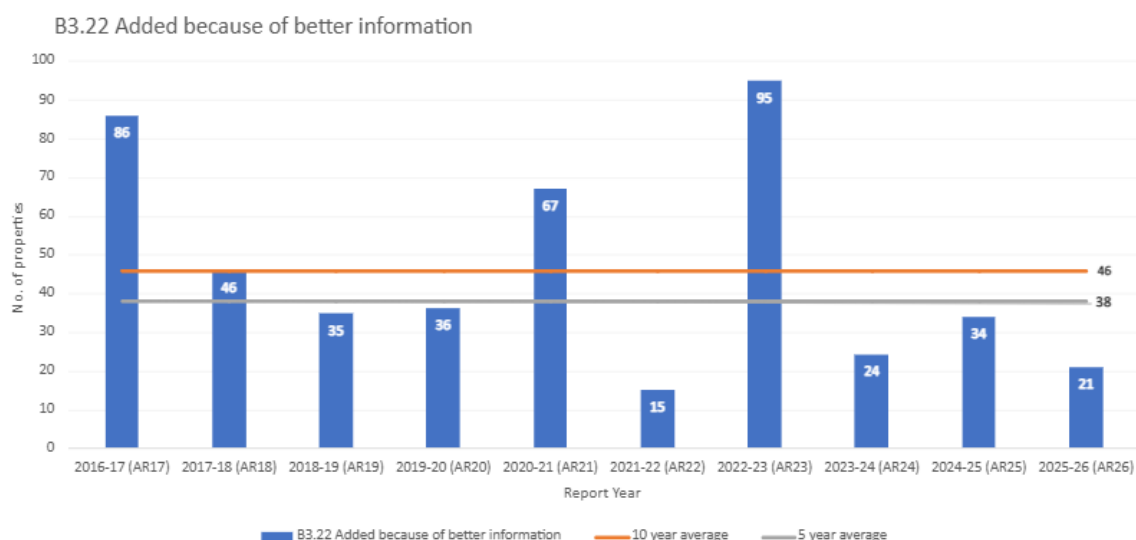
The number of properties in this category has decreased from 34 in AR25 to 21 in AR26.

Figure 7 below illustrates the number of additions per year over the past 10 years.

The average number of internal ARR additions over the last 5 years has been approximately 38 properties per year; and over the 10 years shown below, the average number of ARR additions has been 46.

Additions to the ARR follow thorough in-depth investigations carried out by the Flooding Investigation Team where sewer overloading is suspected, to determine the root cause(s), understand the risk, the mechanism(s) and impact(s) that the flooding has on our customers and communities. This includes a full review of any historical flooding incidents and, if necessary, interviews with customers affected and liaison with other flood risk agencies such as Local Authorities. We carry out survey work and hydraulic model simulated storm event analysis to determine the capacity of the sewer network. This information enables us to identify which properties should be included in the ARR.

Figure 7: Added because of better information.



B3.23 - Percentage of population at risk of sewer flooding in a 1-in-50-year storm, based on modelled predictions

The percentage of the population at risk of sewer flooding in a 1-in-50-year storm, based on modelled predictions, was calculated at 4% in AR22 and remains unchanged in AR26.

The data is the result of modelling carried out to assess the risk of flooding from our sewers in compliance with Section 16 of the Flood Risk Management (Scotland) Act 2009. The modelling covers around 90% of the population of Scotland. This modelling is updated every 6 years, and an updated national assessment is not expected to be undertaken until the end of FRM cycle 2 and will be reported in AR28.

3.3 Investment

Scottish Water's Management Approach for SR21 (MA020) is to reduce flood risk to customers impacted by repeat, high consequence, internal sewer flooding, where this is not disproportionately expensive. This, combined with our ambition to never disrupt the lives of our customers or communities and never flood customers properties due to incapacity in our sewers under normal weather conditions, has seen us commit £110.3m so far in SR21 to deliver 65 capital projects to reduce the risk of internal sewer flooding to 174 properties and remove customers from our internal ARR.

The approved Investment Planning Scenario 2025 (IPS25.2) funding for the flooding programme (MA020) was £176m. Allocation for IPS26.1 (MA020) has been reduced to £167.2m. This will deliver projects that reduce the risk of sewer flooding and is forecast to remove 190-214 properties from the internal ARR.

As part of our Management Approach, we continue to deliver an enhanced Mitigation Service to provide protection to customers from the risk of flooding through provision of mitigation measures whilst permanent solutions are being identified and implemented. This approach covers the following:

- Properties which experience internal sewer flooding at greater than 5% chance of flooding in a year (1:20)
- Properties which experience repeat internal sewer flooding during severe weather events
- Properties which experience frequent/high impact external sewer flooding

This has seen an increased investment of £1.7m, providing mitigation measures to 151 properties to reduce the impact of internal sewer flooding in AR26, with a further £2.51m for mitigations for 149 properties to be delivered throughout the remainder of SR21.

The ability of Scottish Water to achieve the forecast performance and investment is largely dependent on the weather experienced and its geographical location, throughout the period.

3.3.1 Data sources and confidence grades

Internal flooding data is held on the following software packages:

- Cases/Calls regarding internal flooding incidents and properties affected are recorded within Scottish Water Customer Relationship Management Software (CRM), Microsoft Dynamics
- Salesforce Field Service software collates flooding data and integrates with Microsoft Dynamics providing the Flooding Team with more detailed, accurate and comprehensive information regarding flooding incidents and affected properties.
- The Flooding Database which contains all internal sewer flooding risk information, including the Internal “At Risk” Register, is held on InfoAsset Manager (IAM).

Scottish Water has maintained the confidence grading for **Lines B3.2-B3.13** as per AR25. All lines, with the exception of **Line B3.8**, are graded A3.

Line B3.8 has a confidence grading of B4 as the 10-year combined figure is made up of an amalgamation of data from both Microsoft Dynamics software and the historic Promise software, which is then reconciled within a spreadsheet.

Once this 10-year data is extracted solely from Microsoft Dynamics (in AR29) we expect to increase the overall confidence grading to A2.

3.3.2 Lines B3.14-23 have the following confidence grades:

Confidence grades for all lines have been held at the same values as AR25 i.e., B2.

Line B3.23 remains at B4 as an updated national assessment is not expected to be undertaken until the end of FRM cycle 2 in AR28.

3.3.3 AR26 Data Improvement Programmes

Mitigations Programme

In AR26 we have been working towards the incorporation of the mitigation inventory to the enhanced flooding database data capture, to provide a holistic view of flood risk and impact mitigation at relevant locations.

Automation of the Flooding Team investigation process

In AR26 we continued to develop our investigations process using Microsoft Dynamics software as our workflow and data repository. This approach simplifies and enhances our data collation and ensures robustness, accuracy and ease of reporting.

Flooding Database Upgrade

In AR26 we have developed an enhanced software solution for our flooding database, where we hold all flooding information regarding risk and impact for investigated properties and locations.

Storm Analysis

In AR26 enhanced storm analysis software (MAP Rain), has transitioned into a business-as-usual storm analysis tool, delivering measurable time savings and improved long-term historic rainfall analysis.

Repeat Sewer Flooding

In AR26 we focused on accuracy of data for repeat internal sewer flooding as well as individual case management. Collaborative cross directorate working group has embedded improving first time resolution for our customers.

3.3.4 AR27 Data Improvement Programmes

The following improvements are planned during 2026-27:

Automation of the Flooding Team investigation process

In AR27 we will continue to develop a new procedure to enable the delivery of our investigations process using the Microsoft Dynamics software as our workflow and data repository. This project is anticipated to be delivered in AR27 as it has taken longer than expected to implement. This delay was due to the implementation of Microsoft Fabric providing Scottish Water with an all-in-one business analytics platform. This approach simplifies and enhances our data collation and ensures robustness, accuracy and ease of reporting.

In AR27 the procedure will be rolled out and should provide the following benefits:

- Increased use of corporate system
- Fully auditable process
- Controlled data entry
- Enhanced data collation
- Enhanced reporting capabilities
- Increase of confidence grading for **Lines B3.2 - B3.13** excluding **Line B3.8**.

Flooding Database Upgrade

In AR26 we have developed an enhanced software solution for our flooding database, where we hold all flooding information regarding risk and impact for investigated properties and locations.

The delivery of which has been delayed due to our delivery partner merging with a new parent organisation.

In AR27 we will finalise delivery of the enhanced offering and will roll out the functionality. An improved solution will enrich our ability to collate information and increase the robustness and accuracy of our data.

Storm Analysis

During AR27, we will further enhance the MAP Rain dataset and FEH daily rainfall data through the introduction of a dedicated dashboard, ensuring the latest rainfall information is readily available for areas containing properties listed on the internal At Risk Register.

Repeat Sewer Flooding

In AR27, we will continue to focus on accuracy of data and expedited resolution for customers experiencing repeat internal sewer flooding.

3.3.5 Assumptions used for forecast data

Forecasting has been provided for all lines in the B3 table.

Forecasting for **Lines B3.2-B3.13** is based on 3-year and 5-year average incident and property data related to sewer flooding.

Forecasting for **Lines B3.14-B3.22** is based on the current At Risk Register position and predicted additions and removals from the At Risk Register. These predicted additions and removals are based on historic addition trends and the current status of the Flooding Programme.

Line B3.23 is forecasted to remain the same as an updated national assessment is not expected to be undertaken until the end of Flood Risk Management (FRM) cycle 2 and will be reported in AR28.

Confidence grades for forecasted **Lines B3.2-B3.22** have been set at C4. As above, the forecasted numbers are based on average/historic data as well as current status data. A 'C' grading is appropriate given the estimated nature of the forecast. It is recognised that most lines are highly weather dependent.

4 Table B3a: Sewage External Flooding

4.1 Overview

Flooding due to sewer overloading is primarily associated with high-intensity, short-duration rainfall events that exceed the capacity of sewer networks and associated drainage systems. These events can generate rapid inflows that overwhelm infrastructure, even where overall rainfall volumes are relatively low. In contrast, longer-duration, lower-intensity rainfall typically results in higher cumulative rainfall totals but allows systems to respond more effectively, reducing the likelihood of sewer overloading.

In AR26 we have seen a decrease in external sewer flooding incidents and areas affected in comparison to AR25 despite a number of short duration, high intensity rainfall events occurring in July, August and September. These events generated rapid but short-lived runoff, allowing systems to recover quickly, resulting in more localised, transient external flooding that was less likely to be reported.

In comparison, in AR25 longer-duration, lower-intensity rainfall events generated sustained runoff. Although peak flows were lower, the extended duration increased cumulative volume and progressively saturated drainage systems. This led to more widespread, persistent flooding that was more likely to be reported as external flooding incidents.

Scottish Water has continued to prioritise and undertake External Flooding Overloaded Sewer (EFOS) investigations providing more customers with our assessments of risk classifications for their properties.

In AR26 one area was removed following the delivery of an external-only scheme to the value of £114k. The remaining three areas were associated with a CSO which was delivered in SR21. These were identified retrospectively and removed following confirmation that the 1-in-30-year level of service is now met.

The B3a table provides a summary of Scottish Water's External Flooding performance for AR26.

4.2 Performance Trends

4.2.1 Lines B3a.1-B3a.5 - Annual Flooding summary - (i) Overloaded sewers

Table 16 below shows a marked decrease in relation to both the number of External Flooding Overloaded Sewer (EFOS) incidents and the number of areas affected by those incidents in comparison to AR25.

Table 16: Summary of flooding incidents and areas flooded in AR25 and AR26.

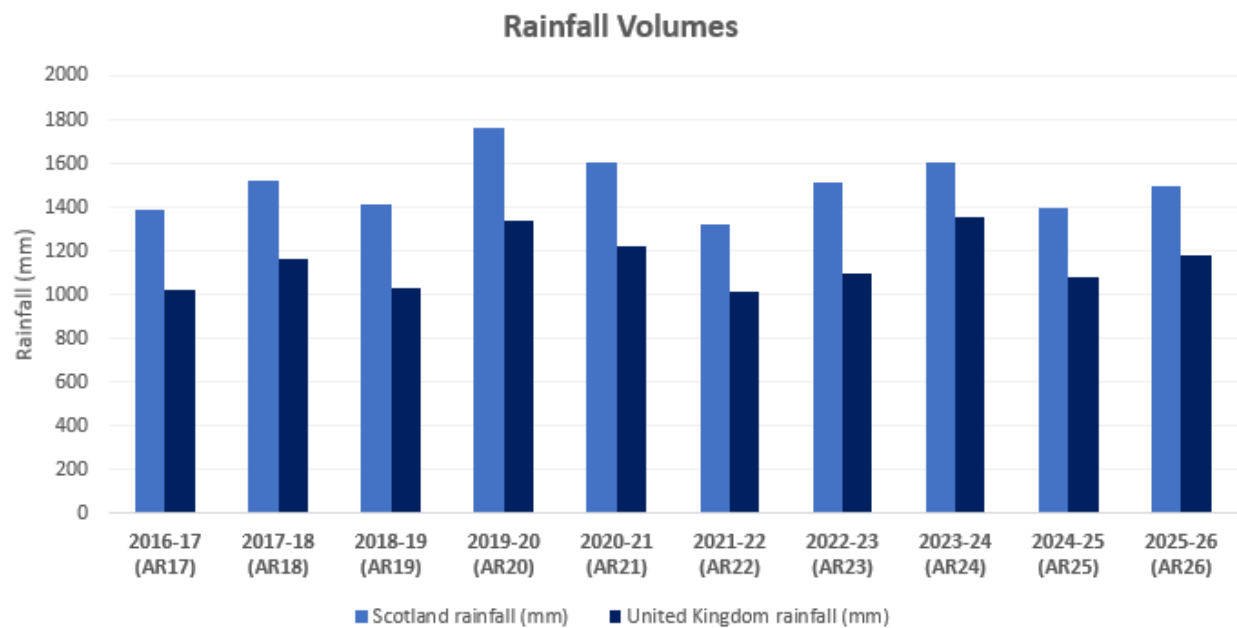
Line ref	Descriptions	AR25	AR26	Variance	% change
B3a.1	Areas flooded externally in the year	122	101	-21	-17%
B3a.2	Curtilage flooding incidents in the year	48	36	-12	-25%
B3a.3	Highway flooding incidents	53	50	-3	-6%
B3a.4	Other flooding incidents	15	12	-3	-20%
B3a.5	Total flooding incidents	116	98	-18	-16%

In AR26 we have seen a decrease in external sewer flooding incidents and areas affected in comparison to AR25 despite a number of short duration, high intensity rainfall events occurring in July, August and September. These events generated rapid but short-lived runoff, allowing systems to recover quickly, resulting in more localised, transient external flooding that was less likely to be reported.

In comparison, in AR25 longer-duration, lower-intensity rainfall events generated sustained runoff. Although peak flows were lower, the extended duration increased cumulative volume and progressively saturated drainage systems. This led to more widespread, persistent flooding that was more likely to be reported as external flooding incidents.

To illustrate the rainfall conditions described above, Figure 8 below shows rainfall volumes from April 2016 to March 2026.

Figure 8: 2016-2026 Rainfall Volumes.



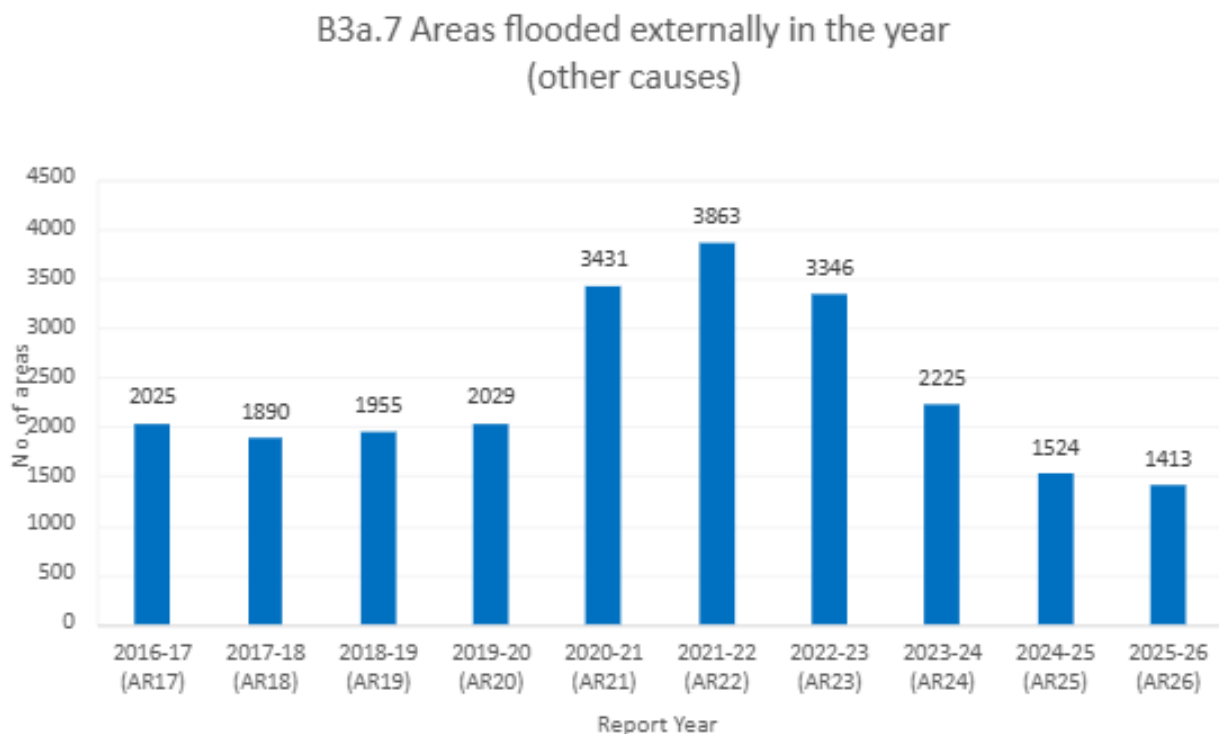
4.2.2 Lines B3a.7-B3a.10 - Annual Flooding summary – (ii) Other causes

B3a.7 - Areas flooded externally in the year (other causes)

The number of areas in this category has decreased from 1,524 in AR25 to 1,413 in AR26.

This change is attributable to the typical annual variance and is in line with the weather patterns experienced in AR26.

Figure 9: Areas flooded externally in the year (other causes)



B3a.8 - Flooding incidents (other causes - equipment failure)

The number of incidents in this category has decreased from 10 in AR25 to 8 in AR26.

Scottish Water continues to embed a proactive, scheduled maintenance programme for all mitigations delivered by the Flooding Team to reduce the potential for equipment failure. Mitigation measures maintenance is delivered according to Scottish Water's mitigation measures maintenance policy, which sets out the frequency of maintenance based on the type of mitigation measure installed.

To reduce the number of incidents arising from other causes, Scottish Water maintains a Planned Cleaning Programme (PCP) that prioritises maintenance across multiple sewer lengths. In addition, our Maintenance Schedule Task (MST) process targets single sewer lengths and smaller areas of the network, enabling more localised interventions. This is complemented by enhanced maintenance of combined sewer overflows (CSOs) and pumping stations. Together, these approaches support a proactive, risk-based maintenance regime, ensuring targeted and regular remedial activities across the sewer network.

B3a.9 - Flooding incidents (other causes - blockages)

The number of incidents in this category has increased from 892 in AR25 to 928 in AR26.

This change is attributable to the typical annual variance and is in line with the weather patterns experienced in AR26.

As set out in the Wastewater Gravity Sewers Management Approach (MA113), Scottish Water carries out proactive inspections on critical sewers only. This concentrates our funding on the assets which, if they failed, would have the largest societal impact. Scottish Water does not have a proactive sewer maintenance programme for non-critical single sewer assets or small areas of sewer network as this approach would be cost prohibitive and would not represent value for money for our customers.

B3a.10 - Flooding incidents (other causes - collapses)

The number of incidents in this category has decreased from 43 in AR25 to 30 in AR26.

Sewer Response continue to carry out CCTV surveys which assist in the identification of sewer collapses and subsequent remediation which contributed to the reduction in AR26.

4.2.3 Lines B3a.11-B3a.14 - Areas on the 1:10, 2:10, 1:20 At Risk register – (i) At-risk summary

B3a.11 - 2 in 10 risk at end of year

The number of areas reported in this category has increased from 1861 in AR25 to 1,942 in AR26.

B3a.12 - 1 in 10 risk at end of year

The number of areas reported in this category has decreased from 1051 in AR25 to 1,045 in AR26.

Ba3.13 - 1 in 20 risk at end of year

The number of areas reported in this category has decreased from 177 in AR25 to 157 in AR26.

4.2.4 Line B3a.14 - 1 in 10, 2 in 10, 1 in 20 risk at end of year

The value in this line is the sum of **Lines B3a.11, B3a.12 and B3a.13**. The number of areas reported in this category has increased from 3089 in AR25 to 3,144 in AR26.

This is an increase of circa 2% in the total External At Risk Register (ARR) as Scottish Water continues to prioritise and undertake EFOS investigations providing more customers with our assessments of risk classifications at their locations.

4.2.5 Lines B3a.15-B3a.16 - Areas on the 1:10, 2:10, 1:20 At Risk Register - (ii) Problem status

B3a.15 - Problems solved by temporary measures or subject to testing

The number of areas reported in this category has increased from 309 in AR25 to 342 in AR26 (see Table 17 below).

- AR25 309/3089 (10% of ARR) (i.e., **Line B3a.15/Line B3a.14**)
- AR26 342/3144 (11% of ARR) (i.e., **Line B3a.15/Line B3a.14**)

In line with our Management Approach, we continue to provide our enhanced Mitigation Service to deliver temporary measures, where possible, to include areas which experience frequent/high impact external sewer flooding.

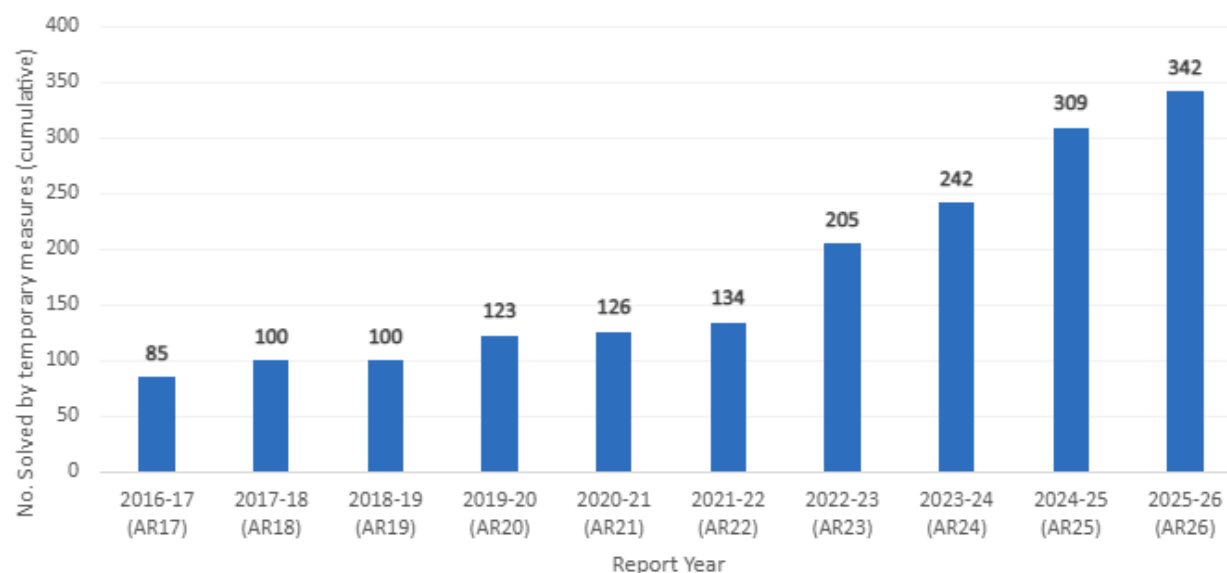
Currently this figure represents areas on the external ARR with any temporary measures, including those with temporary measures which only protect against internal sewer flooding outwith our internal ARR.

In AR27 we will differentiate those areas mitigated for external (curtilage) only categories. This will be enabled by the delivery of the flooding database upgrade.

Figure 10 below shows the number of mitigated areas reported in **Line B3a.15** across the last 10 years.

Figure 10: Solved by temporary measures AR17-26.

B3a.15 Problems solved by temporary measures or subject to testing



B3a.16 - Problems awaiting solution

The number of areas reported in this category has increased from 2780 in AR25 to 2,802 in AR26.

- AR25 2,780/3,089 (90% of ARR) (i.e., **Line B3a.16/Line B3a.14**)
- AR26 2,802/3,144 (89% of ARR) (i.e., **Line B3a.16/Line B3a.14**)
-

Table 17: Total properties on External ARR - mitigation status

Total properties on External ARR	3,144
B3a.15 - Problems solved by temporary measures or subject testing	342
B3a.16 – Problems awaiting solution	2,802

In line with our Management Approach, we continue to provide our enhanced Mitigation Service to deliver mitigation measures, where possible, to include areas which experience frequent/high impact external sewer flooding.

4.2.6 Lines B3a.17-B3a.21 - Areas on the 1:10, 2:10, 1:20 At Risk Register - (iii) Annual changes to 1:10, 2:10, 1:20 register

B3a.17 - Removed by Scottish Water action

The number of areas reported in this category has decreased from 21 in AR25 to 4 in AR26.

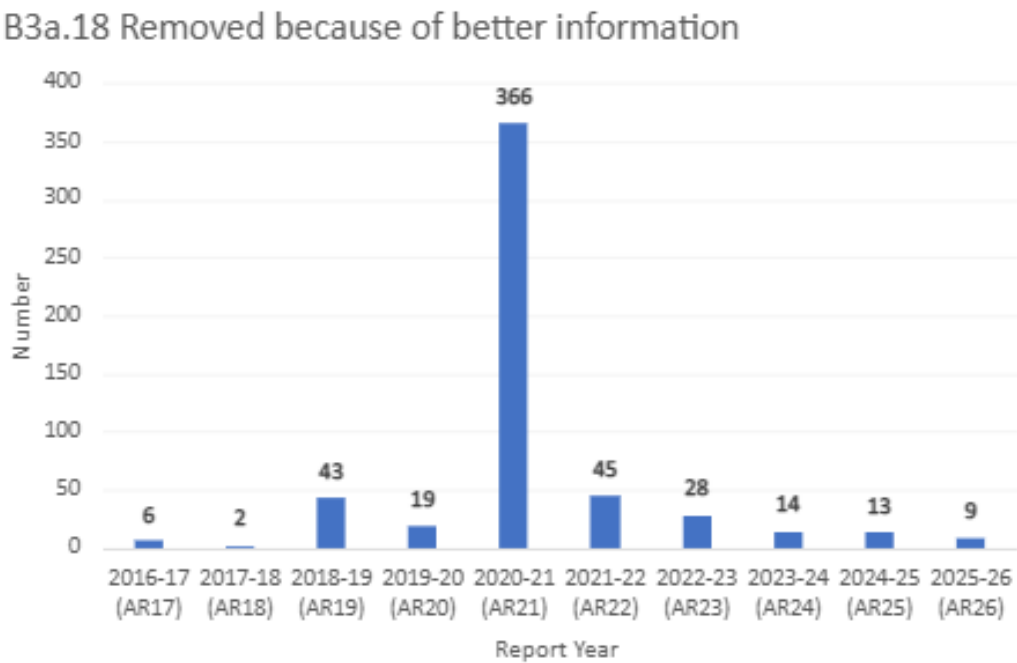
Removals due to Scottish Water action are linked to the delivery of our SR21 investment programme and therefore the number of removals will vary each year depending on the particular projects being delivered.

In AR26 one area was removed following the delivery of an external-only scheme to the value of £114k. The remaining three areas were associated with a CSO which was delivered in SR21. These were identified retrospectively and removed following confirmation that the 1-in-30-year level of service is now met.

B3a.18 - Removed because of better information

The number of areas reported in this category has decreased from 13 in AR25 to 9 in AR26. This decrease represents typical annual variance as shown in Figure 11.

Figure 11: Removed because of better information AR17-26.



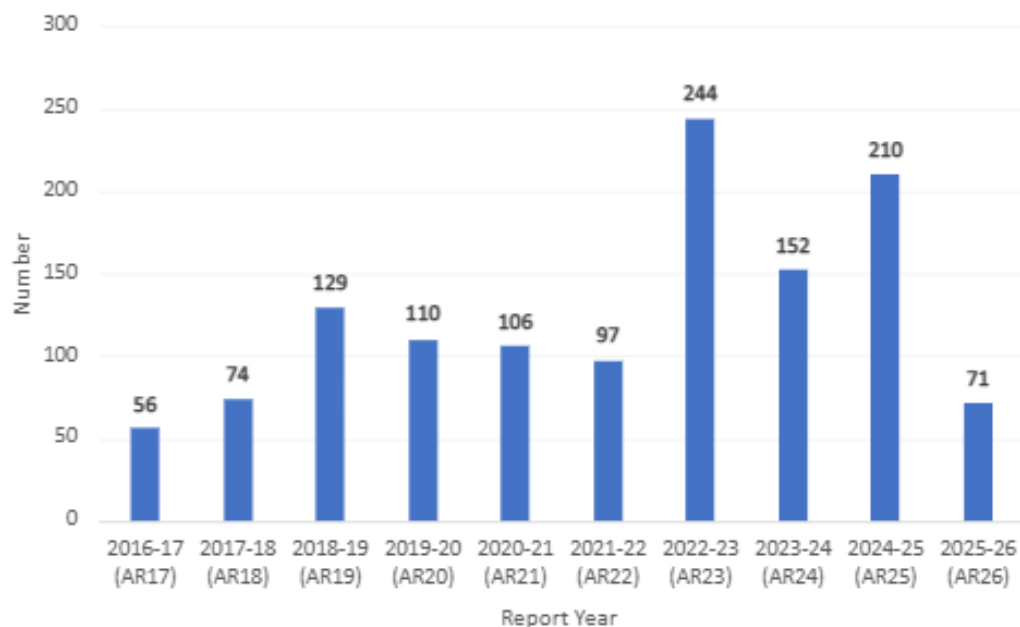
B3a.19 - Added because of better information

The number of areas reported in this category has decreased from 210 in AR25 to 71 in AR26.

Scottish Water continues to investigate high and medium priority external sewer flooding incidents. In AR26, we completed 26 investigations, a decrease from AR25.

Figure 12: Added because of better information AR17-26.

B3a.19 Removed because of better information



B3a.20 - Added because of increased demand

All additions to the external ARR are identified as being due to better information. Scottish Water carries out Network Impact Assessments or Development Impact Assessments for all new development, ensuring that they do not adversely impact the network. This negates the need to add properties due to increased demand.

For this reason, **Line B3a.20** is reported as zero. We would be happy to discuss the possibility of removing this line in future Annual Return submissions.

B3a.21 - Moved from external to internal register

The number of areas reported in this category has decreased from 7 in AR25 to 3 in AR26.

The three reported areas were related to internal flooding investigations.

4.3 Investment

Scottish Water continues to investigate high and medium priority external sewer flooding incidents. In AR26, we completed 26 investigations, a decrease from AR25 due to reduced resource availability in the final six months of the year, which also led to fewer additions to the external ARR.

Scottish Water's Management Approach for SR21 (MA020) is to reduce flood risk to customers impacted by repeat, high consequence, internal sewer flooding, where this is not disproportionately expensive. This, combined with our ambition to never disrupt the lives of our customers or communities and never flood customers properties due to incapacity in our sewers under normal weather conditions, has seen us commit £110.3m so far in SR21 to deliver 65 capital projects to reduce the risk of internal sewer flooding to 174 properties and remove customers from our internal ARR. This investment has also reduced the risk of external sewer flooding by 96 areas.

The approved Investment Planning Scenario 2025 (IPS25.2) funding for the flooding programme (MA020) was £176m. Allocation for IPS26.1 (MA020) has been reduced to £167.2m. This will deliver projects that reduce the risk of sewer flooding and is forecast to remove 104-112 locations from the external ARR.

The ability of Scottish Water to achieve the forecast performance and investment is largely dependent on the weather experienced and its geographical location, throughout the period.

4.3.1 Data sources and confidence grades

Data about external flooding is held on the following software packages:

- Cases/Calls regarding external flooding incidents and areas affected are recorded within Scottish Water Customer Relationship Management Software (CRM), Microsoft Dynamics.
- Salesforce Field Service software collates flooding data and integrates with Microsoft Dynamics providing the Flooding Team with more detailed, accurate and comprehensive information regarding flooding incidents and affected areas.
- The Flooding Database which contains all external flood risk information, including the external At Risk Register (ARR), is held on InfoAsset Manager (IAM).

Confidence grades for **Lines B3a.1- B3a.10** have been held at the same values as AR25, A4.

The AR26 and forecasted AR26 confidence grades for these lines are lower than the confidence grades given to the equivalent lines in the B3 table as the Flooding Investigation Team does not review all external sewer flooding incidents. However, Scottish Water has continued to prioritise this and undertake EFOS investigations providing more customers with our assessments of risk classifications for their properties.

Lines B3a.11-B3a.21 remain graded at B4 as per AR25. The data informing these reporting lines is held on a non-corporate, fully auditable database. The confidence grade given for these lines is lower than the confidence grade given to the equivalent lines in the B3 table as approximately 10%-15% of the external At Risk Register data is of poor quality (inherited from Scottish Water predecessor organisations).

4.3.2 AR26 Data Improvement Programmes

Mitigations Programme

In AR26 we embedded the use of the decision matrix for the provision of external mitigation measures, based on risk level and impact of external sewer flooding incidents on our customers. This has increased the consistency and speed of decision-making.

We also identified areas which were external (curtilage) only categories to allow them to be differentiated from properties mitigated against internal flooding.

Automation of the Flooding Team investigation process

In AR26 we continued to develop our investigations process using Microsoft Dynamics software as our workflow and data repository. This approach simplifies and enhances our data collation and ensures robustness, accuracy and ease of reporting.

Flooding Database Upgrade

In AR26 we have developed an enhanced software solution for our flooding database, where we hold all flooding information regarding risk and impact for investigated properties and locations.

Storm Analysis

In AR26 enhanced storm analysis software (MAP Rain), has transitioned into a business-as-usual storm analysis tool, delivering measurable time savings and improved long-term historic rainfall analysis.

4.3.3 AR27 Data Improvement Programmes

The following improvements are planned during 2026-27:

Automation of the Flooding Team investigation process

In AR27 we will continue to develop a new procedure to enable the delivery of our investigations process using the Microsoft Dynamics software as our workflow and data repository. This project is anticipated to be delivered in AR27 as it has taken longer than expected to implement. This delay was due to the implementation of Microsoft Fabric providing Scottish Water with an all-in-one business analytics platform. This approach simplifies and enhances our data collation and ensures robustness, accuracy and ease of reporting.

In AR27 the procedure will be rolled out and should provide the following benefits:

- Increased use of corporate system
- Fully auditable process
- Controlled data entry
- Enhanced data collation
- Enhanced reporting capabilities
- Increase of confidence grading for lines **B3a.1-B3a.5**

Flooding Database Upgrade

In AR26 we have developed an enhanced software solution for our flooding database, where we hold all flooding information regarding risk and impact for investigated properties and locations. The delivery of which has been delayed due to our delivery partner merging with a new parent organisation.

In AR27 we will finalise delivery of the enhanced offering and will roll out the functionality. An improved solution will enrich our ability to collate information and increase the robustness and accuracy of our data.

Mitigations Programme

Currently the reported figure for areas protected by temporary measures represents areas on the external ARR with any temporary measures, including those with temporary measures which only protect against internal sewer flooding outwith our internal ARR.

In AR27 we will differentiate those areas mitigated for external (curtilage) only categories. This will be enabled by the delivery of the flooding database upgrade.

Storm Analysis

During AR27, we will further enhance the MAP Rain dataset and FEH daily rainfall data through the introduction of a dedicated dashboard, ensuring the latest rainfall information is readily available for areas containing properties listed on the internal At Risk Register.

4.3.5 Assumptions used for forecast data

Forecasting has been provided for all lines in Table B3a.

Forecasting for **Lines B3a.1-B3a.10** is based on 3-year and 5-year average incident and area data related to sewer flooding.

Forecasting for **Lines B3a.11-B3a.21** is based on the current At-Risk Register position and predicted additions and removals from the At-Risk Register. These predicted additions and removals are based on historic addition trends and the status of the Flooding Programme.

Confidence grades for forecast **Lines B3a.1-B3a.21** have been set at C4. As above, the forecast numbers are based on average/historic data as well as current status data. A 'C' grading is appropriate given the estimated nature of the forecast. It is recognised that most lines are highly weather dependent.

5 Table B4: Customer service

5.1 Overview

Table B4 provides information on written complaints and telephone contacts received by Scottish Water. Scottish Water reports an increase in the number of formal complaints received in AR26 i.e., 580 compared to 520 in AR25. The increase in complaints can be seen across the 3 main complaint areas, Water Supply, Wastewater and Infrastructure. Water Supply has seen a rise in the number of complaints relating to No Water and Burst/Leak. Wastewater complaints have seen an increase in the Choke/Blockage category. Infrastructure has also increased with a rise in claims due to an issue with a Cover/Ironwork from AR25. Compensation claims have increased from those noted in AR25 and the proportion of complaints have increased at a greater rate in AR26.

In AR26, telephone contacts have reversed the decreasing trend from AR25 and have risen, with 280878 compared to 270375. Volumes were steady through the year, with spikes in May, July, August 2025 and January 2026 due to operational issues.

- May 2025 - a burst main impacted the G32 postcode on the 29 May 2025.
- July 2025 - an interruption to supply on the 11 July 2025 impacting the EH21-EH22 postcode area (Musselburgh).
- August 2025 - a burst pipe at Rawburn Water Treatment works on the 26 August 2025 impacted customers in TD5, TD7 and TD10-15. The Impact of this lasted a few days with approximately 3500 contacts attributed to this event.
- January 2026 - a cold spell and thaw resulted in an increased volume of customer contacts during the first 2 weeks across Scotland.

In AR26 there has been a continued focus on improving the quality of conversations and achieving first time resolution with customer contacts. This was partly achieved by providing more time for training and feedback for our Customer Advisers. With the extra focus on Advisor training, this has impacted our performance numbers due to advisors being taken away for training. We have seen increases in **Line B4.7** Total calls answered in more than 30 seconds on customer contact lines and **Line B4.8** Average time taken to answer a call on customer contact lines. However, **Line B4.10** Total of abandoned calls on customer contact lines has remained at similar levels to AR25.

5.2 Performance Trends

B4.1 Formal complaints (number of written complaints received)

There was an increase in the number of formal complaints received during the AR26 period i.e. 580 compared to 520 in AR25 - an increase of 11.54%.

In AR26, the split of complaints between Compensation Complaint and Complaint has changed from AR25, with an increase seen in both categories and the Complaint element to a greater level as shown in Figure 13.

Figure 13: Formal Complaints by Compensation Complaint or Complaint AR25 v AR26

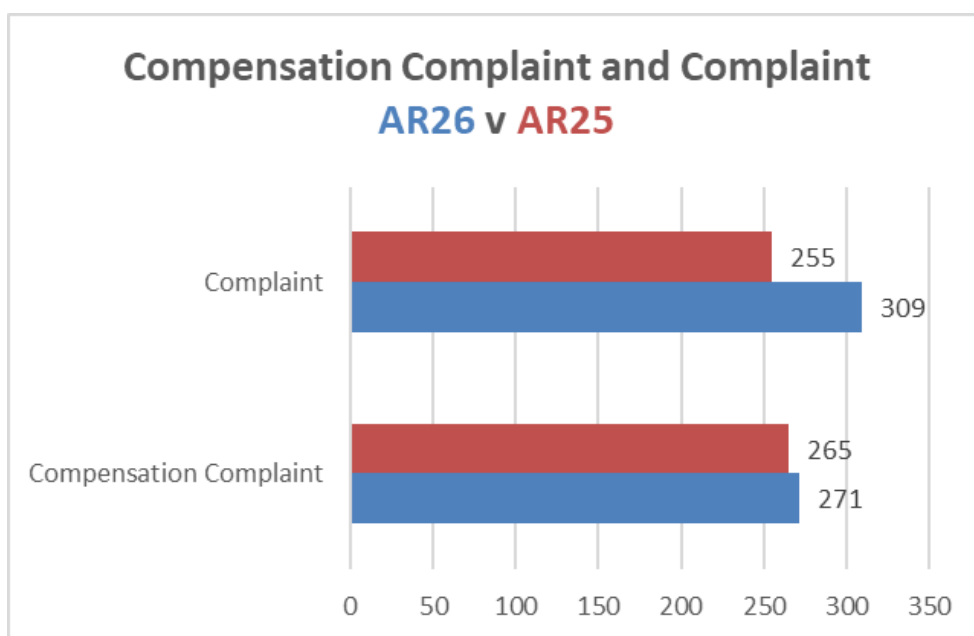


Table 18 below shows the change in volume and percentage across the service areas in AR26:

Table 18: Change in volume and percentage of formal complaints across service types for the AR26 period.

Service Type	Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Total		Volume change AR25 to AR26	% Change AR25 to AR26
	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	25	26	25	26	25	26	24-25	25-26		
Byelaws	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1.	0.	-1.	-100.00%
CMA Data Amendment	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	3.	2.	-1.	-33.33%
Developer Connection	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	2.	1.	-1.	-50.00%
Infrastructure	6	8	4	9	11	10	4	13	5	8	4	11	9	10	15	6	6	0	7	7	7	10	8	9	86.	101.	15.	17.44%
Metering	0	0	1	1	0	2	1	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	1	2.	7.	5.	250.00%
Planned Works/ Maintenance	3	5	6	7	2	5	6	6	6	2	6	3	3	2	3	4	5	0	5	5	7	4	6	5	58.	48.	-10.	-17.24%
Priority Services Register	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0.	1.	1.	100.00%
Waste Water	19	15	17	19	16	17	15	18	19	17	12	15	12	18	9	15	7	15	9	16	14	14	23	6	172.	185.	13.	7.56%
Water Quality	1	0	2	1	1	0	3	2	0	4	0	1	1	2	0	1	0	1	3	0	0	0	1	1	12.	13.	1.	8.33%
Water Supply	14	17	12	16	20	17	16	22	16	20	13	25	15	12	12	20	8	26	11	15	21	14	22	17	180.	221.	41.	22.78%
Wholesale Allowance	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2	0	0	0	0	0	0	1	0	0	4.	1.	-3.	-75.00%
Total:	43	45	44	53	51	52	45	61	46	51	36	55	42	47	41	46	27	42	35	44	49	45	61	39	520	580	60.	11.54%

The top three Service Types of complaints in AR25 remained the top three in AR26 i.e., Infrastructure, Wastewater and Water Supply. All three increased during AR26 - as shown in Table 19.

Table 19: Top 3 service types for complaints across the AR26 period.

Service Type	Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Total		Volume change AR25 to AR26	% Change AR25 to AR26
	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	24	25	25	26	25	26	25	26	24-25	25-26		
Infrastructure	6	8	4	9	11	10	4	13	5	8	4	11	9	10	15	6	6	0	7	7	7	10	8	9	86.	101.	15.	17.44%
Waste Water	19	15	17	19	16	17	15	18	19	17	12	15	12	18	9	15	7	15	9	16	14	14	23	6	172.	185.	13.	7.56%
Water Supply	14	17	12	16	20	17	16	22	16	20	13	25	15	12	12	20	8	26	11	15	21	14	22	17	180.	221.	41.	22.78%
Total:	43	45	44	53	51	52	45	61	46	51	36	55	42	47	41	46	27	42	35	44	49	45	61	39	520	580	60.	11.54%

The main Service Reason for each of the top three Service Types complaints changes from AR25 to AR26. Details of these changes are noted below:

Infrastructure – as per Table 18 above, there was an increase of 15 complaints in AR26 and the main changes between AR25 and AR26 in the category of “Service Reason” for the complaint were: a increase of 8 complaints relating to “Cover/Ironwork Fault/Fix”; and an increase of 6 complaints relating to “Lead Renewal”.

Wastewater – as per Table 18 above, there was an increase of 13 complaints in AR26 and the main changes between AR25 and AR26 in the category of “Service Reason” for the complaint were: an increase of 26 complaints relating to “Choke/Blockage” and a decrease of 13 complaints relating to “Sewer Flooding”.

Water Supply – as per Table 18 above, there was an increase of 41 complaints and the main changes between AR25 and AR26 in the category of “Service Reason” for the complaints were: an increase of 25 complaints relating to “No Water”, an increase of 23 complaints relating to “Burst/ Leak” and a decrease of 6 complaints relating to “Pressure/Intermittent Supply”.

B4.2 Regulator upheld complaints

Scottish Water reports 0 regulator upheld complaint in AR26. This is a decrease of 1 from AR25.

B4.3 No. dealt with within five working days

In AR26, 575 out of the 580 complaints were responded to with within five working days. Of those that did not received a response in 5 working days the customers did receive a response, albeit outwith the Service Level Agreement (SLA). Each failure has been reviewed by team management, and actions have been put in place to prevent these happening in the future.

In each instance of the complaint being responded to outwith the 5 days, the complainant was a third party representing a customer, and as such a Service Standard payment would not be applicable, as they relate to customers who are directly impacted by service failures. Complaints are assessed on a case-by-case basis.

5.2.1 Lines B4.4-B4.11 - Telephone Contacts

In AR26, telephone contacts have reversed the decreasing trend from AR25 and have risen, with 280,878 compared to 270,375. Volumes were steady through the year, with spikes in May, July, August 2025 and January 2026 due to operational issues.

- May 2025 - a burst main impacted the G32 postcode on the 29 May 2025.
- July 2025 - an interruption to supply on the 11 July 2025 impacting the EH21-EH22 postcode area (Musselburgh).
- August 2025 - a burst pipe at Rawburn Water Treatment works on the 26 August 2025 impacted customers in TD5, TD7 and TD10-15. The Impact of this lasted a few days with approximately 3500 contacts attributed to this event.
- January 2026 - a cold spell and thaw resulted in an increased volume of customer contacts during the first 2 weeks across Scotland.

In AR26 there has been a continued focus on improving the quality of conversations and achieving first time resolution with customer contacts. This was partly achieved by providing more time for training and feedback for our Customer Advisers. This extra focus, has impacted our performance numbers due to advisors being taken away for training. We have seen increases in **Line B4.7** Total calls answered in more than 30 seconds on customer contact lines and **Line B4.8** Average time taken to answer a call on customer contact lines. However, **Line B4.10** Total of abandoned calls on customer contact lines has remained at similar levels to AR25.

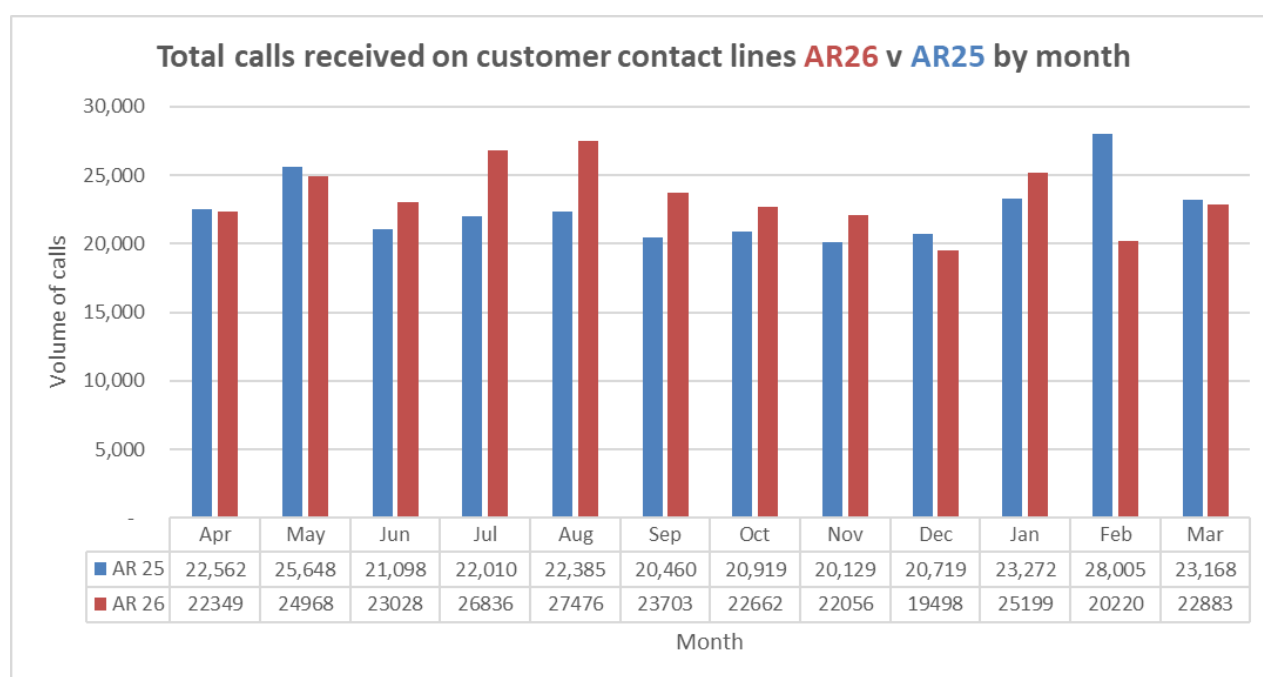
B4.4 Total calls received on customer contact lines

We received 280,878 calls during the AR26 period compared to 270,375 calls in AR25. This represents a rise of 10,503 calls, or an overall 3.88% increase against AR25. Figure 14 below shows the calls received on customer contact telephone lines broken down by month. Call volumes are more than AR25 in 7 months of the year. August saw the highest volume of the year with May, July 2025 and January 2026 also having higher volumes.

Main events in these months are:

- May 2025 - a burst main impacted the G32 postcode on the 29 May 2025.
- July 2025 - an interruption to supply on the 11 July 2025 impacting the EH21-EH22 postcode area (Musselburgh).
- August 2025- a burst pipe at Rawburn Water Treatment works on the 26 August 2025 impacted customers in TD5, TD7 and TD10-15. Impact of this lasted a few days with approximately 3500 contacts.
- January 2026 - a cold spell and thaw resulted in an increased volume of customer contacts within the first 2 weeks across Scotland.

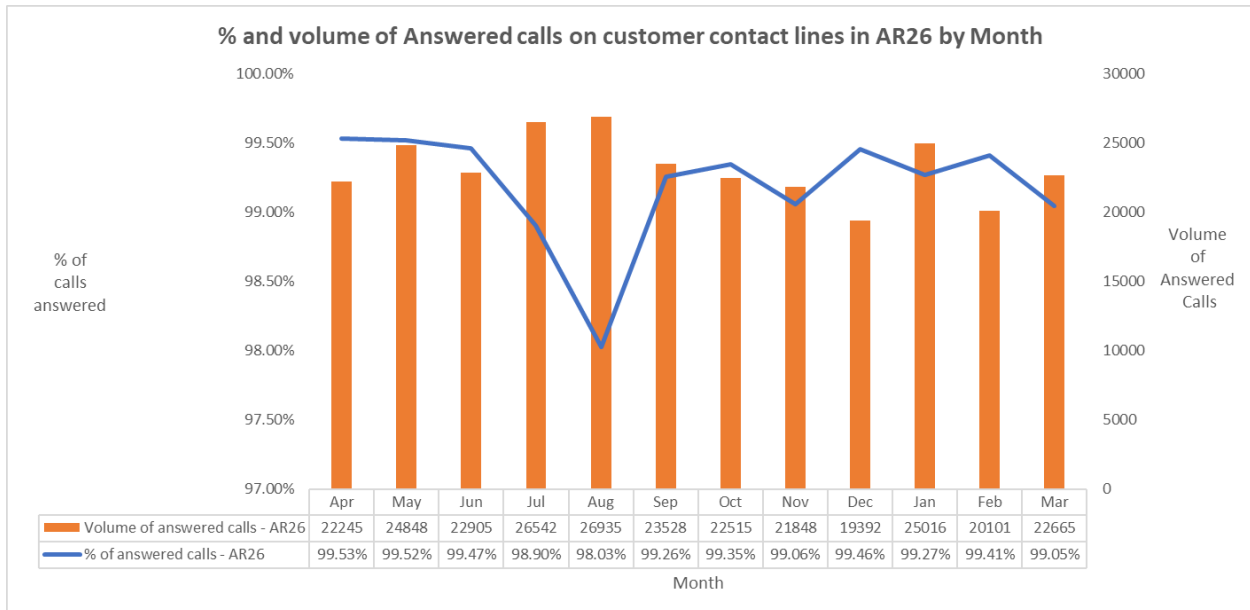
Figure 14: Total calls received on customer contact lines by month for AR25 and AR26.



B4.5 Total calls answered on customer contact lines

We answered 278,540 calls (99.17%) in AR26 compared to 268,359 (99.25%) in AR25. Figure 15 below shows performance has remained constant through the year with the exception of July and August which was impacted by incidents mentioned in **Line B4.4**.

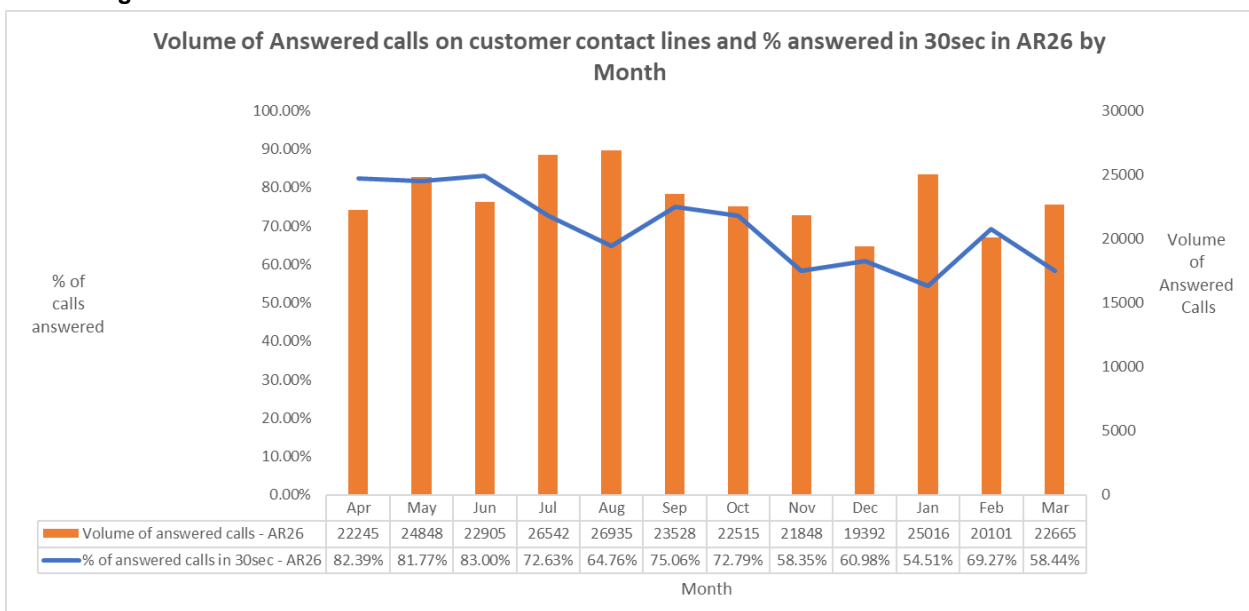
Figure 15: Percent and volume of answered calls on customer contact lines per month for AR26.



B4.6 Total calls answered within 30 seconds on customer contact lines

In the AR26 period, 195,389 calls (69.56%) were answered within 30 seconds, compared to 230,614 calls (85.29%) in AR25. As in AR25 efforts have been focused to increase training and feedback to our Customer Advisers to help improve our customers experience and first time resolution. This has impacted our performance numbers due to advisors being taken away for training.

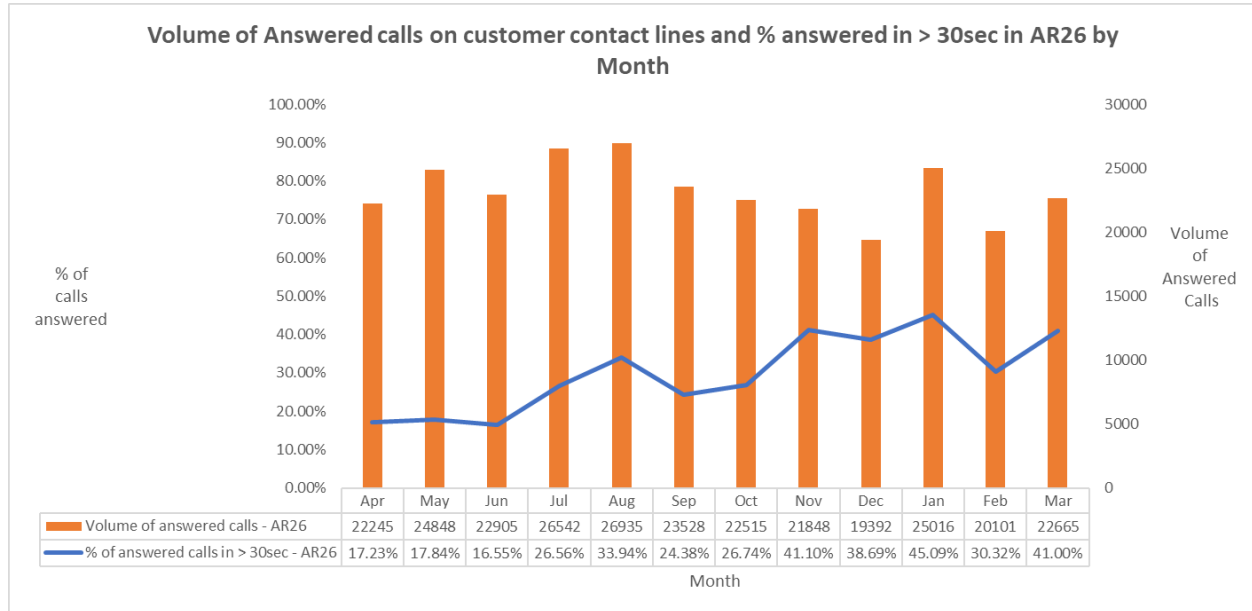
Figure 16: Volume of answered calls on customer contact lines and % answered in 30secs.



B4.7 Total calls answered in more than 30 seconds on customer contact lines

In AR26, 83,151 calls answered after more than 30 seconds (29.60%) compared to 37,745 (14.07%) in AR25. As per **Line B4.6**, performance has been impacted by increased training and feedback to our Customer Advisers.

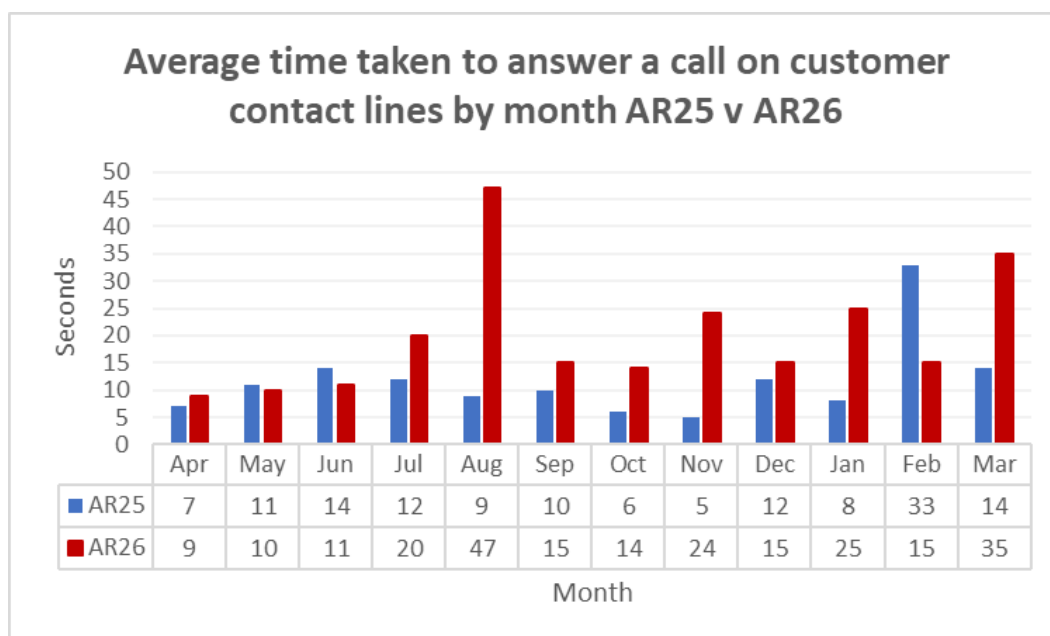
Figure 17: Volume of answered calls on customer contact lines and % answered over 30secs.



B4.8 Average time taken to answer a call on customer contact lines

In AR26, the average time taken to answer a call to our customer contact line was 20 seconds, compared to 12 seconds in AR25. Figure 18 below shows the average time, by month, and demonstrates a change in performance from AR25 to AR26, with the majority of months higher than AR25.

Figure 18: Average time taken (seconds) to answer calls on customer contact lines per month for AR26 v AR25.



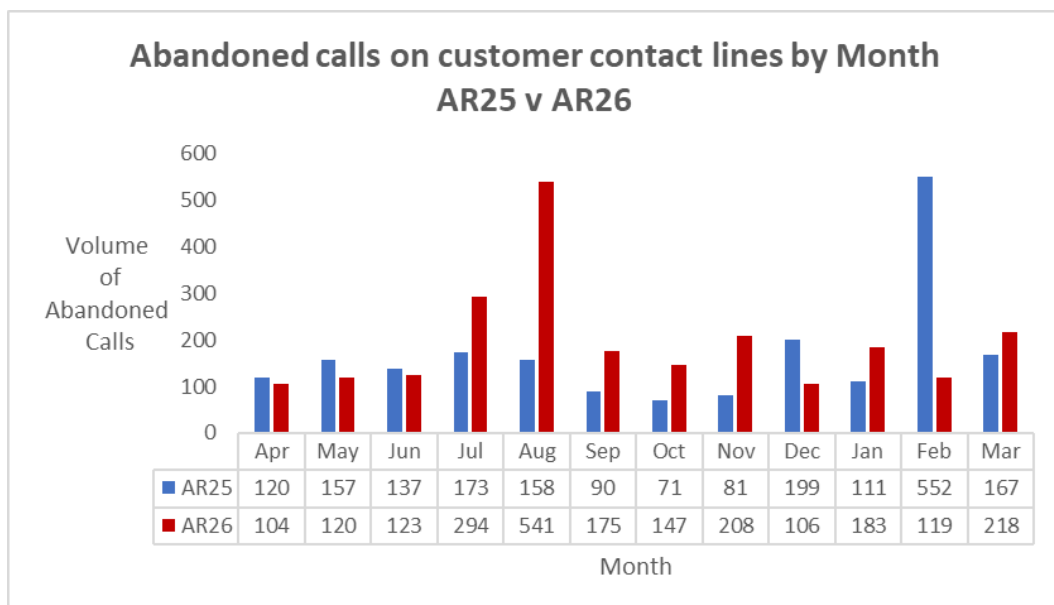
B4.9 All lines busy

In AR26, there were 0 instances of all lines busy compared to 330 in AR25.

B4.10 Total of abandoned calls on customer contact lines

The total of abandoned calls to customer contact lines in AR26 was 2,338, compared to 2,016 calls in AR25 (15.97% increase). Figure 19 below shows the split of these contacts over AR26 and AR25 and highlights the relatively consistent performance in AR26, with the exception of July and August which was impacted by the burst main in G32 and Rawburn WTW incident, which accounts for the increased volume in AR26.

Figure 19: Abandoned calls on customer contact lines by month for AR25 v AR26.



B4.11 Total Telephone complaints

In AR26, the total number of telephone contacts recorded at initial conversation as a complaint/fault was 97,169, compared with 102,174 in AR25, a change of -5,005 or (4.90)%. Looking at the four main service areas the main trends are:

- All 4 areas have reduced in volume from AR25.
- Infrastructure and Waste Water having the largest reduction at 8.99% and 6.58%.
- Water Supply is a key driver for contacts with the highest volume months May, July, August and January mirror those of Total Calls Received in **line B4.4**.
- Water Quality contacts had a spike in July due to the incident in EH21-EH22 (Musselburgh) (detailed in **Line B4.4**) as well as in August where there were interruptions to supply which caused subsequent Water Quality issues in KY6-KY7 (Glenrothes) and KA1-KA3 (Kilmarnock) respectively.

Table 20: 4 main service areas of telephone complaints across the AR26 period.

Service	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total	Diff to AR25
Infrastructure	1435	1584	1505	1595	1493	1522	1548	1267	977	1204	1259	1388	16777	-1657
Waste Water	2464	2644	2125	2355	1952	1805	1894	1919	2231	2143	2228	2418	26178	-1843
Water Quality	702	927	873	1195	1099	912	762	670	547	696	594	664	9641	-70
Water Supply	3127	4172	3321	4349	4798	3628	3542	3600	3000	4530	2912	2969	43948	-721

5.3 Data

5.3.1 Data sources and confidence grades

In this reporting year, data for customer contacts and written complaints is taken from our Customer Relationship Management system, MS *Dynamics*. Telephone statistics come directly from calls logged on Scottish Water's telephony management system, *Puzzel*.

There were no changes to confidence grades from AR25.

5.3.2 Data improvement programmes

There were no data improvement programmes in AR26.

5.3.3 Assumptions used for forecast data

The forecast for **Line B4.1** is a roll up of the forecast for **Lines B5.7, B6.5 and B6.31**. The forecast for **Line B4.4** is a combination of the forecast for **Lines B4.5 and B4.10**. The forecast for **Line B4.5** is a combination of the forecast for **Lines B4.6 and B4.7**.

The forecast ranges for **Lines B4.9 and B4.10** are based on the last 5 years of data, with **Lines B4.6, B4.7, B4.8 and B4.11** based on data from the last 4 years; with the highest volume being the top of the range and the lowest volume being the bottom.

6 Table B5: Household customer service

6.1 Overview

The purpose of the Household Customer Experience Measure (hCEM) is to capture service levels delivered to household customers and provide a robust means of measuring the quality of, and tracking changes in, the service experience provided to household customers. Performances against a number of quantitative and qualitative indicators are combined to produce an annual hCEM Score out of 100.

6.2 Performance Trends

6.2.1 Lines B5.1-B5.8 - Household CEM

Line B5.1 hCEM overall score

The hCEM overall score increased from 87.37 in AR25, to 87.52 in AR26, an increase of 0.15.

The improvement was driven on the Qualitative side of the measure, with the majority of elements performing better than in AR25. In the Quantitative side we have seen a drop in score from AR25, increases in Service Issue Contacts, Escalations and Formal Complaints had a negative impact and lowered the overall quantitative component score. This was slightly offset by an decrease in Regulatory Upheld Complaints.

On the Qualitative side of the measure, both the No Experience, No Contact survey and Experience, No Contact survey improved from AR25, which had a positive impact and improved the overall Qualitative component. The Customer Experience Survey dipped this year, which slightly offset the improvements in the No Experience, No Contact and Experience, No Contact elements.

In our forecasting for AR26, we have selected a mid-point from our predicted range for each of the individual hCEM components (as reported in other B5 lines below). However, for forecasting the overall score, we have calculated that score using the individual mid-point values forecast for each component.

Line B5.2 Customer Experience Survey

Customer Experience Survey (CES) has decreased from 94.15% in AR25, to 93.65% in AR26, an decrease of (0.51)%, as shown in B5 Table 20. During the course of the year we refreshed the look and content of the weekly Customer Experience Survey results email. We introduced visual reminders on key behaviours and provided regular links to training and Root Cause Analysis completion rates. This was to ensure that we maintained a continued level of engagement in the customer feedback and our customer satisfaction levels rather than previous years of campaign bursts. During AR26, the volume of surveys returned, decreased from 18,293 in AR25, to 15,139 in AR26. This reduction is due to a couple of factors. A new digital Septic Tanks system was launched in AR26 and due to technical issues, has limited the number of surveys being sent to customers since its introduction. The other factor was a cyber incident impacting our survey provider, Rant and Rave, and following a short period of suspended surveying and a review, a switch to a new provider was required.

Table 21: Customer experience survey scores for AR25 and AR26.

CES Survey	AR26	% of total	AR25	% of total	Change	% Change
1-4 Scores	962	6.35%	1070	5.85%	-108	0.51%
5-7 Scores	14177	93.65%	17223	94.15%	-3046	-0.51%
Total Returns	15139	100.00%	18293	100.00%	-3154	

Table 22 below looks at the three largest elements of the survey, Septic Tanks HH (Household), Water Supply and Wastewater. There was drop in performance in each element, with Septic Tanks HH impacted by the change of system as mentioned above.

Table 22: 3 largest areas of Customer Experience Survey for AR25 and AR26.

Service area	% of return volume AR26	AR26 score	AR25 score	Difference between AR26 - AR25
Septic Tanks HH	19.57%	95.58%	96.75%	-1.17%
Waste Water	43.13%	93.31%	93.34%	-0.03%
Water Supply	26.41%	93.65%	93.84%	-0.20%

Table 23 below shows the Septic Tanks HH and CES Performance since AR20. The Septic Tanks HH individual score is above the CES score in every AR year in the table.

Table 23: Septic Tanks HH and CES performance AR20 to AR26.

	Septic tanks HH	CES	Difference Between Septic tanks and CES
AR26	95.58%	93.65%	1.93%
AR25	96.75%	94.15%	2.60%
AR24	96.24%	93.87%	2.37%
AR23	94.98%	92.41%	2.57%
AR22	94.09%	92.39%	1.70%
AR21	96.53%	94.09%	2.44%
AR20	94.33%	93.31%	1.02%

Table 24 shows the volume of Wastewater returns and % of those returns against all the returns. Wastewater has always made up the largest % of returns and the AR26 split is following the usual trend.

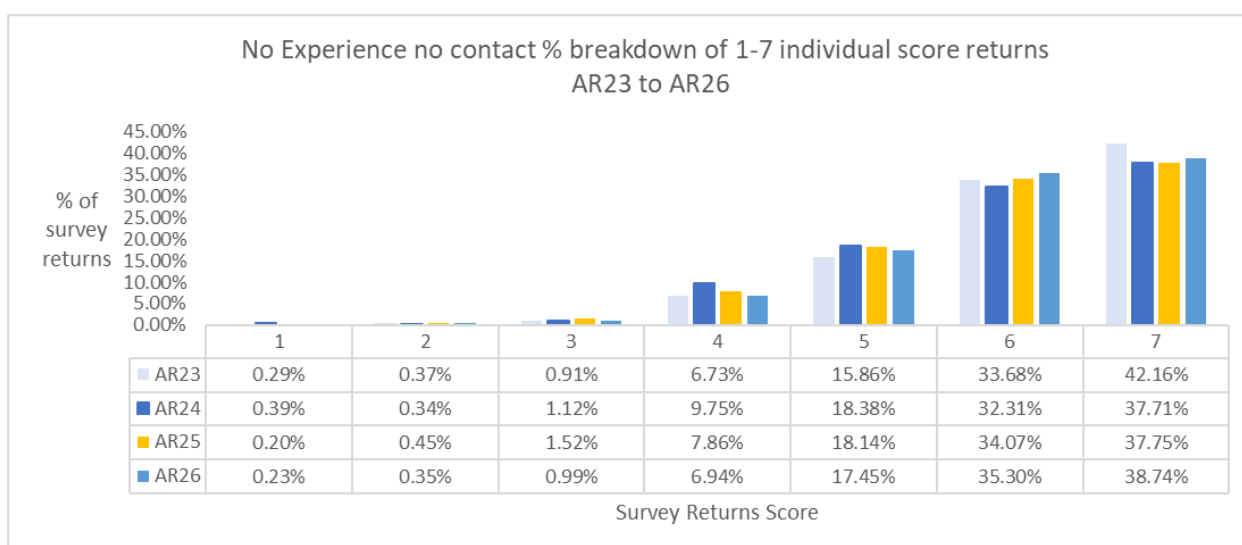
Table 24: Number of wastewater returns and percent of total returns.

	Wastewater Returns	% of Wastewater Return of all returns
AR26	6530	43.13%
AR25	7671	41.93%
AR24	6448	39.00%
AR23	6782	42.25%
AR22	6426	42.33%
AR21	7872	51.85%
AR20	7650	50.39%

Line B5.3 No experience no contact

No Experience No Contact (NENC) increased from 89.96% in AR25, to 91.49% in AR26, an increase of 1.53%. Examination of the survey returns shows the main movement is from the Neither Dissatisfied nor Satisfied score of 4 to the Satisfied or very Satisfied scores of 6 and 7. This is represented in Figure 20.

Figure 20: Percent breakdown of No Experience No Contact survey 1-7 individual score returns for AR23 to AR26.



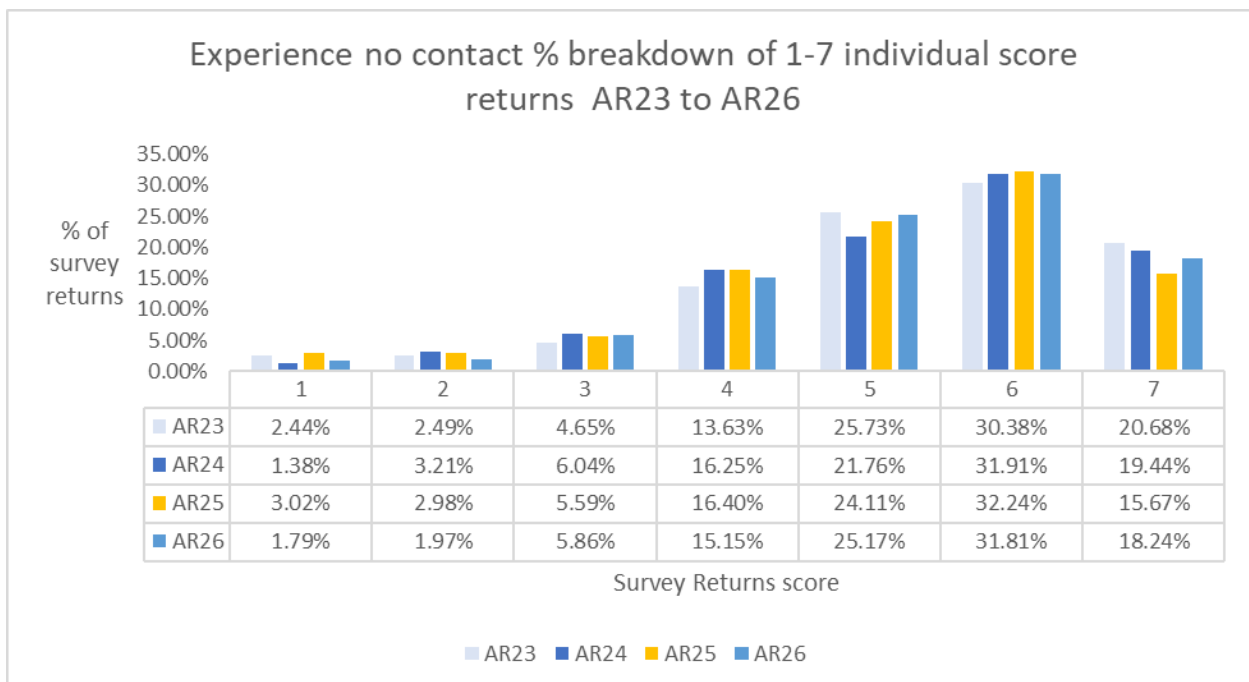
The increase in satisfaction aligns with wider improvement activities, including 'Piped by Us, Owned by You' advertising campaigns – which continues to increase overall awareness of public ownership. Customers who know we are publicly owned continue to report increased levels of satisfaction

Line B5.4 Experience no contact

Experience No Contact (ENC) increased from 72.02% in AR25, to 75.23% in AR26, an increase of 3.21%. When looking at the scoring of the survey returns, there is a movement to the Very Satisfied 7 from the other scores which the exception of Quite Satisfied and Less Dissatisfied scores of 5 and 3, which have increased to a lesser extent. This is represented in Figure 21. It is worth noting that this customer group has a much smaller base size – averaging 91 survey returns per month in AR26.

Water quality, particularly related to the taste and smell of their tap water, continues to be the most common theme driving dissatisfaction (scores of 1-3) and ambivalence (scores of 4) – although other general service issues and charges are mentioned also. Scottish Water is currently building on previous research into ENC customers who have cited water quality concerns to better understand customer experiences and help shape operational, process and communication improvements.

Figure 21: Percent breakdown of Experience no contact survey 1-7 individual score returns for AR23 to AR26.



Line B5.5 Escalations

Escalations increased from 350 in AR25, to 397 in AR26, an increase of 47. An increase occurred across the 2 of the 3 main areas Wastewater and Infrastructure (missing/damaged ironwork) with Water Supply decreasing, as shown in Table 25 below. The rise in escalations is in part, linked to the overall increase in Service Issue Contacts.

Table 25: Top 3 volume areas of hCEM escalations across the AR26 period.

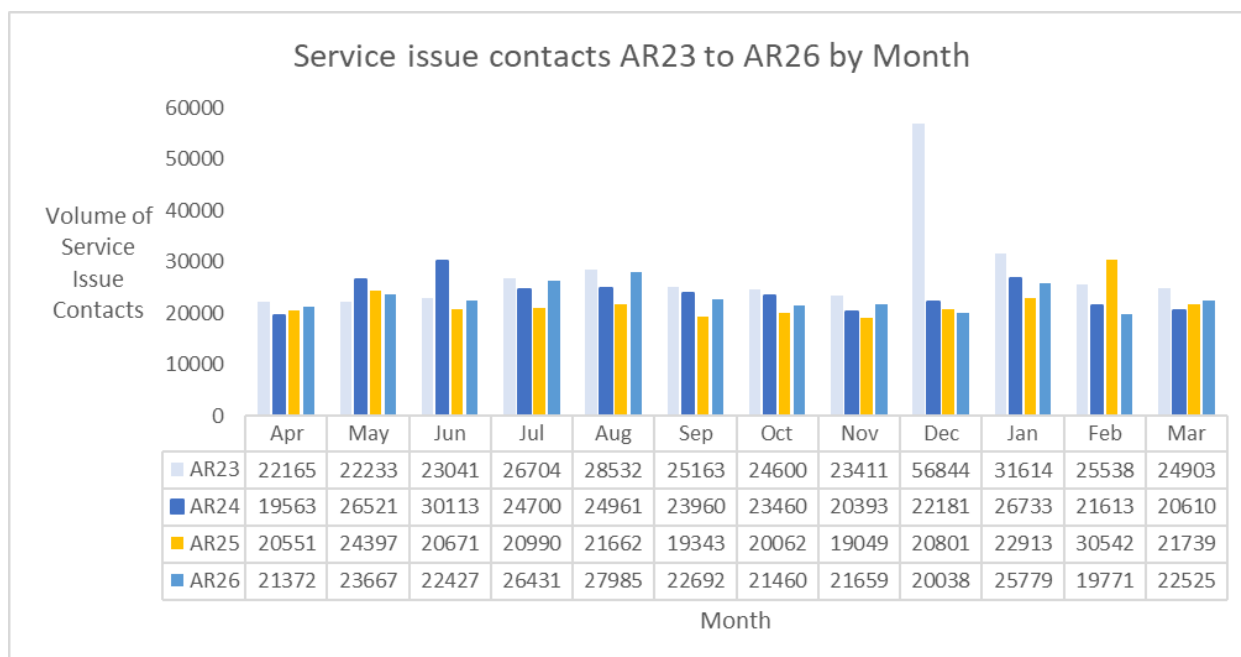
AR26	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Volume Change AR25 to AR26	% Change AR25 to AR26
Infrastructure	8	11	8	7	11	7	7	2	7	9	5	5	87	9	2.57%
Waste Water	23	16	17	13	16	11	7	5	11	7	12	11	149	42	12.00%
Water Supply	10	10	4	8	6	13	2	8	3	10	10	3	87	-22	-6.29%

Line B5.6 Service Issue Contacts

Service Issue Contacts increased from 262,720 in AR25, to 275,806 in AR26, an increase of 13,086, or 4.98%.

In AR26, customers continue to use “Telephone” as the main way of contacting Scottish Water to report a fault. As with **Line B4.4**, there is a similar trend in “Service Issue Contacts”, with AR26 having more contacts than AR25 for 9 months of the year - only May 2025, December 2025 and February 2026 have fewer. Figure 22 shows the monthly volumes for AR23 to AR26. Volumes have been constant in AR26 without any significant increase in any individual month, compared to AR23.

Figure 22: Service issue contacts by month for AR23 to AR26.



Line B5.7 Formal complaints

Formal Complaints have increased from 391 in AR25, to 432 in AR26, an increase of 41, or 10.49%. Table 26 below shows the volume and % change from AR25 to AR26 for the top three areas of complaints, Wastewater, Water Supply and Infrastructure (missing or faulty cover).

Table 26: Top 3 areas for formal complaints across the AR26 period.

AR26	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total	Volume Change AR25 to AR26	% Change AR25 to AR26
Infrastructure	7	7	10	11	6	11	7	6	0	7	10	8	90.	8.	9.76%
Waste Water	14	15	12	14	11	13	13	15	13	10	12	6	148.	9.	6.47%
Water Supply	12	13	14	12	13	15	5	11	19	13	6	9	142.	22.	18.33%

The main Service Reasons for each of the top three Service Types complaints changes from AR25 to AR26 are noted below:

Infrastructure – the main change between AR25 and AR26 in the “Service Reason for the Complaint” was an increase of 5 complaints relating to ‘Cover/Ironwork Fault/Fix’ and an increase of 5 complaints relating to ‘Lead Renewal’. Overall infrastructure increased by 8 from AR25.

Wastewater – out of the increase of 9 complaints in the Table 25 above, the main change between AR25 and AR26 in the “Service Reason for the Complaint” was an increase of 22 complaints relating to ‘Choke/Blockage’ with ‘Sewer Flooding’ decreasing by 14.

Water Supply – out of the increase of 22 complaints in the Table 25 above, the main change between AR25 and AR26 in the “Service Reason for the Complaint” was an increase of 19 complaints relating to ‘No Water’ and an increase of 13 complaints relating to ‘Burst/Leak’. ‘Pressure/Intermittent Supply’ has decreased by 8 complaints from AR25.

Line B5.8 Regulatory upheld complaints

There was 0 regulatory upheld complaint in AR26. This is a decrease of -1 from AR25.

Line B5.9 - Customer Satisfaction Survey

This was a call handling survey which we no longer measure and have no equivalent for and suggest that this line is deleted in Annual Returns. However, for completeness, when this was last reported the figure was 4.67.

Lines B5.10 to B5.16 have been removed for AR26 as they are not required by WICS

6.2.2 Lines B5.17-B5.24 - Service Issue Contacts – household customers

Over the course of the year, there were 275,806 (**Lines B5.6 and B5.24**) “Service Issue Contacts” received from household customers by our Customer Engagement Centre. This is a rise of 13,086 on the previous year.

The individual elements are outlined below.

Line B5.17 Phone Contacts

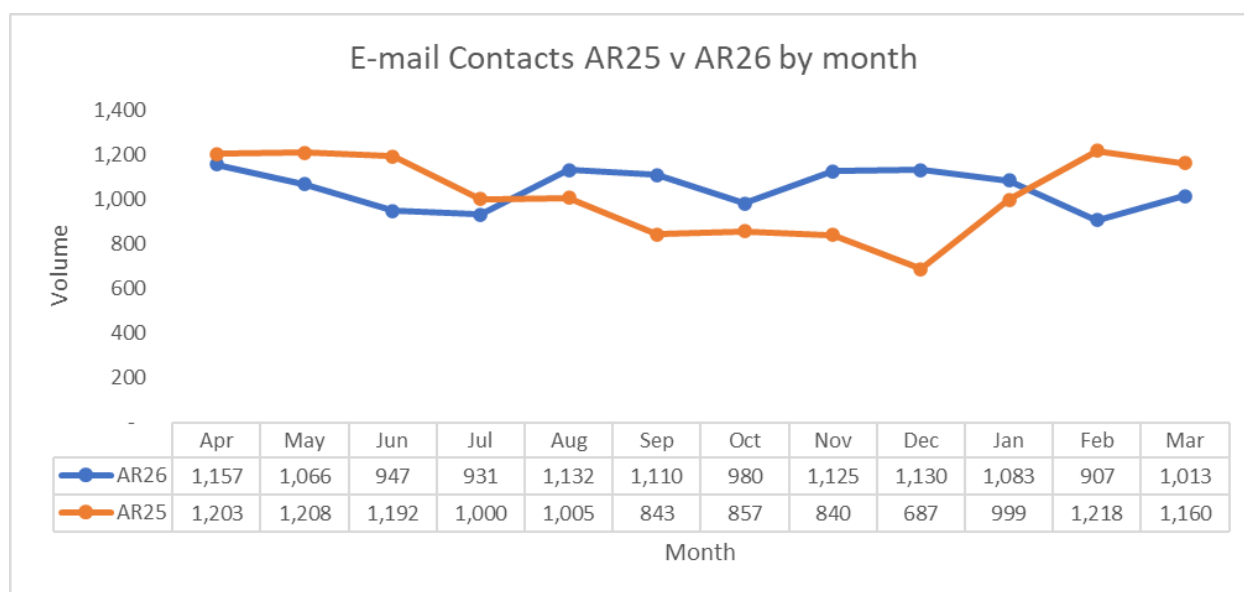
Phone Contacts increased from 266,715 in AR25, to 277,884 during AR26, an increase of 11169, or 4.188%. This line follows the same trend as **Lines B4.4 and B5.6**.

Line B5.18 E-mail Contacts

E-mail Contacts increased from 12,212 in AR25, to 12,581 during AR26, an increase of 369, or 3.02%.

Figure 23 shows a constant level of emails through out the year, with decreased email volumes within the first 4 months of AR26 compared to AR25.

Figure 23: Email contacts per month for AR25 and AR26.

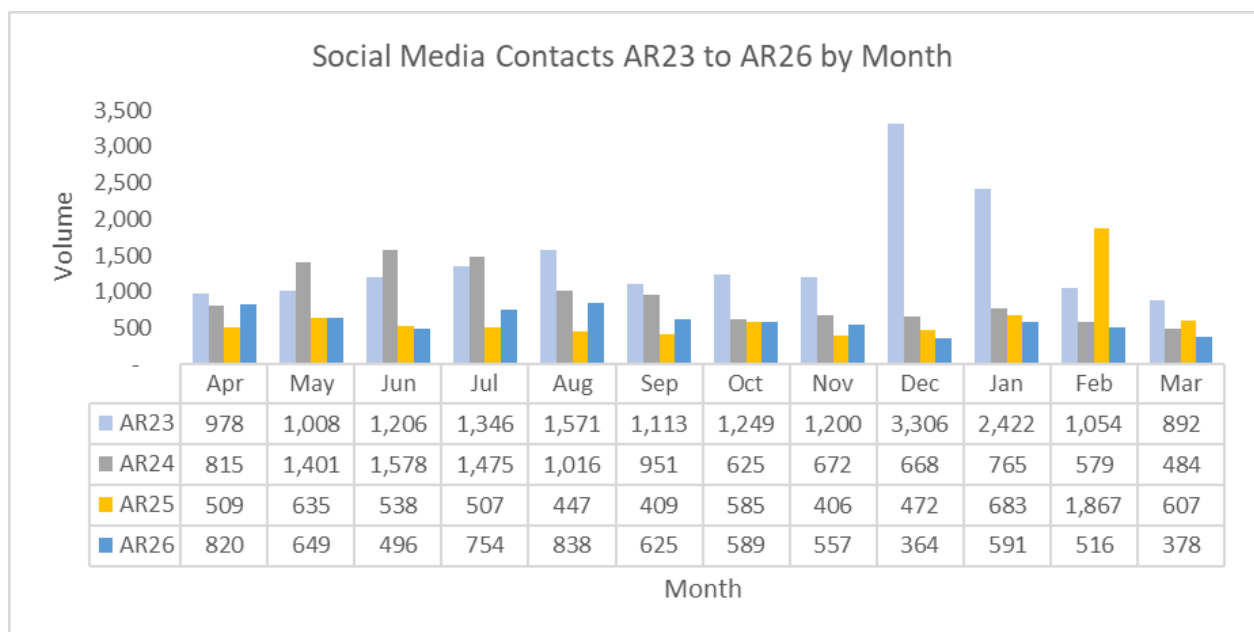


Line B5.19 Social Media Contacts

Social Media Contacts decreased from 7,665 in AR25, to 7,177 during AR26, a decrease of -488 or (6.37)%. This follows the same trend as AR22 to AR25. Figure 23 below shows volumes continue to drop following Twitter's change to X in July 2023, however higher volumes were received in April 2025, July 2025 and August 2025.

- April 2025 - increased volume due to industrial action and no water incident in KA3 (Kilmaurs/Kilmarnock)
- July 2025 - increased volume due to incident in EH21-22 (Musselburgh)
- August 2025 - increased volume due to no water incident at Rawburn Water Treatment Works impacting TD5, TD7 and TD10-15

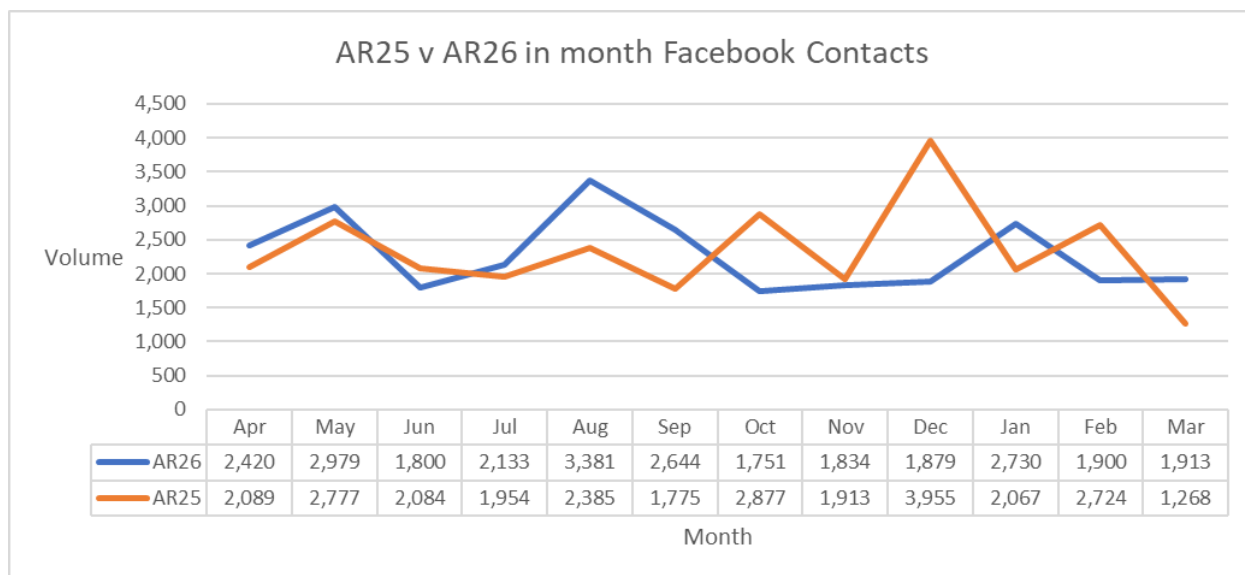
Figure 24: Social Media contacts per month for AR23 and AR26.



Line B5.19a Facebook Contacts

There were 27,364 contacts in AR26, compared to 27,868 in AR25, a decrease of -504, or (1.81)%. Figure 25 shows the trend through AR26 which has been similar to AR25 for the first 6 months of the year, with the highest levels of contacts in August 2025 due to a no water incident at Rawburn Water Treatment Works impacting TD5, TD7 and TD10-15. The final 6 months have remained constant with the exception of a higher level in January 2026 due to a cold spell and thaw.

Figure 25: Facebook contacts volumes per month for AR25 and AR26

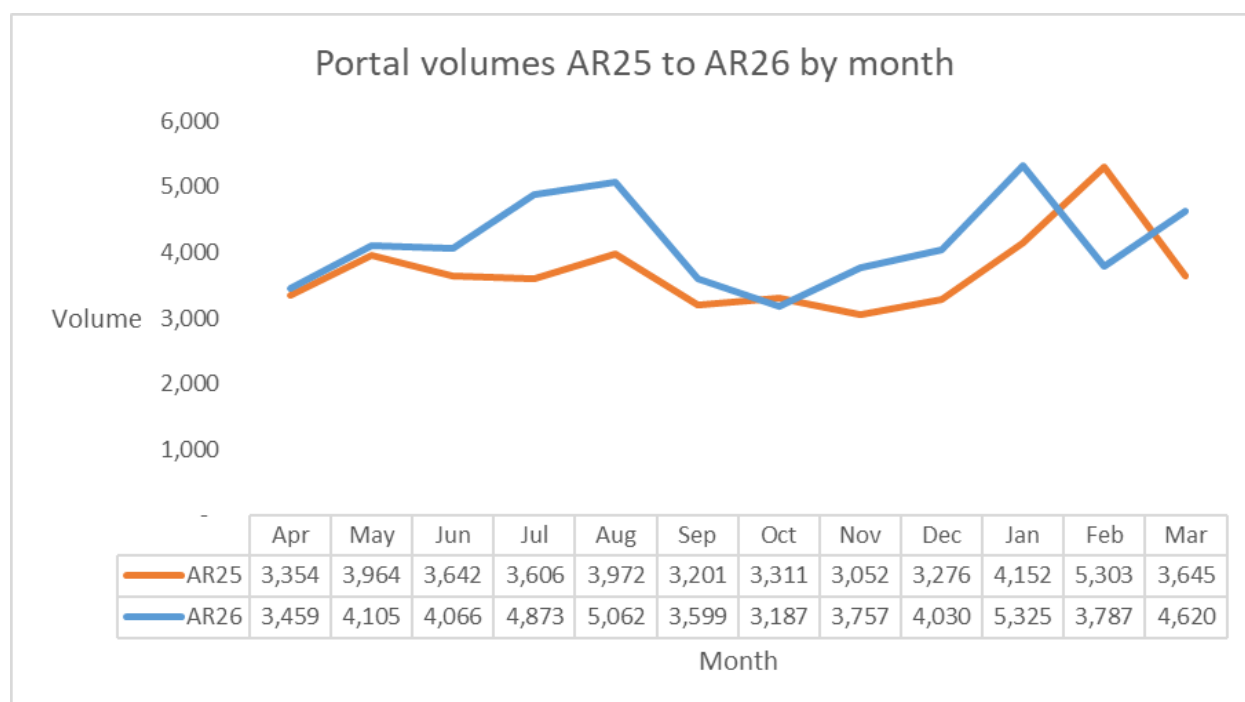


Line B5.20 Portal

Portal Contacts increased from 44,478 in AR25, to 49,870 in AR26, an increase of 5,392, or 12.12%. Figure 26 below demonstrates volumes have remained consistent through AR26, with the exception of July 2025 and August 2025 and January 2026.

- July 2025,- an interruption to supply on the 11 July 2025 impacting the EH21-EH22 postcode area (Musselburgh).
- August 2025 - a burst pipe at Rawburn Water Treatment works on the 26 August 2025 impacted customers in TD5, TD7 and TD10-15. Impact of this lasted a few days with approximately an extra 3500 contacts.
- January 2026 - a cold spell and thaw resulted in an increased volume of customer contact within the first 2 weeks across Scotland.

Figure 26: Portal contact volumes per month for AR25 to AR26



Line B5.21 Total Contacts

AR26 saw an increase in the total number of contacts from 331,070 in AR25, to 347,512 in AR26, up 16,442, or 4.97%.

This performance varied across our customer contact channels with phone, email and portal contacts increasing and social media contacts decreasing.

Line B5.22 Wanted Contact

Wanted Contacts increased from 45,999 in AR25, to 49,153 in AR26 an increase of 3,154, or 6.86%.

In AR26, the improvement of our data capture of customer calls, which included more coaching time for our call Advisers has continued. One of the benefits has been improved data capture which has allowed for more calls to be categorised as wanted contacts.

Line B5.23 Non-household Contacts

Non-household Contacts increased from 22,351 in AR25, to 22,553 in AR26, an increase of 202, or 0.90%. Refer to **Line B6.14** for further details.

Line B5.24 Total Service Issue Contacts (total 'unwanted' HH contacts)

This is the same as **Line B5.6** (275,806).

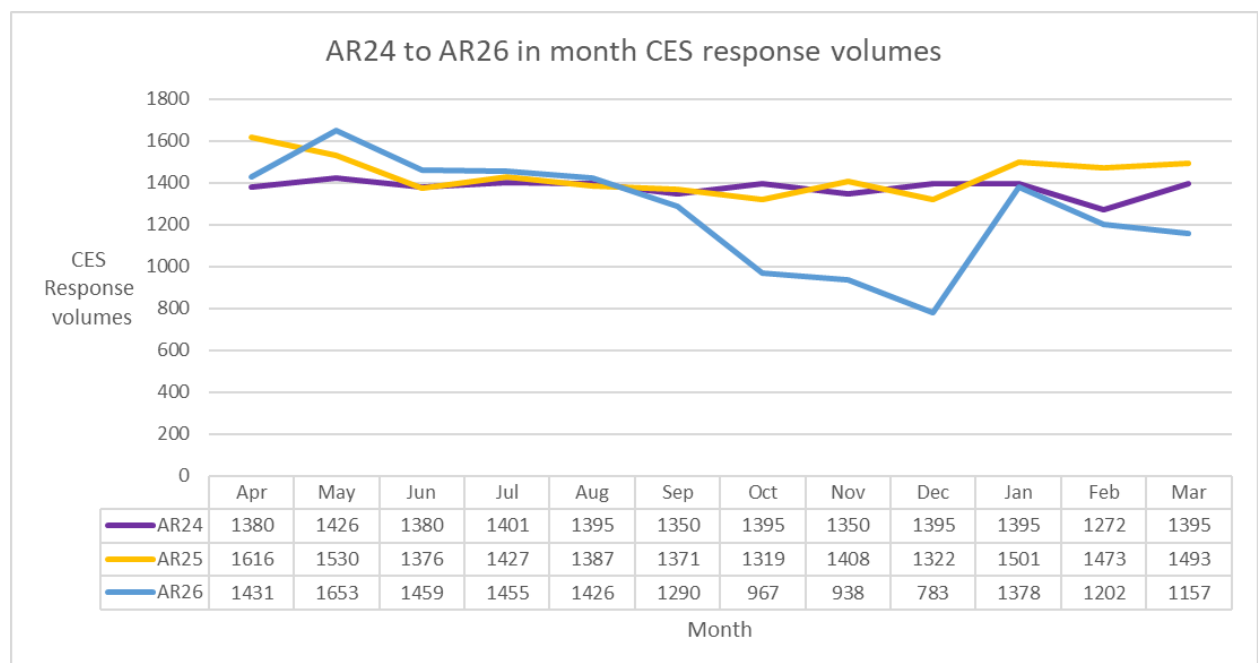
Lines B5.25-B5.30 - Household Customer Experience

These lines report the various numbers of survey responses and are used to calculate components of the hCEM qualitative score.

As mentioned in **Line B5.2** the Customer Experience Survey response volumes have been impacted by a couple of key factors this year. The first being the introduction of a new Septic Tank digital system and secondly, a cyber incident which resulted in a change of provider.

Figure 27 below shows the impact of these through AR26 with response returning back to expected levels.

Figure 27: Customer Experience response volumes per month for AR24 to AR26



In September 2025, the Septic Tank team moved to a new system, and experienced technical issues linked to the transition. Due to separate technical issues arising during the move, Septic Tank completed work and cases could not be closed on the new system, and therefore surveys could not be issued. The technical issues appear to have been resolved, however a temporary manual solution was put in place and retrospective surveys have been issued where applicable. We will continue to work closely with the Septic Tank team to monitor case closures and volumes. The impact of this was reduced volumes of Septic Tanks surveys in September, 0 in October and a limited volume in November, prior to the cyber incident and resulting impact. As shown in Figure 222 above this explains the drop in responses for September, October and November. The average response volume for Septic Tanks is around 346 per month with satisfaction averaging around 95.61%.

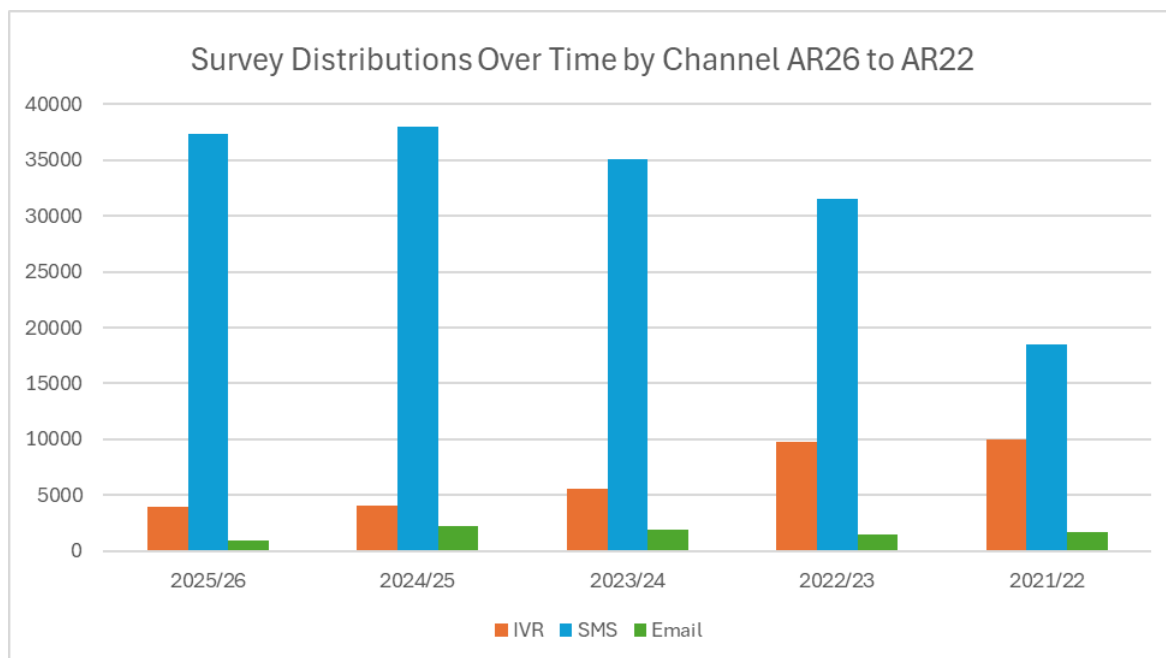
On 27 November 2025, Rant and Rave highlighted a security breach in their reporting platform. This was escalated internally; all survey activity was paused whilst an Incident Team was established, and the Digital Security Team investigated. The investigation found that no Scottish Water data was compromised. However, the Scottish Water Incident Team were not fully satisfied with Rant and Rave responses during the investigation. With that in mind, it was agreed that we should permanently cease all survey activity through Rant and Rave.

Whilst the investigations were ongoing, the Customer Excellence Hub explored alternative solutions if a transition away from Rant and Rave was required. It was determined that a move to the Qualtrics survey platform was the most appropriate choice given they are already in place as Scottish Water's ad-hoc customer survey platform, as well as being used by the People Insights team for employee surveys.

On 18 December 2025, transactional customer survey activity was moved to Qualtrics. This transition was completed at pace to ensure minimal impact on regulatory measures such as CEM, but also with the recognition that during the interim period customers did not have the opportunity to provide feedback on the service we provide. Despite the pace, the transition was robust with all appropriate Privacy Impact Assessments and contractual changes completed. This ensured that survey methodology remained like for like for our customers who are receiving the same survey and questions as before.

Following a successful soft launch on 18th December, surveys were fully launched on 19th December. This included issuing retrospective surveys that were in a 'backlog' since the incident began on 27th November. During the transition to Qualtrics, we have removed landline telephone surveys known as Interactive Voice Response (IVR) surveys. This removal was a planned change for SR27, as we have seen a natural and significant decline in the number of IVR surveys being issued due to fewer customers using landline telephones, which accounted for less than 5% of surveys being sent. It is also a costly approach, with the vast majority of survey providers no longer offering proactive IVR as a standard survey method for the reasons outlined above. Figure 28 below demonstrates the lower levels of IVR since AR22.

Figure 28: Survey distributions over time by channel AR22 to AR26



Scottish Water will continue to monitor any potential impact of the removal of this channel, and continue to engage with customers to provide additional contact details, allowing us to survey these customers either by SMS or Email.

Depending on the impact of this we will investigate alternative survey solutions, as appropriate, as part of the more permanent Customer Experience Survey solution.

The impact of this has seen lower response volumes in November and December, however responses in the remaining part of the year have returned to normal levels, taking into account the removal of IVR survey at approximately 95 returns a month on average and lower Septic Tank volumes averaging around 170 compared to 346. With satisfaction levels averaging 93.94% prior to the change, and now at 93.25%, we are confident the change in provider has had little impact.

Lines B5.27-30 and B5.3-4 are provided by YouGov and have not been impacted by the above.

Line B5.25 Customer experience survey – total

This decreased from 18,293 in AR25, to 15,139 for AR26, a decrease of -3154, or (17.24)%. For further detail on this refer to **Line B5.2**

Line B5.26 Customer experience survey – satisfied

This decreased from 17,223 in AR25, to 14,177 for AR26, a decrease of -3046, or (17.69)%.

Line B5.27 No experience, no contact survey – total

The total decreased from 4,506 in AR25, to 4,409 in AR26, a decrease of -97, or (2.16)%.

Line B5.28 No experience, no contact survey – satisfied

This decreased from 4,054 in AR25, to 4,034 in AR26, a decrease of -20, or (0.49)%.

Line B5.29 Experience, no contact survey – total

This increased from 1,088 in AR25, to 1,090 in AR26, an increase of 2, or 0.21%.

Line B5.30 Experience, no contact survey – satisfied

This increased from 783 in AR25, to 820 in AR26, an increase of 37, or 4.67%.

6.2.3 Lines B5.31-B5.42 - Household Customer Experience Measure

Line B5.31 Household customer experience target (range)

This changed to a target range of 86.00-89.00 for AR25, and has remained unchanged for AR26. For the purpose of the WICS' information request, we have established a baseline figure of 86, which is the lower point of the target.

Line B5.32 Household customer experience - total score

This is the same as **Line B5.1** (87.52)

The reported score in this line is the sum of **Lines B5.34 and B5.39**. The confidence grade for this line is B3 reflecting the confidence grades for **Lines B5.34 and B5.39**.

Line B5.33 Total connected properties at year end

The total is 2,684,422 for AR26. This represents an increase from the 2,668,004 reported in AR25, an increase of 16418. As in previous years, we cannot calculate this number using the definition provided, as we cannot count connections to individual properties. As such, this figure is the sum of **Lines A1.6 and A1.7**, which is the total number of properties (measured and unmeasured) connected to Water. Water is used as proxy for total connected properties as it has a higher number of connected properties compared to Wastewater.

Line B5.34 hCEM quantitative score

The score was 43.76 for AR26. This represents a decrease of -0.34 from the score of 44.10, as reported in AR25. The lower score was mainly driven by increases in Service Issue Contacts, Formal Complaints and Escalations elements in **Lines B5.35 and B5.36** below. For clarity, this represents an increase of 4.28 points lost in AR26, compared to 4.10 in AR25, for Service Issue Contacts, an increase of 1.34 points lost in AR26, compared to 1.22 in AR25, for Formal Complaints and an increase of 0.62 points in AR26, compared to 0.55 in AR25, for Escalations.

The confidence grade is A3 to reflect the confidence grade allocated to one of the component lines (**Line B5.35 which is A3**).

Line B5.35 Service issue contacts (points lost)

This is 4.28 for AR26 and represents an increase of 0.18 from 4.10, as reported in AR25. For further details refer to **Line B5.6**.

Line B5.36 Escalations (points lost)

This is 0.62 for AR26 and represents an increase of 0.07 from 0.55, as reported in AR25. For further details refer to **Line B5.5**.

Line B5.37 Written complaints (points lost)

This is 1.34 for AR26 and represents an increase of 0.12 from 1.22, as reported in AR25. For further details refer to **Line B5.7**.

Line B5.38 Regulator upheld complaints (points lost)

This is 0.00 for AR26 and represents a decrease of -0.03 from 0.03, as reported in AR25.

Line B5.39 hCEM qualitative score

This is 43.77 for AR26 and represents an increase of 0.49 from 43.27, as reported in AR25. The change to the score was driven by the No Experience No Contact and Experience No Contact elements.

The confidence grade for this line is B2 to reflect the lowest confidence grade allocated to the component **Line B5.40**.

Line B5.40 Customer experience survey (points lost)

This is 1.85 for AR26 and represents an increase of 0.14 from 1.71, as reported in AR25. For further details refer to **Line B5.2**.

The score reported in this line is calculated using the values reported in **Lines B5.2, B5.25 and B5.26**. All four lines have the same confidence grade, B2.

Line B5.41 No experience, no contact (points lost)

This is 1.49 for AR26 and represents a decrease of -0.27 from 1.76, as reported in AR25. For further details refer to **Line B5.3**. The score reported in this line is calculated using the values reported in **Lines B5.3, B5.27 and B5.28**, all of which have a confidence grade of A2. Therefore, the confidence grade for **Line B5.41** is A2.

Line B5.42 Experience, no contact (points lost)

This is 2.89 for AR26 and represents a decrease of -0.37 from 3.26, as reported in AR25. For further details refer to **Line B5.4**.

The score reported in this line is calculated using the values reported in **Lines B5.4, B5.29 and B5.30**. All have a confidence grading of A2. Therefore, the confidence grade for **Line B5.42** is A2.

6.2.4 Lines B5.43a-B5.43d - UK Customer Satisfaction Index (UKCSI)

The UK Customer Satisfaction Index (UKCSI) is a national benchmark of customer satisfaction conducted by the Institute of Customer Service. Through an online questionnaire conducted twice per year, it asks over 10,000 customers to rate their experiences of dealing with over 200 organisations across 13 sectors. We have also conducted a 'Business Benchmarking' survey to boost survey responses to 1000. However, due to recent changes to the national survey, and the alignment to OFWAT approach to UKCSI reporting, Scottish Water now have a higher, more robust base size (269 responses in January 2026). Business Benchmarking activity is currently under review with the Institute of Customer Service to determine the best approach now that we have a more permanent, robust sample size in the national survey, and we will provide an update once a conclusion has been reached.

Scottish Water's national score **Line B5.43c** (79.20) has increased in January 2026's wave, compared to July 2025 (77.50). The national score (79.20) sits above the all sector, Utilities and Water Sector averages.

As of January 2026, Scottish Water is in 4th place in the overall Utilities Sector rankings. UK Power Networks is the leading utility in the sector for the fourth consecutive wave (83.8). Scottish Water ranks 2nd place in the UK Water Sector, from 1st place in AR25. Bristol Water is ranked first in the Water Sector - they are a water only company. This means Scottish Water

therefore rank 1st out of all water and waste water companies in the survey. This is particularly interesting given another water only company, Cambridge Water, rank 3rd in the sector. This aligns with insights from previous waves where the media coverage regarding Combined Sewer Overflows has impacted the wider water sector. This is further supported by the fact that Scottish Water rank 1st in reputation and trust in the Water Sector, and place 2nd for Trust in the Utilities sector, just behind UK Power Networks.

Line 5.43a UKCSI national sample - July

This is 77.5 in AR26, up from 75.6 in AR25, which is a 1.90 increase.

Line 5.43b UKCSI boosted sample - July

This is 77.5 in AR26, up from 77.0 in AR25, which is a 0.50 increase.

Line 5.43c UKCSI national sample - January

This is 79.2 in AR26, up from 76.1 in AR25, which is a 3.10 increase.

Line 5.43d UKCSI boosted sample - January

This is 76.9 in AR26, down from 77.9, in AR25 which is a -1.00 decrease.

6.3 Data

6.3.1 Data sources and confidence grades

Data for these tables are derived from Scottish Water's corporate systems. The details can be found in the hCEM Reporter's report. For clarity, phone call volumes come from *Puzzel* our telephony management system, social media volumes come from *Orlo*. emails, portal contacts, wanted contacts, escalations, formal complaints, and regulatory upheld complaints are taken from our Customer Relationship Management system *MS Dynamics*. Customer Experience Survey data is provided by *Rant and Rave* and now *Qualtrics* with "No Experience No Contact" and "Experience No Contact" data being provided by YouGov.

There are no changes to confidence grades.

6.3.2 Data improvement programmes

No significant data improvements were carried out in the year.

6.3.3 Assumptions used for forecast data

In our forecasting for AR26, we have selected a mid-point from our predicted range for each of the individual hCEM components. However, for forecasting the Overall hCEM Score we have calculated that score using the individual mid-point values forecast for each component.

7 Table B6: Non household customer service

7.1 Introduction

The purpose of the Non-household Customer Experience Measure (nhCEM) and the Development Customer Experience Measure (dCEM) is to capture the service levels delivered to non-household and development customers and provide a robust means of measuring the quality of, and tracking changes in, the service experience provided to those customers. Performances against several quantitative and qualitative indicators are combined to produce an Annual Score out of 100 for each measure.

The dCEM went live during AR24.

7.2 Performance Trends

The nhCEM score for AR26 was 87.83, down from the AR25 score of 89.35, a reduction of -1.520 points, or (1.70)%

With regard to each of the elements, the Quantitative score for AR26 was 45.56, down from the AR25 score of 46.10, a reduction of -0.540 points, or (1.171)%

The Qualitative score for AR26 was 42.27, down from the AR25 score of 43.25, a reduction of -0.980 points, or (2.265)%

Table 27 below summarises the total nhCEM points lost between AR25 and AR26, which outlines an overall decrease of 1.52 points, by Quantitative and Qualitative.

Table 27 – AR26 v AR25 score by Quantitative and Qualitative

	AR25	AR26	AR26 v AR25	%
Quantitative	46.10	45.56	-0.54	-1.17%
Qualitative	43.25	42.27	-0.98	-2.27%
Total nhCEM Score	89.35	87.83	-1.52	-1.70%

On the Quantitative side, we have seen Service Issue Contacts increase from 30209 in AR25 to 31150 in AR26, an increase of 941 contacts, resulting in a loss of 0.070 points year on year. Formal Complaints increased from 127 in AR25 to 147 in AR26, an increase of 20, or 15.75%. This resulted in an increase in points lost, of 0.260 points year on year. Escalations increased from 44 in AR25 to 77 in AR26, an increase of 33, or 75.00%. This resulted in an increase in points lost, of 0.210 points year on year. Regulator Upheld Complaints were 0 in both years with no points lost. The total Quantitative Points lost in AR25, compared to AR26, increased by -0.540 points year on year.

On the Qualitative side, both satisfaction measures dipped in AR26 compared to AR25. The Licensed Provider Satisfaction decreased slightly from 99.30% in AR25, to 98.20% in AR26, resulting in a loss of 0.570 points year on year. The Business End User Satisfaction decreased from 89.62% in AR25 to 89.48% in AR26, resulting in a loss of 0.420 points year on year. The total Qualitative points lost in AR25, compared to AR26, increased by -0.980 (rounded up to 2 decimal places) points year on year.

dCEM had a very positive year, with a score of 84.79 finishing significantly above the AR25 score of 82.91, and the target range.

This score is the highest recorded year to date dCEM score, since the measure went live in April 2023. The performance continues to be positively impacted by the dCEM recovery and improvement mission which was created in AR24 with key stakeholders to improve our Development customers' experience and in turn, improve the score. The dedicated improvement team focused on delivering customer service training, committing to the provision of a dedicated contact point alongside improvements in communications and processes.

On the Quantitative side, the score improved from 41.98 in AR25, to 42.24 in AR26, an increase of 0.257 points, or 0.611%

On the Qualitative side, the score improved from 40.93 in AR25, to 42.56 in AR26, an increase of 1.626 points, or 3.97%.

7.2.1 Lines B6.1-B6.7 - Non-household CEM

Line B6.1 nhCEM overall score

This has decreased from 89.35 in AR25, to 87.83 for AR26, a decrease of -1.520 points, or (1.70)%

The Quantitative measure saw an increase in Service Issue Contacts, Formal Complaints and Escalations in AR26, compared to AR25 (see the details in **Lines B6.4 to B6.6** below. There was no increase in **B6.7**). The net result was a decrease in the Quantitative score from 46.10 in AR25, to 45.56 in AR26 – a decrease of -0.540 nhCEM points, or (1.171)% (see Line B6.42 below)

Due to a downward trend in performance, an improvement mission was established in January 2026 to identify and rectify customer dissatisfaction. The mission is focused on delivering improvements through AR27 and into SR27 and is sponsored by senior stakeholders, with key customer journey teams taking actions to resolve issues in their area.

The Qualitative measure also saw decreases in both components, with the Licenced Provider (LP) 12-month weighted score decreasing from 6.88 in AR25, to 6.74 in AR26 (see **Line B6.47** below). This decrease was mirrored in the Business End User 12-month weighted score, which fell from 5.50 in AR25, to 5.40 in AR26 (see **Line B6.48** below). This resulted in an overall decrease in the Qualitative score from 43.25 in AR25, to 42.27 in AR26 – a decrease of -0.980 nhCEM points, or (2.265)% (see **Line B6.49** below).

Line B6.2 LP Experience Survey

This Licenced Provider (LP) Experience Survey score decreased from 99.30% in AR25, to 98.20% in AR26, a decrease of (1.10)%. The number of surveys returned decreased from 853 in AR25, to 779 in AR26, a decrease of -74 surveys, or (8.675)% (see Table 28 below).

Table 28: LP Experience Surveys

	1	2	3	4	4 - 2	3 -1	3-1 (as %)
LP Surveys	AR25	% of Total	AR26	% of Total	% Movement in Proportion	Volume Movement	Volume Movement %
Score 1-4	6	0.70%	14	1.80%	1.09%	8	133.33%
Score 5-7	847	99.30%	765	98.20%	-1.09%	-82	-9.68%
Total Returns	853	100.00%	779	100.00%		-74	-8.68%

As the table shows, AR26 had a higher number of survey scores in the 'dissatisfied' bracket (scores of 1-4), increasing from 6 in AR25 to 14 in AR26 (an increase of 8). In addition, there was a lower number of survey scores in the 'satisfied' bracket (scores of 5-7), decreasing from 847 in AR25 to 765 in AR26 (a reduction of -82). The overall proportion of the scores has shifted 1.09% between the dissatisfied and satisfied brackets.

The combination of these changes resulted in a lower overall satisfaction % year on year, from 99.30% to 98.20%

Survey returns have reduced in AR26 compared to AR25. This is due to the cyber incident and transition from Rant and Rave to Qualtrics as our provider, as detailed in **Lines B5.25-B5.30**.

The confidence grade for this line is A2, to reflect the confidence grades in **Lines B6.21 – B6.24, B6.47 and B6.50**.

Line B6.3 Business End User (BEU) Survey

This score decreased from 89.62% in AR25, to 89.48% in AR26, a decrease of (0.16)%

Table 29 below illustrates the movement of returns in AR26 compared to AR25. The total number of survey returns fell slightly, from 867 in AR25, to 808 in AR26, a reduction of -59 survey returns, or (6.805)%. BEU volumes were impacted by the cyber incident in November and transition to Qualtrics as our survey platform from December, as detailed in **Lines B5.25-B5.30**.

As table 30 shows, AR26 had a slightly lower number of survey scores in the 'dissatisfied' bracket (scores of 1-4), decreasing from 90 in AR25 to 85 in AR26 (a decrease of 5). In addition, there were a lower number of survey scores in the 'satisfied' bracket (scores of 5-7), decreasing from 777 in AR25 to 723 in AR26 (a reduction of -54). The overall proportion of the scores has shifted 0.14% between the dissatisfied and satisfied brackets.

The combination of these changes resulted in a lower overall satisfaction % year on year, from 89.62% to 89.48%.

Table 29: BEU Surveys

	1	2	3	4	4 - 2	3 -1	3-1 (as %)
BEU Surveys	AR25	% of Total	AR26	% of Total	% Movement in Proportion	Volume Movement	Volume Movement %
Score 1-4	90	10.38%	85	10.52%	0.14%	-5	-5.56%
Score 5-7	777	89.62%	723	89.48%	-0.14%	-54	-6.95%
Total Returns	867	100.00%	808	100.00%		-59	-6.81%

Table 30 - BEU Surveys - Change in profile AR26 v AR25

Case Type Profile	AR25			AR26			AR26 v AR25		
	All Returns	Satisfied	%	All Returns	Satisfied	%	All Returns	Satisfied	%
BEU - Infrastructure	0	0	0.00%	6	4	0.55%	6	4	0.55%
BEU - Waste Water	297	270	90.91%	330	295	89.39%	33	25	-1.52%
BEU - Water Quality	6	4	66.67%	8	6	75.00%	2	2	8.33%
BEU - Water Repairs	74	53	71.62%	91	75	82.42%	17	22	10.80%
BEU - Water Supply	215	188	87.44%	166	150	90.36%	-49	-38	2.92%
Septic Tanks nHH	275	262	95.27%	207	193	93.24%	-68	-69	-2.04%
	867	777	89.62%	808	723	89.48%	-59	-54	-0.14%

As can be seen from Table 30 above, total of all returns have decreased by 59 between AR26 and AR25, with most of them in the satisfied category (54). The two main profiles that had a

positive movement in terms of satisfied returns were BEU - Waste Water and BEU - Water Repairs, with the latter recording a +10.80% satisfaction movement.

The largest reductions year on year related to BEU - Water Supply and Septic Tanks nHH. As detailed in **B5.25-B5.30**, our Waste Water team introduced a new Septic Tank management system and due to integration issues, completed work and cases could not be closed on the new system. Therefore automatic surveys could not be issued to customers.

As part of our nhCEM improvement mission, detailed in **Line B6.1**, we are currently investigating the cause of the reduction in Water Supply returns, whilst closely monitoring AR27 volumes.

The confidence grade for this line is B2, to reflect the confidence grades in **Lines B6.25, B6.26 and B6.48 and B6.51**.

Line B6.4 Service issue contacts (WSD & CSC)

The number of contacts in this category increased from 30209 in AR25, to 31150 in AR26, an increase of 941 contacts, or 3.11%.

This increase was partly caused by the Central Market Agency (CMA) increasing the cap on Performance Standard charges to Licensed Providers for unread meters from April 2025, resulting in increased metering requests to Scottish Water in relation to meters which could not be found or read by Licensed Providers' meter readers. A further contributing factor to the increase was one large Licensed Provider outsourcing their back office functions during 2024/25, causing a backlog of work which was cleared over the first half of 2025.

Table 31 below demonstrates increases across the majority of Wholesale Service Desk (WSD) components of +1045, offset by a small decrease of -104 in the Customer Engagement Centre (CEC) components.

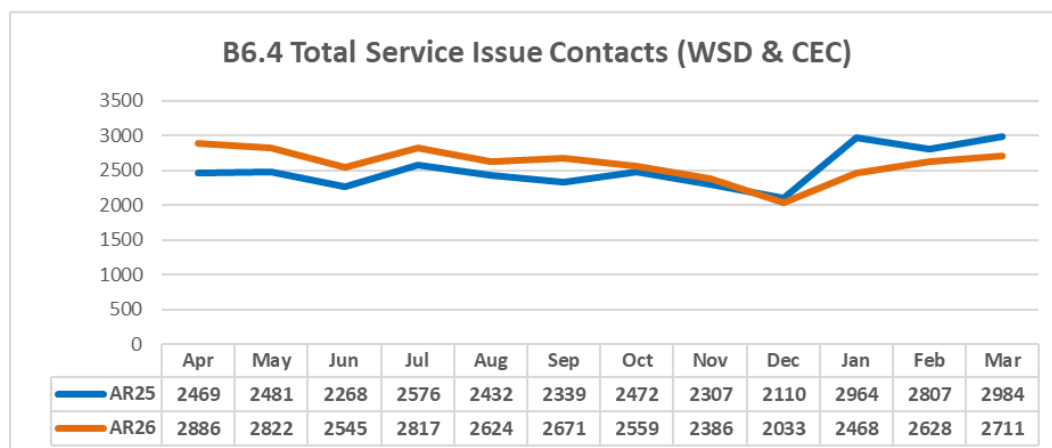
Table 31: Total contacts broken down by contact channel.

Service Issue Component	B6 Table ref		AR25	AR26	Change	% Change
Service Issue Contacts - WSD All Calls	B6.8	+	2986	2912	-74	-2.48%
Service Issue Contacts - WSD Total Emails	B6.9	+	3198	3562	364	11.38%
Service Issue Contacts - WSD Total Portal	B6.10	+	21719	25016	3297	15.18%
Service Issue Contacts - WSD Bulk Uploads	B6.11	+	293	134	-159	-54.27%
Service Issue Contacts - WSD Total Wanted	B6.12	-	14728	17111	2383	16.18%
Service Issue Contacts = Wholesale Service Desk	B6.13	=1	13468	14513	1045	7.76%
Service Issue Contacts - CEC All Contacts	B6.14	+	22351	22553	202	0.90%
Service Issue Contacts - CEC Wanted Contacts	B6.15	-	5610	5916	306	5.45%
Service Issue Contacts - Customer Engagement Centre	B6.16	=2	16741	16637	-104	-0.62%
Total Service Issue Contacts	B6.17	=1 + 2	30209	31150	941	3.11%

This is further covered in the commentary relating to Service Issue Contacts - **Lines B6.8 to B6.16**.

These figures are brought forward from **Line B6.17**. The total monthly volumes are presented in Figure 29 below, which shows AR26 trending higher through the year until November with both WSD and CEC volumes increased, then falling below AR25 volumes from December to March, due to a drop in contacts via the CEC. The annual breakdown of these totals by component is shown in Table 30 above.

Figure 29: Volume of service issue contacts (WSD and CEC) by month for AR25 and AR26.



Line B6.5 Formal complaints

Formal Complaints increased from 127 in AR25 to 147 in AR26. This represents an increase of 20 complaints, or 15.75%. Table 32 below shows the 4 main areas where formal complaints have changed year on year. The main areas that recorded an increase were Infrastructure (+7), Waste Water (+4) and Water Supply (+19). This was offset by a reduction in complaints relating to Planned Works / Maintenance (-8).

Table 32: Main changes in formal complaints AR25 v AR26

Formal Complaints						
Service Reason	AR25	% of all complaints	AR26	% of all complaints	Volume Change AR26 v AR25	% Change AR26 v AR25
Infrastructure	4	3.15%	11	7.48%	7	4.33%
Planned Works/ Maintenance	17	13.39%	9	6.12%	-8	-7.26%
Waste Water	33	25.98%	37	25.17%	4	-0.81%
Water Supply	60	47.24%	79	53.74%	19	6.50%

In AR26, complaints relating to Water Supply constituted 53.74% of all complaints received, up 6.50% on AR25. Complaints relating to Wastewater constituted 25.17% of all complaints received, down 0.81% on AR25. However, complaints relating to Planned Works/Maintenance constituted 6.12% of all complaints received, down 7.26% on AR25

This figure has been brought forward from **Line B6.19**.

Line B6.6 Escalations

Escalations increased from 44 in AR25, to 77 in AR26, an increase of 33 escalations, or 75.00%. This figure has been brought forward from **Line B6.18**.

Table 33: Escalations main volume changes by contact area for AR26, and change compared to AR25.

Escalations	AR25	AR26	Volume Change AR26 v AR25
Escalations via the WSD	33	40	7
Escalations via the CEC	11	37	26
All nhCEM Escalations	44	77	33

Table 33 shows the change from AR25 to AR26 for escalations via the contact area in Scottish Water, with both escalations to the Wholesale Service Desk (WSD) and Customer Engagement Centre (CEC) increasing since AR25.

Tables 34 and 35 below break down the main escalations raised via the Wholesale Service Desk (Table 34) and the Customer Engagement Centre (Table 35) by Service Reason and compares AR26 with AR25.

The number of Wholesale Service Desk escalations were 33 in AR25, compared to 40 in AR26, an increase of 7, or 21.21%.

Table 34: Wholesale Service Desk escalations main volume changes by service reason for AR26, and change compared to AR25.

Escalations Via the Wholesale Service Desk			
Service Reason	AR25	AR26	Volume Change AR26 v AR25
Deregistration	4	7	3
Meter Verifications	5	2	-3
Shared Supply	1	5	4
SW Meter Fault and Repair	4	6	2

Table 34 shows the main Service Reason changes for Wholesale Service Desk escalations between AR26 and AR25. The main changes were increases in escalations relating to Deregistration and Shared Supply, and a reduction in Meter Verification.

The number of Customer Engagement Centre escalations was 11 in AR25, compared to 37 in AR26, an increase of 26, or 236.36%.

Table 35: Customer Engagement Centre escalations main volume change by service reason for AR26, and change compared to AR25.

Escalations Via the Customer Engagement Centre			
Service Reason	AR25	AR26	Volume Change AR26 v AR25
Burst / Leak	2	4	2
Choke / Blockage	2	14	12
Lead Renewal	1	3	2
No Water	1	5	4

Table 35 above shows the main Service Reason changes for Customer Engagement Centre escalations between AR26 and AR25. The main changes were increases in escalations relating to Choke/Blockage and No Water.

Line B6.7 Regulatory complaints

There were 0 regulatory upheld complaints in AR26, and this mirrors our performance from AR25. This figure was brought forward from **Line B6.20**.

7.2.2 Lines B6.8-B6.17 - Service Issue Contacts - Non-household customers

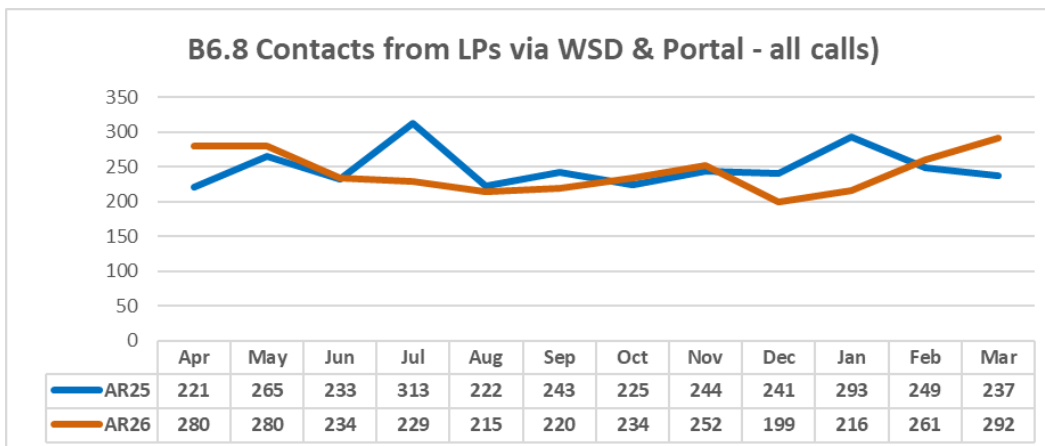
Service Issue Contacts in AR26 were up 941, or 3.115%, from AR25 (refer to the commentary in **Line B6.4** above).

Line B6.8 Contacts from Licenced Providers (LPs) via Wholesale Desk and Portal - all calls

Call contacts have decreased from 2,986 in AR25, to 2,912 in AR26, a decrease of -74, or (2.478)%.

AR26 has seen a marginal decrease in calls compared to AR25, with increases at the start and end of the year, but generally trending below or similar to last year. See Figure 30 below.

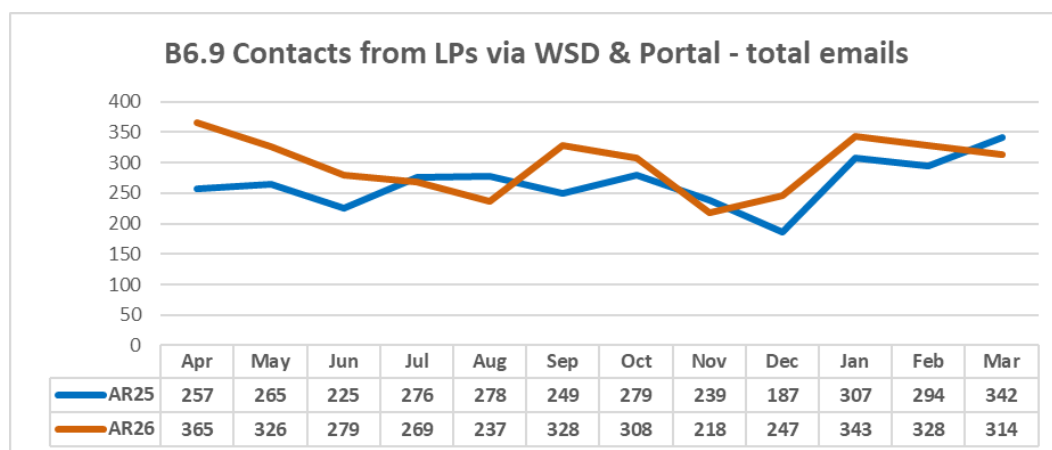
Figure 30: B6.8 Contacts from Licenced Providers (LPs) via Wholesale Desk and Portal - all calls



Line B6.9 Contacts from Licenced Providers via Wholesale Desk and Portal - total emails

Email contacts have increased from 3,198 in AR25 to 3,562 in AR26, an increase of 364, or 11.382%. Fluctuations in email volumes throughout the year are highlighted in Figure 31 below.

Figure 31: Volume of contacts from Licenced Providers via Wholesale Desk and Portal (total emails) by month for AR25 and AR26.



Line B6.10 Contacts from Licenced Providers via Wholesale Desk and Portal - total Portal

Portal contacts increased from 21,719 in AR25, to 25,016 in AR26, an increase of 3,297, or 15.180%.

Figure 32 below shows the profile for AR26 contacts compared to the profile for AR25. The main element of the profile is charitable exemptions. In AR25, an LP submitted exemptions in September, however in AR26 this has returned to the expected timeline of the beginning of the year, as well as a rise in March for those requiring completion before the financial year end.

Figure 32: Volume of contacts from Licenced Providers via Wholesale Desk and Portal (total Portal) by month for AR25 and AR26.

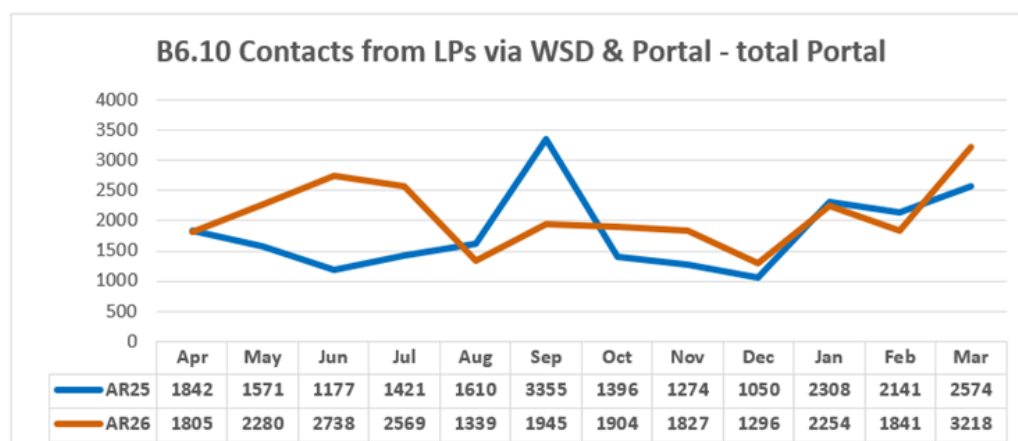


Table 36 below shows the main Service Reason changes between AR25 and AR26.

Table 36: Main changes in contacts from Licenced Providers via Wholesale Desk and Portal (total Portal) - AR26 v AR25

	AR25	AR26	AR26 v AR25
Charitable Exemptions	8219	11322	3103
SW Meter Fault and Repair	2738	2796	58
Meter Verification	2679	2329	-350
Deregistration	2278	2239	-39
SW Permanent Disconnection	715	896	181
LP Temporary Disconnection	833	815	-18

The increase in the Charitable Exemption totals is a result of an new onboarding process introduced by Business Stream, which the Wholesale Service Desk have supported through timeously processing applications to aid appropriate charges being applied.

The decrease in Meter Verifications is a result of the Wholesale Service Desk team providing further checks ahead of submission, and managing and resolving issues ahead of them being submitted via the Portal.

Line B6.11 Contacts from Licenced Providers via Wholesale Desk and Portal - Bulk Uploads

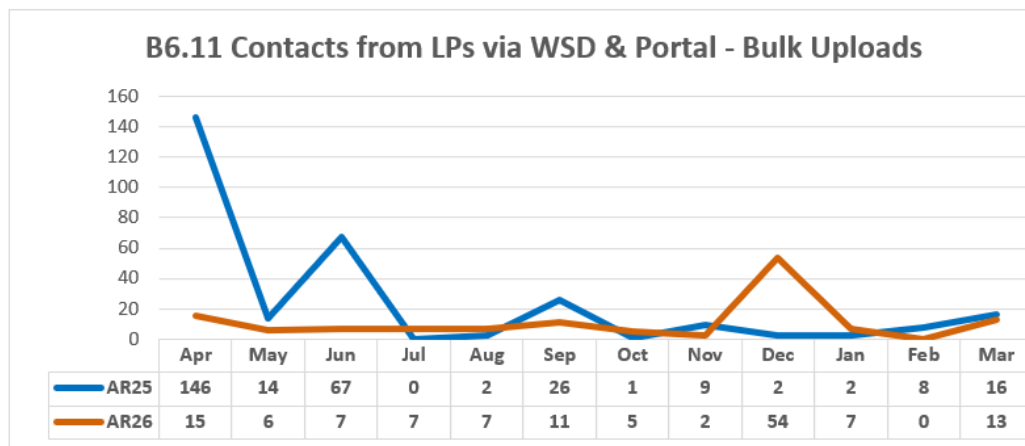
Contacts decreased from 293 in AR25, to 134 in AR26, a reduction of -159, or (54.266)%. Table 37 shows the main changes year on year.

Table 37: Main changes in contacts from Licenced Providers via Wholesale Desk and Portal (bulk uploads) AR26 v AR25

	AR25	AR26	AR26 v AR25
Gap Site	159	130	-29
TPR, LRV, MT & Address	131	0	-131

Figure 33 below shows contacts in AR26 reduced compared to AR25, and the monthly split of contacts, with a spike in December 2025, due to a spike in Gap Site contacts.

Figure 33: Volume of contacts from Licenced Providers via Wholesale Desk and Portal (bulk uploads) by month for AR25 and AR26.

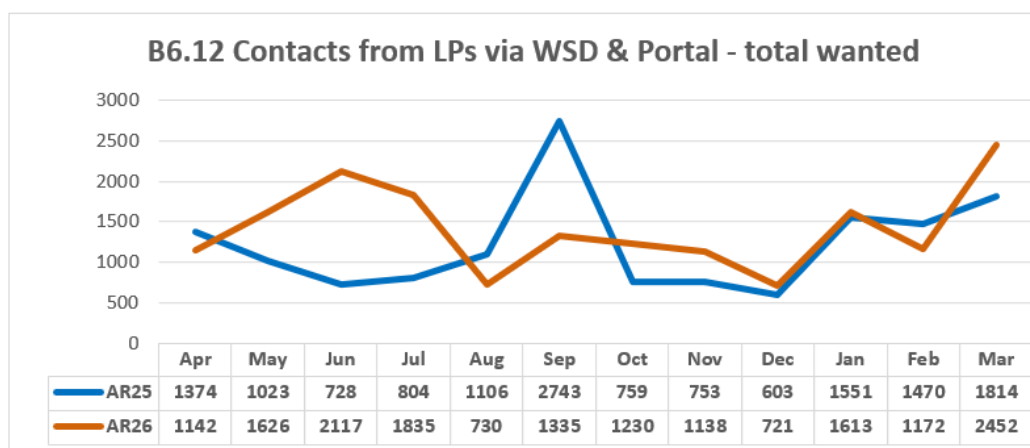


Line B6.12 Contacts from Licenced Providers via Wholesale Desk and Portal - total wanted

Total wanted contacts increased from 14,728 in AR25, to 17,111 in AR26, an increase of 2383, or 16.180%

Figure 34 shows a spike in May, June and July and then again in March 2026 which is related to LPs requesting Charitable Exemptions as noted for **Line B6.10**.

Figure 34: Volume of contacts from Licenced Providers via Wholesale Desk and Portal (total wanted) by month for AR25 and AR26.

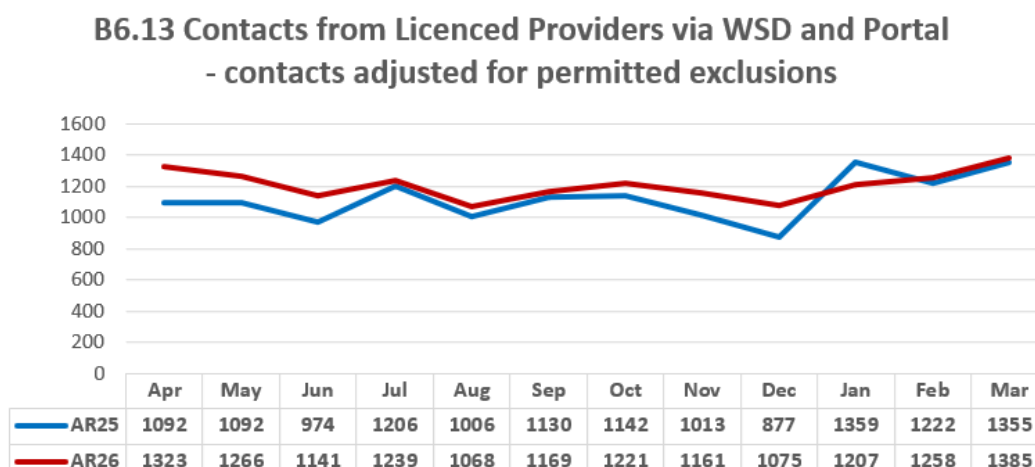


Line B6.13 Contacts from Licenced Providers via Wholesale Desk and Portal - contacts adjusted for permitted exclusions

Contacts, adjusted for permitted exclusions, increased from 13,468 in AR25 to 14,513 in AR26, an increase of 1,045, or 7.759% (the reason for this is explained in the narrative to **Lines B6.8 to B6.12** above).

Figure 35 shows the monthly trend for AR25 to AR26 which show increased volumes in Apr-Jun driven by increased contacts across the majority of channels, with the usual end of year spike.

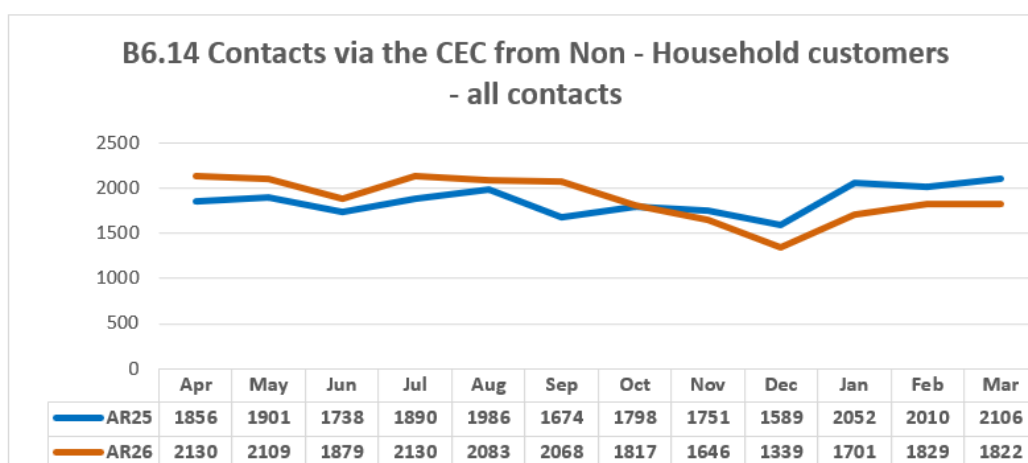
Figure 35: Volume of contacts from Licenced Providers via Wholesale Desk and Portal (contacts adjusted for permitted exclusions) by month for AR25 and AR26.



Line B6.14 Calls received through Customer Engagement Centre from Non-household customers - all contacts

All CEC contacts increased from 22,351 in AR25, to 22,553 in AR26, an increase of 202 or 0.904%. Contacts were marginally up in AR26 but were broadly in line with AR25, with the first half of the year higher, and the second part of the year lower - as per Figure 36 below.

Figure 36: Volume of calls received through Customer Engagement Centre from Non-household customers (all contacts) by month for AR25 and AR26.



Line B6.15 Calls received through Customer Engagement Centre from Non-household customers - wanted contacts

Contacts increased from 5,610 in AR25, to 5,916 in AR26, an increase of 306, or 5.455%

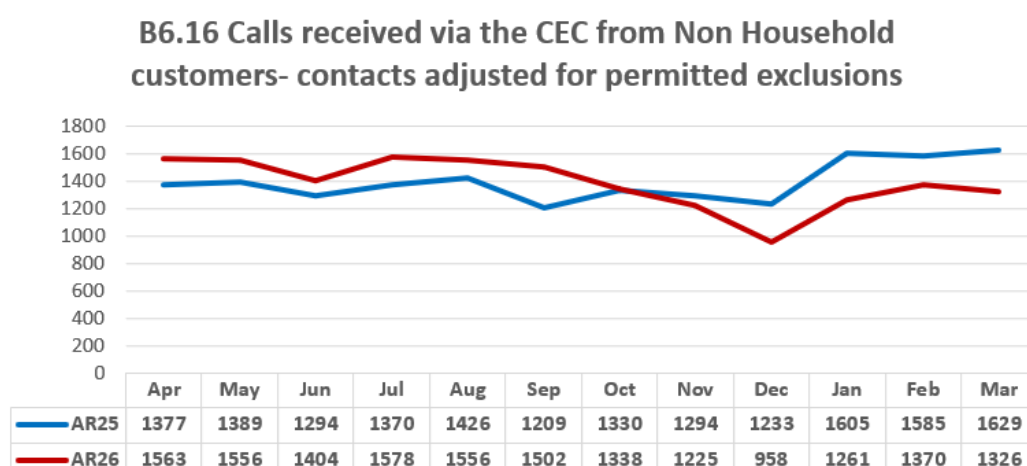
In AR26, the improvement of our data capture of customer calls, which included more coaching time for our call Advisers, has continued. One of the benefits has been improved data capture which has allowed for more calls to be categorised as wanted contacts.

Line B6.16 Calls received through Customer Engagement Centre from Non-household customers - contacts adjusted for permitted exclusions

Contacts decreased from 16,741 in AR25, to 16,637 in AR26, a decrease of -104, or (0.621)%
The reason for this is explained in the narrative in **Lines B6.14 to B6.15** above.

Figure 37 shows the spilt of contacts monthly for AR25 and AR26. Contacts remained above AR25 for the first 6 months of the year before dropping for the last 6 months.

Figure 37: Volume of calls received through Customer Engagement Centre from Non-household customers (contacts adjusted for permitted exclusions) by month for AR25 and AR26.



Line B6.17 Non-household service issue contacts - Total unwanted contacts

This has been reported in **Line B6.4**, and in the commentary for **Lines B6.8 to B6.16** above. The confidence grade for this line is A3.

7.2.3 Lines B6.18-B6.26 - Non-household Customer experience

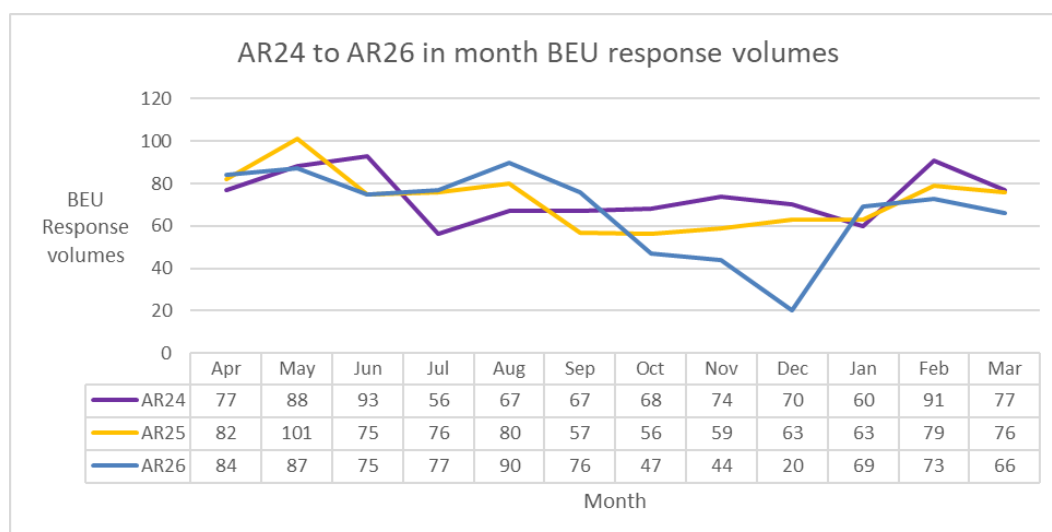
Lines B6.18 to B6.20 are covered in B6.5 to B6.7 above.

Lines B6.21, B6.22, B6.25 and B6.26 report the various numbers of survey responses and are used to calculate components of the nhCEM qualitative score.

As mentioned in Line B5.2 the Customer Experience Survey response volumes have been impacted by a couple of key factors this year, this has affected Business End User response volumes and Licensed Provider volumes. The first factor being the introduction of a new Septic Tank digital system, and secondly, a cyber incident which resulted in a change of provider.

Figure 38 below shows the impact of these through AR26 on the Business End-User Experience survey with response returning back to expected levels.

Figure 38: Business End-user Experience survey response volumes per month for AR24 to AR26



In September 2025, the Septic Tank team moved to a new system, and experienced technical issues linked to the transition. Due to separate technical issues arising during the move, Septic Tank completed work and cases could not be closed on the new system, and therefore surveys could not be issued. The technical issues appear to have been resolved, however a temporary manual solution was put in place and retrospective surveys have been issued where applicable. We will continue to work closely with the Septic Tank team to monitor case closures and volumes. The impact of this was reduced volumes of Septic Tanks surveys in September, 0 in October and a limited volume in November, prior to the cyber incident and resulting impact. As shown in Figure 31b above this explains the drop in responses for September, October and November. The average response volume for Septic Tanks is around 22 per month with satisfaction averaging around 92.76%.

On 27 November 2025, Rant and Rave highlighted a security breach in their reporting platform. This was escalated internally; all survey activity was paused whilst an Incident Team was established, and the Digital Security Team investigated.

The investigation found that no Scottish Water data was compromised. However, the

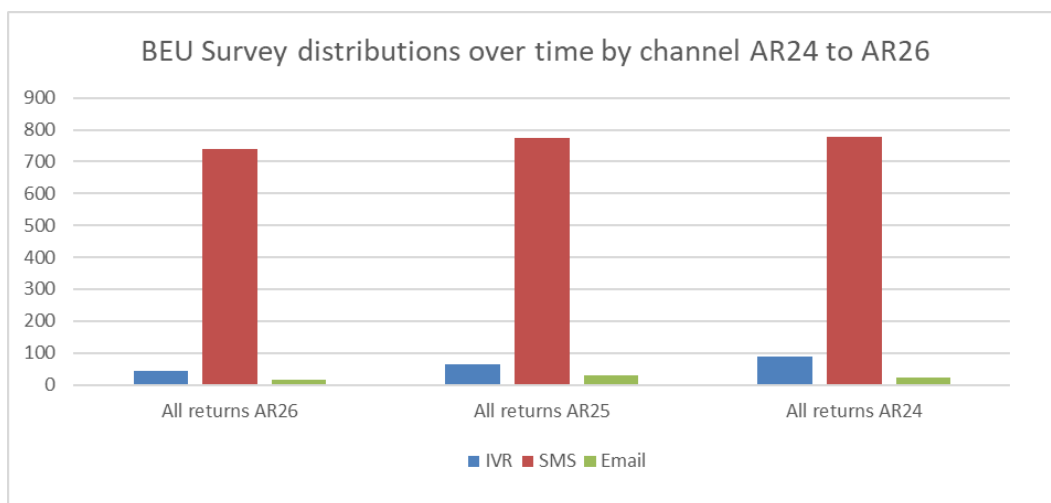
Scottish Water Incident Team were not fully satisfied with Rant and Rave responses during the investigation. With that in mind, it was agreed that we should permanently cease all survey activity through Rant and Rave.

Whilst the investigations were ongoing, the Customer Excellence Hub explored alternative solutions if a transition away from Rant and Rave was required. It was determined that a move to the Qualtrics survey platform was the most appropriate choice given they are already in place as Scottish Water's ad-hoc customer survey platform, as well as being used by the People Insights team for employee surveys.

On 18 December 2025, transactional customer survey activity was moved to Qualtrics. This transition was completed at pace to ensure minimal impact on regulatory measures such as CEM, but also with the recognition that during the interim period customers did not have the opportunity to provide feedback on the service we provide. Despite the pace, the transition was robust with all appropriate Privacy Impact Assessments and contractual changes completed. This ensured that survey methodology remained like for like for our customers who are receiving the same survey and questions as before.

Following a successful soft launch on 18th December, surveys were fully launched on 19th December. This included issuing retrospective surveys that were in a 'backlog' since the incident began on 27th November. During the transition to Qualtrics, we have removed landline telephone surveys known as Interactive Voice Response (IVR) surveys. This removal was a planned change for SR27, as we have seen a natural and significant decline in the number of IVR surveys being issued due to fewer customers using landline telephones, which accounted for less than 5% of surveys being sent. It is also a costly approach, with the vast majority of survey providers no longer offering proactive IVR as a standard survey method for the reasons outlined above. Figure 39 below demonstrates the lower levels of IVR since AR24.

Figure 39: BEU Survey distributions over time by channel AR24 to AR26



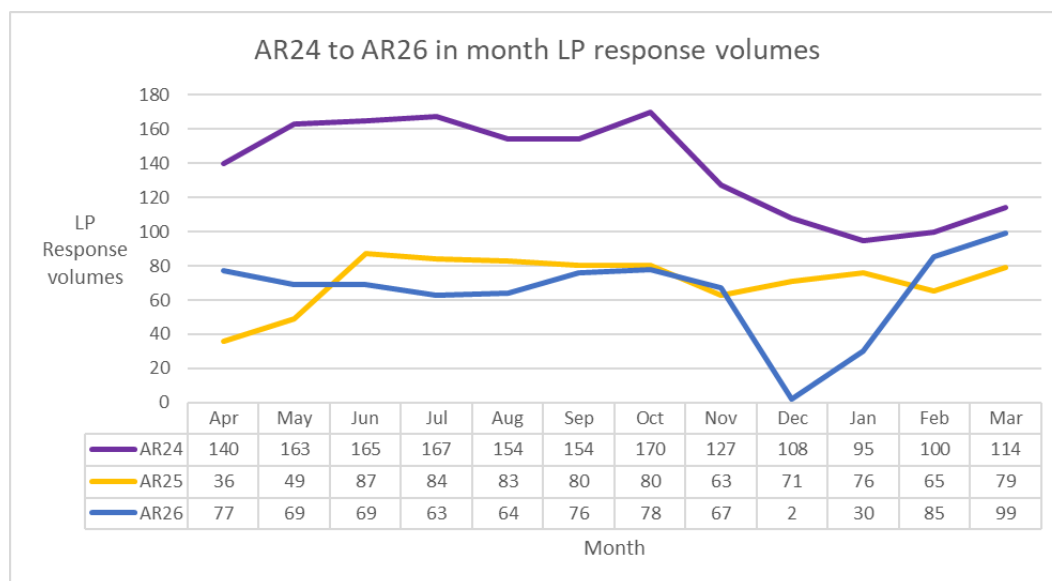
Scottish Water will continue to monitor any potential impact of the removal of this channel, and continue to engage with customers to provide additional contact details, allowing us to survey these customers either by SMS or Email.

Depending on the impact of this we will investigate alternative survey solutions, as appropriate, as part of the more permanent Business End-User Experience Survey solution.

The impact of this has seen lower response volumes in October, November and December, however responses in the remaining part of the year have returned to normal levels, taking into account the removal of IVR survey at approximately 4 returns a month on average and lower Septic Tank volumes averaging around 10 compared to 22. With satisfaction levels averaging 88.13% prior to the change, and now at 90.15%, we are confident the change in provider has had little impact.

The Licensed provider survey response volumes was also impacted however only by the cyber incident. Figure 40 looks at the response volumes per month from AR24 to AR26.

Figure 40: Licensed Provider survey response volumes per month for AR24 to AR26



The drop in returns in November, December and January are due to the change in provider mentioned above. With volumes returning to more normal levels in the remaining months of the year.

Line B6.18 Escalations

This has been reported in **Line B6.6**.

Line B6.19 Formal complaints (Form G)

This has been reported in **Line B6.5**.

Line B6.20 Regulator upheld complaints

This has been reported in **Line B6.7**.

Line B6.21 LP Experience survey – total

This total decreased from 853 in AR25, to 779 in AR26, a decrease of -74, or (8.675)%. This has been reported in **Line B6.2** above.

Line B6.22 LP Experience survey – satisfied

This total decreased from 847 in AR25, to 765 in AR26, a decrease of -82, or (9.681)%. This has been reported in **Line B6.2** above.

Line B6.23 Ease of service indicator line 1

As AR25, ease of service is not part of the nhCEM measure.

Line B6.24 Ease of service indicator line 2

As AR25, ease of service is not part of the nhCEM measure.

Line B6.25 Business End-User Experience Survey – total

The total survey returns decreased from 867 in AR25, to 808 in AR26, a decrease of -59, or (6.805)%. This has been reported in **Line B6.3** above.

Line B6.26 Business End-User Experience Survey – satisfied

This decreased from 777 in AR25, to 723 in AR26, a decrease of -54, or (6.950)%. This has been reported in **Line B6.3** above.

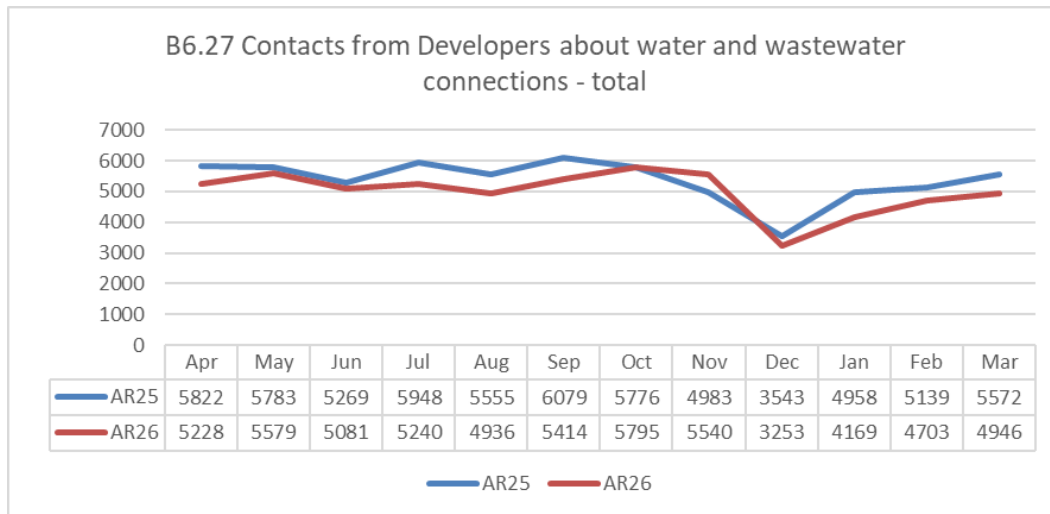
7.2.4 Lines B6.27-B6.38 - Developer CEM

Developer CEM (dCEM) went live during the AR24 period. The following lines measure the performance of the individual elements that make up the overall dCEM score.

Line B6.27 Contacts from developers about water and wastewater connections – total

Contacts from development customers about water and wastewater connections decreased from 64,427 in AR25, to 59,884 in AR26, a decrease of -4,543 contacts, or (7.051)%

Figure 41: Volume of contacts from developers about water and wastewater connections (total) by month for AR25 v AR26



AR26 has recorded lower contacts overall, except for October and November 2025 (see Figure 41 above). With October having increased call and email volumes.

The improvements over the last 12 months are a continuation of the targeted programme of improvement established by the dCEM Mission Group in AR24. One of the key improvements has been the desire to ensure the survey results are as representative of the whole development community as they can be. Survey returns have increased this year across the Development team, and this has led to an increase in invaluable feedback to inform continuous improvement.

Figure 42 below looks at the split of total contacts by input channel, with most customer contacts received via email. Although, an overall reduction we have seen an increase in Portal Inspection Appointment requests in AR26.

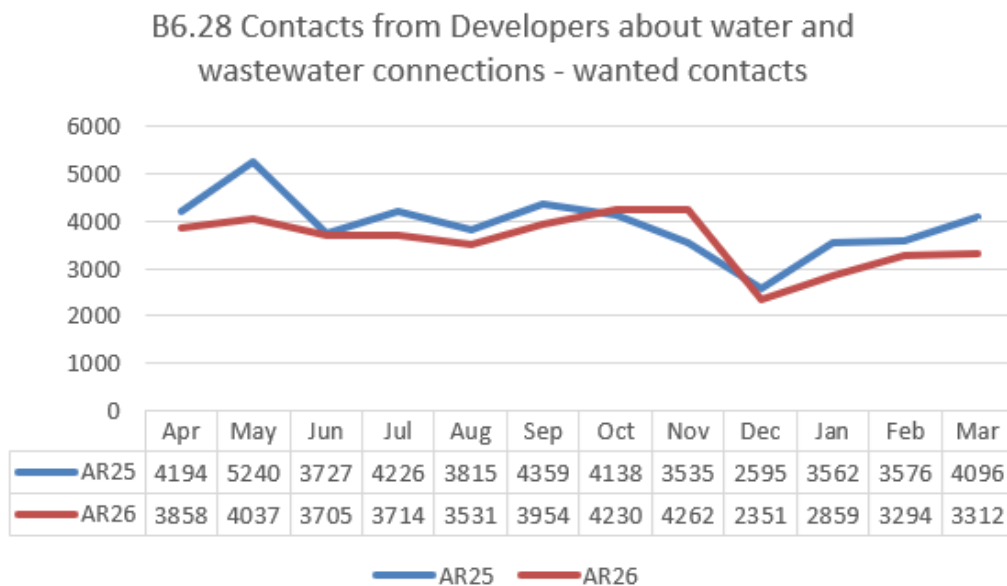
Figure 42: Contacts by input channel – AR26

Contacts by Input Channel	AR25	AR26	AR26 v AR25	% Diff
Emails	28558	27469	-1,089	-3.81%
Portal Requests	19582	18131	-1,451	-7.41%
Phone Calls	13723	11308	-2,415	-17.60%
Inspection Appointment Requests	2564	2976	412	16.07%
B6.27 Total	64427	59884	-4,543	-7.05%

Line B6.28 Contacts from developers about water and wastewater connections - excluded contacts (wanted contacts)

Wanted Contacts decreased from 45,817 in AR25, to 43,107 in AR26, a decrease of -2,710 or (5.915)%%. The contacts have approximately followed the pattern of total connections in Figure 43 below; with a seasonal drop in December due to the holiday period.

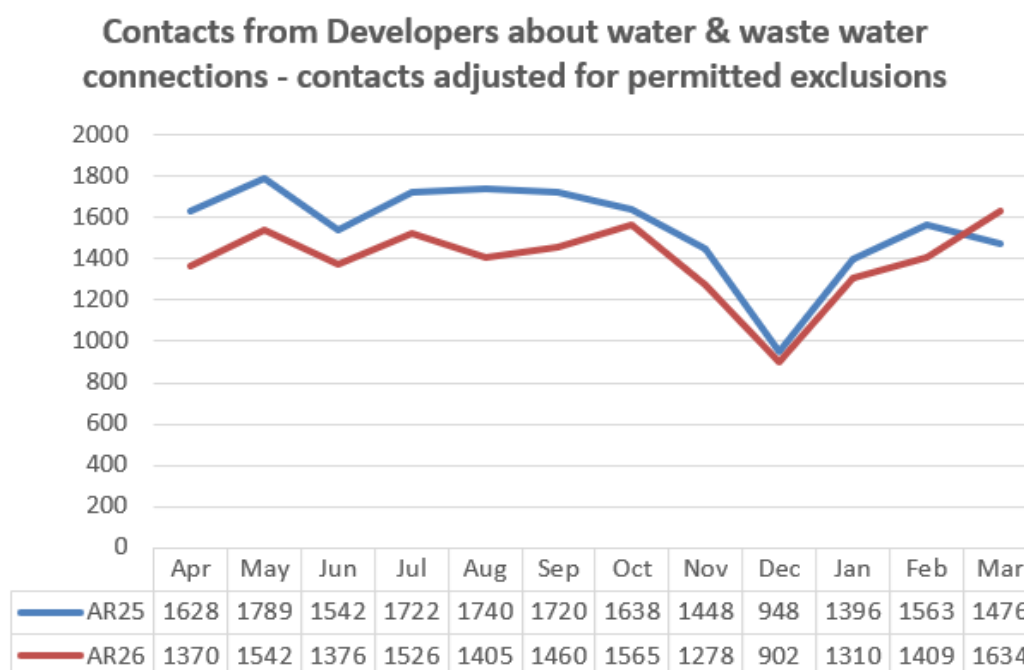
Figure 43: Volume of contacts from developers about water and wastewater connections – wanted contacts



Line B6.29 Contacts from developers about water and wastewater connections - contacts adjusted for permitted exclusions

“Unwanted Contacts” after exclusions, decreased from 18,610 in AR25 to 16,777 in AR26, a reduction of -1,833 or (9.850)%%. This total is derived from “Total Contacts” (Line B6.27) less the “Wanted Contacts” (Line B6.28) above, to arrive at a “Net Unwanted Total”. Figure 44 shows this broken down by month and AR25 v AR26 with AR26 less than AR25 for the majority of the year.

Figure 44: Volume of contacts from developers about water and wastewater connections – contacts adjusted for permitted exclusions



Line B6.30 Development Services escalations

In AR26, there were a total of 3 escalations, the same as the 3 recorded in AR25, a difference of 0, or 0.000% Table 38 below lists the escalation reasons in AR25 and AR26.

Table 38: Escalation reasons

Escalation Reason	AR25	AR26
Connection - delay in connecting	1	3
Connection - lack of communication clarity	1	
Portal - difficulties with process	1	
Total	3	3

Line B6.31 Development Services Formal complaints

In AR26 we had 1 formal complaint, down from 2 in AR25, a reduction of -1, or (50.000)%

The complaint driver in AR26 related to a Developer connection associated with building over a sewer. The complaint drivers in AR25 were a sewer flooding issue and an inadequate provision of Water and Sewerage Infrastructure.

Line B6.32 Development Services Regulator upheld complaints

In AR26 we had 0 Regulator upheld complaints, the same number as AR25.

Line B6.33 Single house connection experience survey – total

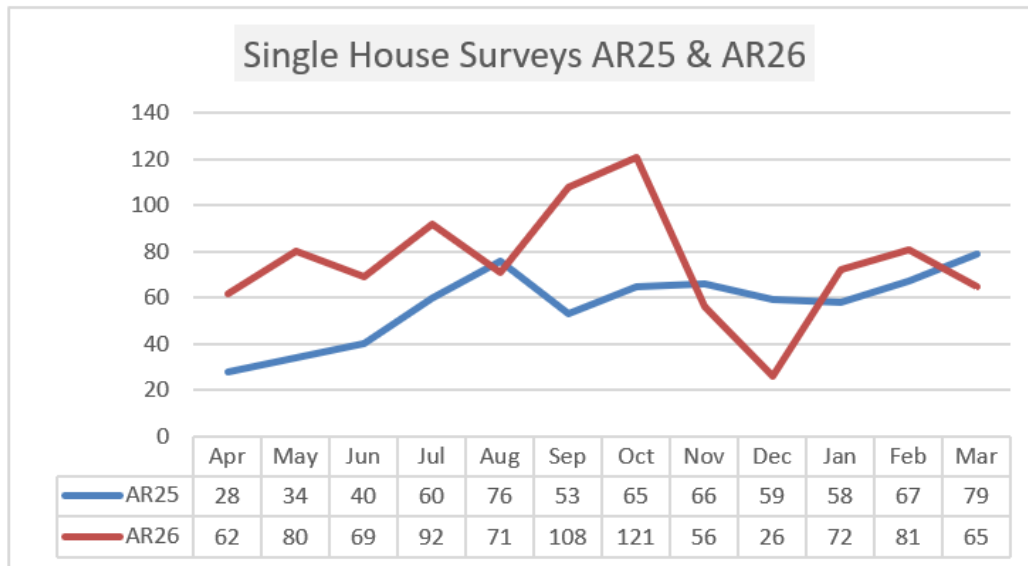
In AR26 we had 903 survey returns, up from 685 in AR25 – an increase of 218 returns, or 31.825% (see Table 39).

Table 39: Single house connection experience survey satisfied scores for AR25 and AR26

	1	2	3	4	4 - 2	3 - 1	3-1 (as %)
Developer Service Surveys - Single House	AR25	% of Total	AR26	% of Total	% Movement in Proportion	Volume Movement	Volume Movement %
Score 1-4	51	7.45%	71	7.86%	0.42%	20	39.22%
Score 5-7	634	92.55%	832	92.14%	-0.42%	198	31.23%
Total Returns	685	100.00%	903	100.00%		218	31.82%

Figure 45 below shows the annual profile of the Single House Surveys in AR25 and AR26. Listening post links continue to be the largest feedback channel and is used by all Development team advisers in their email signatures, this has led to a further increase in the number of survey returns providing invaluable feedback to inform continuous improvement (See Figure 36 and Table 37). The drop in returns during November and December is a result of the transition from Rant and Rave to Qualtrics, with volumes recovering in January 2026. In the single house connection experience survey, the only change following the switch in provider was the removal of the listening post for Rant and Rave, to new links for Qualtrics. IVR removal and septic tanks system changes have had no impact to this survey.

Figure 45 - Single house connection experience survey returns profile for AR25 and AR26



Line B6.34 Single house connection experience survey – satisfied

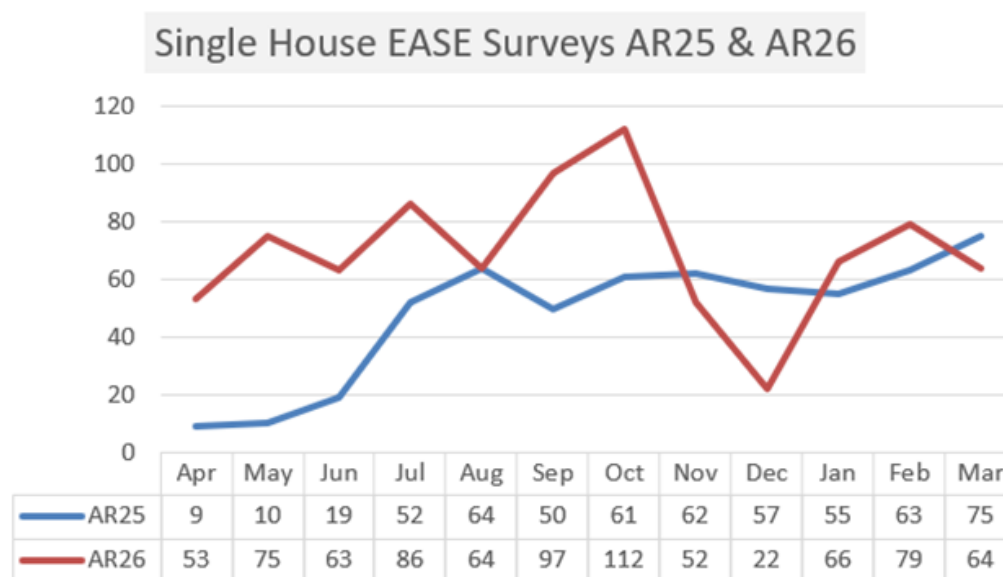
In AR26, we had 832 satisfied returns, up from 634 in AR25, an increase of 198 returns, or 31.230%. The satisfaction score (satisfied scores of 5-7) decreased from 92.55% in AR25 to 92.14% for AR26, a decrease of 0.42% (see Table 37 in **Line B6.33**)

Line B6.35 (developer) Ease of service indicator line 1

In AR26 we received 1,321 survey returns, up from 1,025 in AR25, an increase of 296 returns, or 28.878%.

The survey returns for this element are a combination of Trinity and Rant and Rave, now Qualtrics and as such, return volumes dipped in November and December before returning to usual levels. Figure 46 shows the dip in November and December before the return to normal levels.

Figure 46 - Single house connection experience survey returns profile for AR25 and AR26

**Line B6.36 (developer) Ease of service indicator line 2**

In AR26, we received 1,142 satisfied survey returns, up from 851 in AR25, an increase of 291 surveys, or 34.195%%

The satisfaction score (satisfied scores of 5-7) increased from 83.02% in AR25, to 86.45% for AR26, an increase of 3.43% (see Table 40).

This increase in satisfaction resulted in a reduction of points lost of -0.87466– see **Line B6.62** below. The confidence grade for this line is B2, to reflect the confidence grades in **Line B6.62**.

Table 40: Ease of Service survey satisfied scores for AR25 and AR26.

	1	2	3	4	4 - 2	3 - 1	3-1 (as %)
Developer Ease of Doing Business Surveys	AR25	% of Total	AR26	% of Total	% Movement in Proportion	Volume Movement	Volume Movement %
Score 1-4	174	16.98%	179	13.55%	-3.43%	5	2.87%
Score 5-7	851	83.02%	1142	86.45%	3.43%	291	34.20%
Total Returns	1025	100.00%	1321	100.00%		296	28.88%

Line B6.37 Developer/Connections Experience survey- total

In AR26, we received 488 survey returns, up from 456 in AR25, an increase of 32 returns, or 7.018% (see Table 39 below).

This increase in satisfaction resulted in a decrease in points lost of -0.743. See **Line B6.63** below.

The survey returns are provider by Trinity, and as such, there was no impact from the cyber incident.

Line B6.38 Developer/Connections Experience survey- satisfied

In AR26, we received 389 satisfied survey scores, up from 339 in AR25, an increase of 50 returns, or 14.749%

As a result, satisfaction (satisfied scores of 5-7) increased from 74.34% in AR25 to 79.71% in AR26, an increase of 5.37% (see Table 41). The shift in the volumes of dissatisfied (scores 1-4) and satisfied (scores 5-7) are due to continued focus on compliance and quality of Root Case Analysis carried out by the Business Development team, whereby customers who scored 1-4 are contacted for more information regarding their response. Once this process has been completed, the drivers of dissatisfaction are recorded and any improvements which can be made are carried out.

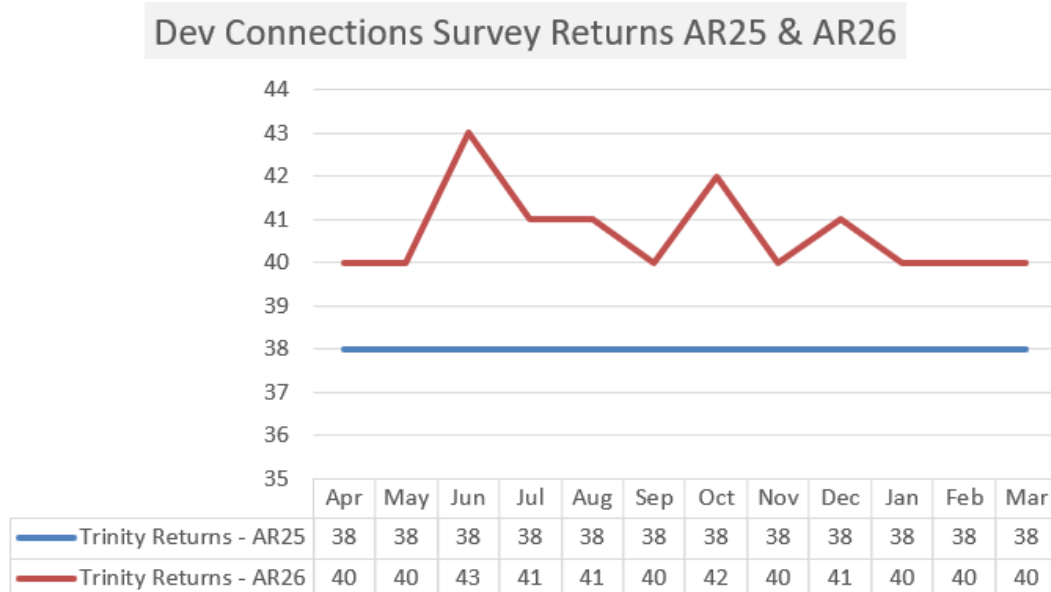
The confidence grade for this line is B2, to reflect the confidence grades in **Line B6.62**.

Table 41: Developer / Connections survey satisfied scores for AR25 and AR26.

	1	2	3	4	4 - 2	3 - 1	3-1 (as %)
Developer Connections Experience Surveys	AR25	% of Total	AR26	% of Total	% Movement in Proportion	Volume Movement	Volume Movement %
Score 1-4	117	25.66%	99	20.29%	-5.37%	-18	-15.38%
Score 5-7	339	74.34%	389	79.71%	5.37%	50	14.75%
Total Returns	456	100.00%	488	100.00%		32	7.02%

Figure 47 below shows the profile for the Development Service Surveys for AR25 and AR26, which wasn't impacted by the cyber incident as the returns are from another provider (Trinity). The increase of 32 returns AR26 v AR25 is due to the addition of returns for Strategic Development.

Figure 47: Developer / Connections survey satisfied profile for AR25 and AR26.



7.2.5 Lines B6.39-B6.51 - Non-household customer experience measure score

Line B6.39 Non-household customer experience target

In AR25, this was a fixed-target score of 86.0-90.0. The target range in AR26 remained at 86.0-90.0

Line B6.40 Non-household customer experience - total score

This has been reported under **Line B6.1**

Line B6.41 Connected Non-household properties

This line represents the sum of Lines A1.8 - connected unmeasured non-household properties for water and Line A1.9 - connected measured non-household properties for water. The number of such properties in AR26 is 160,136. This number has decreased from 160,297 reported in AR25, a decrease of -161, or (0.100)%.

Line B6.42 nhCEM quantitative score

The nhCEM quantitative score decreased in AR26 to 45.56, from 46.10 reported in AR25. This is a decrease of -0.540 points, or (1.171)%. This is the result of a combined increase in the points lost in the quantitative elements in **Lines B6.43 to B6.46** below, between AR25 and AR26 of 0.070 + 0.210 + 0.260 (which totals -0.540 points).

Line B6.43 Service issue contacts (points lost)

Points lost increased to 2.03 in AR26, from the 1.96 points reported in AR25. This represents an increase of 0.070 points lost, or 3.571%. This reflects the increase in Service Issue Contacts as outlined in **Line B6.4** above.

Line B6.44 Escalations from Licensed Providers (points lost)

The “Escalations” points lost increased in AR26, to 0.50 from 0.29 reported in AR25. This is an increase of 0.210 points lost, or 72.414%. This reflects the significant increase in “Escalations” as outlined in **Line B6.6** above.

Line B6.45 Formal Non-household customer complaints (points lost)

This increased to 1.91 in AR26, from 1.651 reported in AR25, and represents an increase of 0.260 points lost, or 15.758%. This reflects the increase in formal complaints as outlined in **Line B6.5** above.

Line B6.46 Regulator upheld complaints (points lost)

The number of points lost in AR26 was zero, which mirrors the AR25 performance. There were no regulatory upheld complaints in AR26 as outlined in **Line B6.7** above.

Line B6.47 LP experience survey 12-month score weighted

The weighted score in AR26 decreased to 6.74, from 6.886 in AR25, a decrease of -0.135 points, or (1.967)%. This reflects the small decrease in the LP Satisfaction score as outlined in **Line B6.2** above. Survey returns in the dissatisfied bracket of 1-4 are weighted down as per the definition in the nhCEM Definition Document, and therefore have more of a material impact on the score.

Line B6.48 Business end-user experience 12-month score weighted

The weighted score in AR26 decreased to 5.40, from 5.50 in AR25, a decrease of -0.100 points, or (1.815)%. This reflects the decrease in the Business End User Satisfaction score as outlined in **Line B6.3** above. Survey returns in the dissatisfied bracket of 1-4 are weighted down as per the definition in the nhCEM Definition Document.

Line B6.49 nhCEM qualitative score

This increased in AR26 to 42.27, from the 43.25 reported in AR25, a decrease of -0.980, or (2.265)%. The reported score in this line equates to deducting the values reported in **Lines B6.50 and B6.51** from 50 points (the points apportioned to the Qualitative measure).

B6.50 and B6.51 from 50.00 (the points allocated to the Qualitative Measure).

This is the result of a combined increase in the points lost in the qualitative elements in **Lines B6.50 and B6.51** below for AR26, as 1.06 + 6.67 (which totals 7.73 points lost)

Line B6.50 LP Experience survey (points lost)

This increased in AR26 to 1.06, from 0.490 reported in AR25. This is an increase of 0.57 points, or 116.327%.

For more details on this refer to **Line B6.2**.

Line B6.51 Business end-user experience (points lost)

This increased in AR26 to 6.67, from 6.25 in AR25, and represents an increase of 0.42 points, or 6.720%. For more detail on this refer to **Line B6.3**.

7.2.6 Lines B6.52-B6.63 - Development experience measure score

The purpose of the Development Customer Experience measure (dCEM) is to inform and drive improvements in service and satisfaction for all those in the Development Community (which includes customers who are making connections to the network for both household and non-household properties) in Scotland. Performance against several Quantitative and Qualitative indicators are combined to produce an Annual dCEM Score out of 100.

The improvements seen over the last 12 months are a result of the continued targeted programme of improvement, maintained by the Business Improvement team who regularly review performance. One of the key improvements has been the desire to ensure the survey results are as representative of the whole development community as they can be. Listening post links are continuing to be used by all Development team advisers and this has led to an increase in the number of survey returns providing invaluable feedback to inform continuous improvement.

Line B6.52 Developer customer experience target

The target range in AR26 was 79.91-82.91. For the purposes of the WICS' information request, we have established a baseline figure of 79.91, which is the low point of the target range.

Line B6.53 Developer customer experience - total score

In AR26 the score was 84.79, up from 82.91 in AR25, an increase of 1.880 points, or 2.268%

The confidence grade for this line is B2, reflecting the fact that this line is calculated using the scores reported in **Line B6.55** (dCEM Quantitative Score) confidence grade A1 and **Line B6.60** (dCEM Qualitative Score) confidence grade B2.

The Quantitative score for AR26 increased to 42.24, from 41.98 in AR25, an increase of 0.257 points, or 0.611%. This was driven by a decrease in points lost for Service Issue Contacts and Formal Complaints, which was slightly offset by an increase in points lost for Escalations. See **Lines B6.56 to B6.59**

The Qualitative score for AR26 increased to 42.56, from 40.93 in AR25, an increase of 1.6263 points, or 3.97%. This was driven by a decrease in points lost for both Qualitative measures, the Ease of Service indicator and the Development experience survey (See **B6.61** and **B6.62**).

Line B6.54 Development Service Connected properties

The number of Development Service Connected properties for AR26 was 15453, down from 16719 in AR25, a reduction of -1266, or (7.572)%. The connected properties are based on the 'application method', which is a four year average of the volume of connection applications and enquiries. The drop between AR26 and AR25 reflects to a downward trend in these volumes over the last four years, which reflects the slowing house-building market over that period.

Line B6.55 Development CEM quantitative score

The development CEM quantitative score for AR26 was 42.24, up from 41.98 in AR25, an increase of 0.257 points, or 0.611%. Further details of the change are covered in **Line B6.53** above.

Line B6.56 Development services service issue contacts (points lost)

The points lost in AR26 were 7.54, down from 7.73 in AR25, a decrease of -0.19 points, or (2.458)%. The volume of Service Issue Contacts decreased in AR26, as did the number of Connected Properties.

Line B6.57 Development Services escalations (points lost)

The points lost in AR26 were 0.13, up from 0.120 in AR25, an increase of 0.01 points, or 8.33%.

Whilst the volume of Development Services escalations were the same in AR25 and AR26 (3 escalations) the points lost went up by 0.01 as a result of the change in Developer Connected Properties, which decreased from 16,719 in AR25 to 15,453 in AR26.

Line B6.58 Development Services formal complaints (points lost)

The points lost in AR26 were 0.09, down from 0.170 in AR25, a decrease of -0.08 points, or (47.06)%

Line B6.59 Development Services Regulator upheld complaints (points lost)

The points lost in AR26 were 0, the same as AR25.

Line B6.60 Development CEM qualitative score

The Development CEM qualitative score in AR26 was 42.56, up from 40.93 in AR25, an increase of 1.626 points, or 3.97%. Refer to **Lines B6.32-38** for further clarification on the increase.

Line B6.61 Single house connection experience survey

The single house connection experience survey is combined with the development experience survey to calculate a score.

Line B6.63 contains this combined score with no entry against **Line B6.61**.

Line B6.62 Ease of service indicator

The points lost in AR26 were 3.96, down from 4.83 in AR25, a decrease of -0.87 points, or (18.11)%

Line B6.63 Development experience survey

The points lost in AR26 were 3.49, down from 4.23 in AR25, a decrease of -0.743 points, or (17.57)%.

Lines B6.64 - B6.65 - Retailer Experience Measure

The Retailer Measure of Experience (R-MeX) is a survey providing a measure of Licenced Provider (LP) satisfaction with wholesaler services in England. Whilst this is conducted on behalf of English water companies by their market operator (MOSL), Scottish Water also conduct an independent benchmarking survey using the sample question set to understand how we compare. This is scored out of 10.

Line B6.64 Retailer Measure of Experience survey - August

This is the second year of this line, and we received a score of 8.81, a decrease of 0.19 compared to the same wave in AR25.

Line B6.65 Retailer Measure of Experience survey - February

In the latest wave of research conducted in February 2026, outlined in Table 40 below, Scottish Water is ranked 2nd for 'Overall Service' with an average score of 8.60 out of 10. For the other questions asked in the survey, Scottish Water ranks 1st once again for – 'level of engagement and support' and 'quality of data maintenance and improvement'. However potential areas of improvement relate to communication during incidents and effectiveness of financial policies. Further details on scoring in Table 42 below.

Table 42: RMeX Survey Results for February 2026

Rank	Wholesaler	Overall service	Speed and quality of responses to service requests	Level of communication during incidents	Quality of data maintenance and improvement	Level of engagement and support	Effectiveness of financial policies
1	Affinity Water	8.917	8.917	8.545	8.444	9.333	8.500
2	Scottish Water	8.600	8.530	8.000	8.533	9.400	7.400
3	Northumbrian Water	8.583	8.583	8.455	8.400	8.833	8.250
4	Anglian Water	8.467	7.667	8.600	7.857	8.600	8.067
5	Portsmouth Water	8.455	8.667	8.364	8.333	8.727	7.727
6	Southern Water	8.417	8.500	8.500	8.500	8.667	7.917
7	Sutton and East Surrey Water	8.333	8.500	8.000	8.000	8.500	8.500
8	Wessex Water	8.300	8.000	7.900	8.250	8.600	7.800
9	South West Water	8.154	8.167	8.385	7.727	8.154	7.615
10	United Utilities Water	8.133	7.867	8.286	7.833	8.200	8.133
11	Dwr Cymru	8.000	8.000	8.500	8.000	8.000	8.667
11	Severn Trent Water	8.000	7.312	8.333	7.600	8.467	7.625
13	Bristol Water	7.875	7.571	7.556	7.857	7.750	8.000
14	Thames Water	7.857	7.571	8.929	7.538	7.929	8.286
15	Yorkshire Water	7.692	7.308	8.154	7.909	7.769	7.462
16	South Staffordshire Water	7.545	6.727	8.364	7.875	7.273	7.455
17	South East Water	6.818	6.727	7.545	7.750	6.700	7.600
		8.126	7.918	8.260	8.024	8.288	7.941

7.3 Data

7.3.1 Data sources and confidence grades

Data for this table is derived from Scottish Water's corporate systems, the details of which can be found in the nhCEM Reporter's Report. However, for clarity, phone call volumes come from Puzzel our telephony management system. Email traffic, portal contacts, wanted contacts, escalations, formal complaints and regulatory upheld complaints are taken from our Customer Relationship Management, MS Dynamics system. LP Experience Survey, Ease of Service Indicator and Business End User Experience Survey data was provided by Rant and Rave until we transitioned to Qualtrics in December 2025.

dCEM data for Phone Call Volumes comes from Puzzel, our telephony management system. Email traffic, portal contacts, wanted contacts, escalations, formal complaints, and regulatory upheld complaints are taken from our Customer Relationship Management MS Dynamics. Single House Connection Experience Survey data and part of the Ease of Service Indicator was provided by Rant and Rave until we transitioned to Qualtrics in December 2025. The Developer/Connections Experience Survey and the remaining part of Ease of Service Indicator is provided by Trinity McQueen.

All the data sources for AR26 are the same as they were in AR25.

There were no changes to B6 confidence grades in AR26.

7.3.2 Data Improvement programmes

As highlighted in **Line B6.1**, a nhCEM improvement mission was established in January 2026 to identify and rectify customer dissatisfaction. The mission is focused on delivering improvements through AR27 and into SR27 and is sponsored by senior stakeholders, with key customer journey teams taking actions to resolve issues in their area.

7.3.3 Assumptions used for forecast data

In our forecasting for AR26, we have selected a mid-point from our predicted range for each of the individual nhCEM and dCEM components. However, for forecasting the Overall nhCEM and dCEM Score, we have calculated the score using the individual mid-point values forecast for each component.

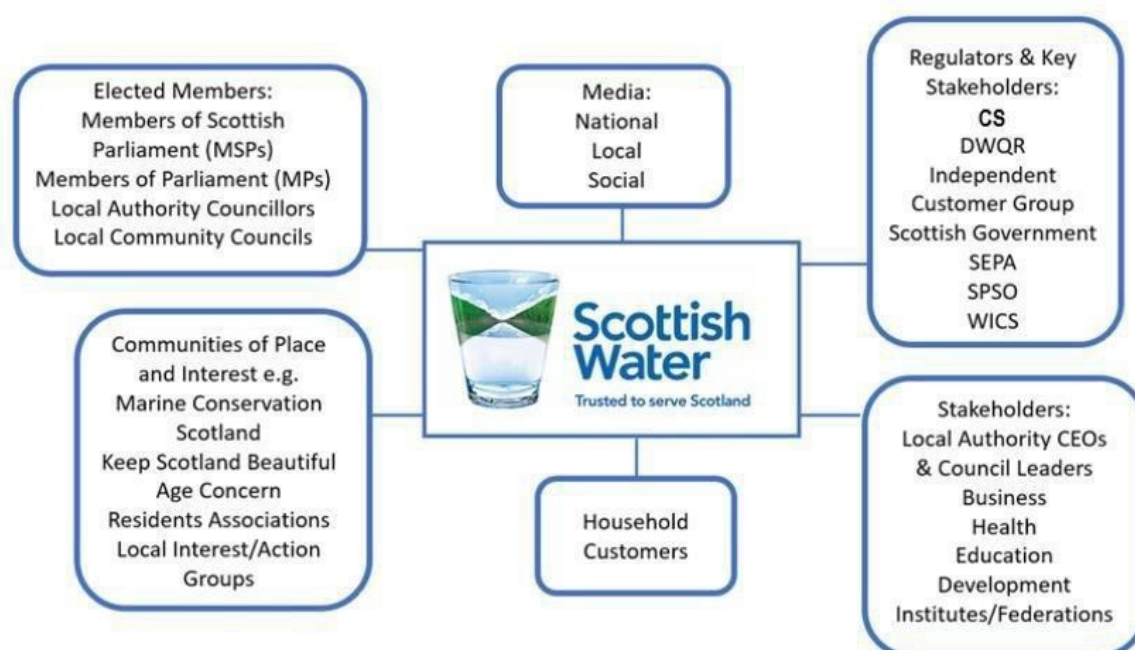
8 Table B6A: Stakeholders & Community Experience Measure

8.1 Overview

The purpose of the Stakeholder and Communities Experience Measure (SCEM) is to provide an overall measure of Scottish Water's reputation as perceived by its stakeholders.

The Stakeholder and Communities Experience Measure includes quantitative and qualitative components and stakeholder groups representing communities of place and interest including media, political, community representatives and customers.

Figure 48 below shows which stakeholders are covered by SCEM.



AR26 was the fifth year of sCEM reporting. The score achieved in AR26 was 76.58 compared to 78.00 recorded in AR25 and 74.99 in AR24. The main contributory elements of points lost related to a rise in stakeholder contacts and lower perception / no contact survey results.

The year was effectively divided in two with a sharp rise in stakeholder contacts through to September (Q1 and Q2), before declining markedly in the second half of the year (Q3 and Q4). There was an increase of 168 contacts during AR26 compared to AR25.

A range of issues including warm/dry weather impacts on water resource and demand, incidents at Rawburn, Scottish Borders, and Killin, Stirlingshire, led to significant contacts and engagement. Scrutiny around wastewater management and performance continues to account for a high level of contact from a range of stakeholders as well as influencing wider perception about the water sector's impact on the environment. A period of industrial action activity also contributed to contacts and sentiment especially in media reporting.

Political perception of Scottish Water remains high as it does across the local authority landscape. Proactive work has taken place throughout the year to engage politicians nationally and locally to engage positively around investment and improving service to communities. During major incidents engagement with locally elected representatives and community councils has taken place to better understand how they can support our response to operational issues which impact customers. A campaign to encourage sign-ups to a Text Alert Service has also grown and enabled information in real-time at local level.

Engagement has been ongoing with Council Chief Executives and Leaders and are regularly updated with a quarterly localised stakeholder e-newsletter.

There was a slight increase in the outcome of the annual MSP survey compared to AR25 however regard for Scottish Water compared to other organisations remains strong.

The flagship campaign Piped By Us Owned By You has continued to focus on public ownership and customers playing an owner's part in helping look after the water we rely on. This has fed into behaviour change campaigns focused on saving water and reducing sewage and flood risk. Over the course of the year direct engagement with customers took place at large-scale events and at local level in supermarkets via field-marketing activity. In total there were over 26,600 conversations at 23 customer engagement events throughout the year.

Line B6A.1 sCEM overall score

This was 76.58. The quantitative score comprised 40.95 (**Line B6A.13**) or 53.47%, of the points; and the qualitative score comprised 35.63 (**Line B6A.18**) or 46.53%. This is brought forward from **Line B6A.12**.

Line B6A.2 Stakeholder contacts received

In AR26 we received 1,346 stakeholder contacts. This is a increase of 168 from AR25 when 1178 were reported.

Line B6A.3 Stakeholder enquiries not responded to / Deadline not met

In AR26, we had four enquiries not responded to/deadline not met. This is up 2 from AR25.

Line B6A.4 Stakeholder escalated / Formal Complaints

In AR26, we received zero escalated/formal complaints. This is down 1 from AR25. No complaints meeting our definition criteria were received.

Line B6A.5 Scottish Government/ Regulator Upheld Stakeholder complaints

In AR26 we received zero Scottish Government/Regulator upheld complaints for the third year.

Line B6A.6 Monthly perception survey – Contact

In AR26 this was reported as 70.37% and slightly higher than the 69.77% reported in AR25. A small increase for the second year.

Line B6A.7 Monthly perception survey - No Contact

In AR26 this was reported as 74.47%. This decreased from 79.07% in AR25.

Line B6A.8 Monthly customer perception survey - No Experience No Contact (hCEM)

This is also reported in **Line B5.3**. “No “Experience, No Contact” increased from 89.96% in AR25 to 91.49% in AR26 (more information can be found in the hCEM commentary).

Line B6A.9 MSP Survey (Annual Perception Survey)

In AR26 this increased slightly from 64% in AR25 to 65.00%.

Line B6A.10 Local Government Leadership Survey (Annual Perception Survey)

In AR26 this decreased to 38.00% from the reported 46% in AR25.

Partnership working with local authorities is important to us and following this year's score and comments we have developed a plan and specific actions to improve engagement with these stakeholders during the remainder of 2025/26. The following activities are designed to increase response rates to LGLS (perception surveys) and increase engagement:

Letter from SW CEO to all CEOs, Heads of Economic Development and Leaders, enclosing a one-page directory of key contacts for their local authority.

Offered 6 bilateral meetings to local authority CEOs each quarter, initially targeting those that are least engaged or made 'on the record' critical comments.

Expanded Scottish Water presence at annual COSLA Conference

Pilot informal lunch with SW CEO and LA CEO's. First was for 4 Tayside CEOs on the day of the ACM in Dundee.

Regular meetings with the Scotland branch of SOLACE offered (Local Authority Chief Executives), either annually or as needed for significant issues.

Offer all (elected) Council Leaders a briefing via Teams, which would typically be led by Corporate Affairs and supported by other colleagues where particular topics, projects or issues are relevant.

Lines B6A.11-B6A.23 - Stakeholder Customer Experience Measure score**Line B6A.11 Stakeholder customer experience target**

The target range for AR26 was 76.5-83.5.

Line B6A.12 Stakeholder customer experience - total score

This is reported in **Line B6A.1**

The score reported in this line is calculated using the values reported in **Lines B6a.18** (stakeholder CEM qualitative score – B2) and **B6a.13** (Stakeholder CEM quantitative score – A1). The confidence grade for this line is B2 reflecting the confidence grades for the lines used in the calculations.

Line B6A.13 Stakeholder CEM quantitative score

In AR26 the score was 40.95. This is a decrease from the 42.08 reported in AR25. This loss of points is reflective of the increase in the number of stakeholder contacts received.

The confidence grade for this line is A1.

Line B6A.14 Stakeholder contacts received

In AR26 points lost were 9.01 (in AR25 this was 7.88).

Line B6A.15 Stakeholder contacts not responded to/deadline not met

In AR26 points lost were 0.04 (in AR25 this was 0.02).

Line B6A.16 Stakeholder escalated/formal complaints

In AR26 points lost were 0.00 (in AR25 this was 0.01).

Line B6A.17 Regulator upheld stakeholder complaints

In AR26 points lost were 0.00 (in AR25 this was 0.00).

Line B6A.18 Stakeholder CEM qualitative score (points lost)

In AR26, the score was 35.63, an decrease in points lost from 35.92 in AR25. Like AR25 this was driven by performance across our monthly perception surveys.

The confidence grade for this line is B2

Line B6A.19 Monthly perception survey - 'contact' (points lost)

In AR26 “contact” points lost were 3.22 (in AR25 this was 3.31).

The confidence grade for this line is B2.

Line B6A.20 Monthly perception survey - 'no contact' (points lost)

In AR26 “no contacts” points lost were 3.76 (in AR25 this was 3.47).

The confidence grade for this line is B2

Line B6A.21 Monthly You Gov survey - 'no experience, no contact' household customers (points lost)

In AR26, hCEM “No experience, no contact” points lost were 1.73 (in AR25 this was 2.05).

The confidence grade for this line is B2.

Line B6A.22 MSP annual perception survey (points lost)

In AR26, MSP survey points lost were 2.04 (in AR25 this was 2.10).

The confidence grade for this line is B2.

Line B6A.23 Local Government Leadership annual perception survey (points lost)

In AR26 the Local Government Leadership survey points lost were 3.62 (in AR25 this was 3.15).

The confidence grade for this line is B2.

8.2 Data

8.2.1 Data sources and confidence grades

Quantitative data is taken from Scottish Water’s corporate systems including Microsoft Dynamics and Vuelio platforms for logging and tracking enquiries and contacts from stakeholders. These have a confidence grade of A1.

Qualitative data are provided by external research companies for monthly perception surveys with stakeholders and annual surveys with MSPs and local authority leaders. These have a confidence grade of B2.

8.2.2 Data improvement programmes

Work has been undertaken in several areas:

Corporate Affairs working group: In AR26 a group was created to review sCEM measures following an increase in stakeholder contacts and lower than expected perception survey results. We reviewed the types of contacts received and how they were recorded in our system. This identified an increase in media enquiries during the first half of AR26 that was out with our control; however we also found inconsistencies in recording practices. In response, we developed a training package for Vuelio users on recording enquiries more efficiently and effectively, using the updated Vuelio interface. During the second half of AR26 we began to see the benefits of these improvements.

New media monitoring: In AR26, we worked with Vuelio to introduce a media monitoring service. While media monitoring is not a direct measurement of sCEM; it is a valuable tool for tracking sentiment and providing more accurate media insight. It also allows us to see where our messages are being shared and viewed by the public, helping us target campaigns and communications on the right platforms. Over time, this may help to reduce enquiries and build trust and a positive perception with stakeholders and customers.

Improvements in monthly perceptions surveys: In AR26 our perception survey underwent a thorough review of the survey questions with support from the Customer Experience Team. By streamlining the questions we aim to reduce completion time for stakeholders and encourage participation. We are also considering a pilot that links to a shortened version via staff email signatures; this has been used successfully in other departments and enables stakeholders to

respond in real time. Subject to the pilot approach being agreed, we plan to introduce this in early AR27.

Improved Process: In the second half of the year, we renewed focus on having a robust process for verifying the integrity of monthly reporting. Individual measures are now discussed with a senior manager of the team to confirm data accuracy before being submitted.

8.2.3 Assumptions used for forecast data

In February 2023, after reviewing sCEM historical data the Board agreed to adjust the sCEM target range due to a higher than anticipated number of stakeholder contacts.

In AR26, with an overall score of 78.5, sCEM was within the target range of 76.5-83.5.

Our AR26 target range is 76.5-83.5

9 Table B7: Customer care - Service Standards performance

9.1 Overview

From 1 April 2015 Guaranteed Service Standards (GSS) and Price Promise merged to a single set of standards called “Our Service Standards”.

If Scottish Water fails to comply with “Our Service Standards” as set out in the Code of Practice, the customer is entitled to a payment. Most of the payments are automatically paid when Scottish Water identifies non-compliance and a small number require our customers to make a claim for payment.

9.2 Performance Trends

In AR26, we have generally seen a decreasing trend in payments across our Service Standards.

Interruptions to supply payments decreased from 1503 to 209, mainly driven by no large volume of claims for any interruptions in AR26.

We had hoped to be able to report on the split of payments in AR26 for **Lines B7.7 to B7.10**. However, work is progressing on this, and a solution is being developed which will require system changes to implement. The main issue is the difficulty in establishing what percentage of the payment the customer received over the year. We are now aiming to report this in AR27. In the meantime, we have reverted to reporting the overall number of payments and include these in **Line B7.6** for AR26, as was the case in AR25.

Sewer flooding payments have also decreased overall - from 414 to 322 with Internal payments decreasing and external payments mirroring AR25.

Appointments attended on time have increased to 92.75%, which has reduced the number of failed appointments from AR25.

Pressure payments have decreased from 31 in AR25, to 13 in AR26.

Ex-gratia payments decreased from 322 to 301 in AR26.

9.2.1 Lines B7.1-B7.4 Planned Interruptions

Planned interruptions warn customers 48 hours in advance and supply is restored within the time given. Payment is made if Scottish Water fails to warn customers or supply is not restored by the time given.

B7.1 Number of Service Standards failure payments paid automatically (planned interruptions)

This was 0 in AR26, which mirrored the performance in AR25 and AR24.

B7.2 Number of Service Standards failure payments claimed (planned interruptions)

In AR26, the number of claims made against Scottish Water in relation to interruption to supply decreased to 3, down from 5 in AR25. This is a payment which customers claim, so it will vary depending on the number of customers claiming.

B7.3 Total number of Service Standards failure payments made (planned interruptions)

In AR26, this was 3, down from 5 in AR25, a decrease of -2.

B7.4 Total amount paid out for Service Standards failure (planned interruptions)

In AR26, £90.00 was paid out. This was lower than the AR25 figure of £190.00, a decrease of -£100.00, or -52.63%.

Table 43 below shows the average payment from AR25 to AR26, which has decreased from £38.00 in AR25, to £30.00 in AR26. The decrease is due to no payments being made to non-domestic customers, who receive £50 for the first 12 hours of interruption and then £25 per 12 hours of further interruption, compared to £30 for domestic customers.

Table 43: Average payment for service standard failure.

	AR24	AR25	AR26
Amount Paid	£500.00	£190.00	£90.00
Payments	11	5	3
Average Payment	£45.45	£38.00	£30.00

9.2.2 Lines B7.5- B7.12 - Unplanned Interruptions - (burst main and so on) restore within 12 hours (48 hours for a large main supplying a large area)

B7.5 Number of Service Standards failure payments paid automatically (unplanned interruptions)

The number of payments paid automatically was 0 in AR26, which mirrored the performance of AR25.

B7.6 Number of Service Standards failure payments claimed (unplanned interruptions)

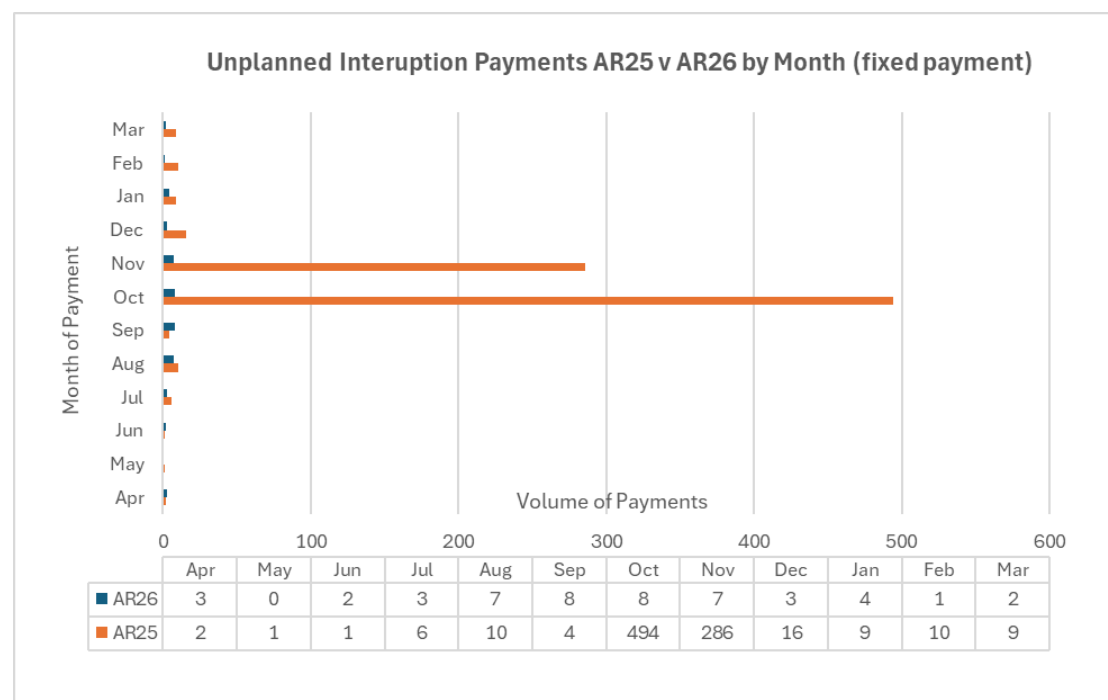
The number of payments claimed was 209 in AR26, down from the AR25 figure of 1503, an decrease of -1294, or -86%.

As in AR25, this includes payments related to repeat interruptions **Lines B7.7 to B7.10**, of which there are 161. In April 2023, we developed and implemented a way to automate this. However, after further testing, automation of this was unsuccessful. Further investigations are ongoing to resolve this. We have reverted to reporting the overall number of payments and included these in **Line B7.6**, as was the case in AR25.

The fixed payment accounts for 48 of the payments in AR26, compared to 848 in AR25, which are for all failures - interruption to supply where “you can claim £30, then £15 for every 12-hour period after this that you are without water” for domestic properties; and £50 then £25 for non-domestic properties.

Figure 49 shows how these are split across AR26 and AR25. Unlike AR25, there have been no high number of claims from interruptions, with volumes remaining constant through the year.

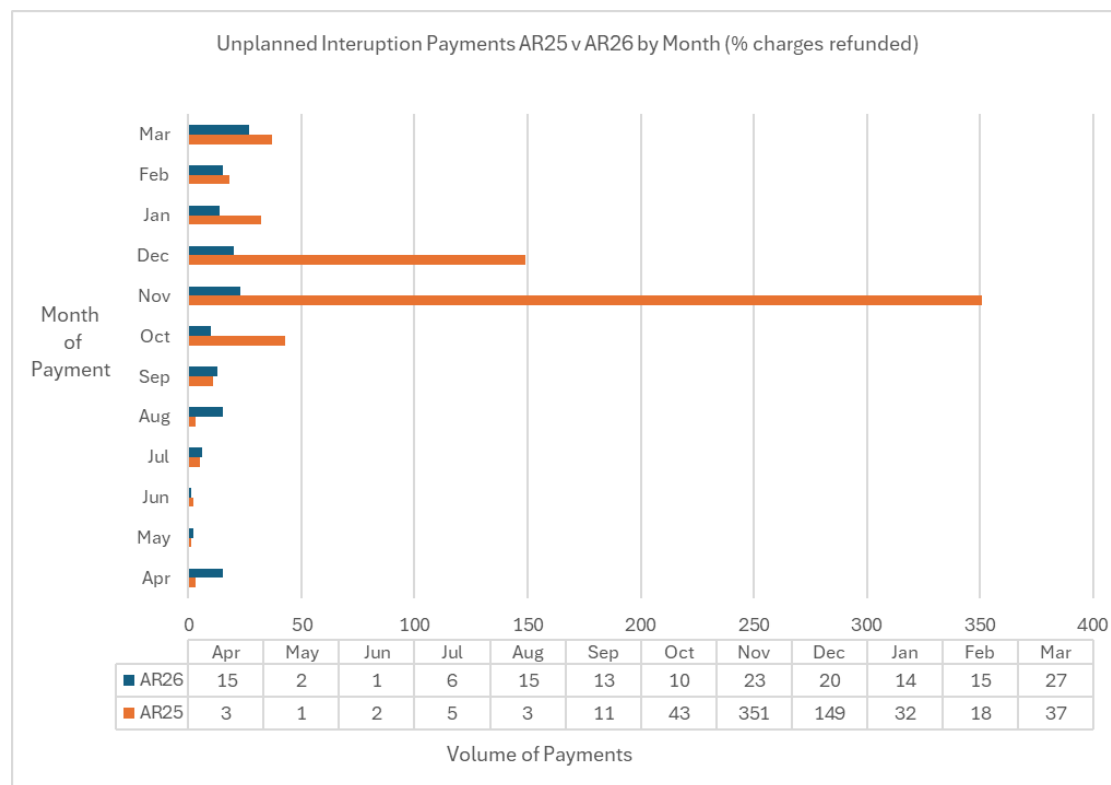
Figure 49: Volume of unplanned interruption payments (fixed payments) by month for AR25 and AR26.



The second split of payments relate to the following statement: “If you report two interruptions in the same financial year, caused by a failure in the network that is not related to work we are carrying out, you can apply to claim a payment of 25% of your annual water charges. If you experience and report subsequent interruptions within the same financial year, you can claim a further 25% for each of those subsequent interruptions, to a maximum of 100% of your water charges”.

There were 161 payments made in AR26, down from 655 payments in AR25, Figure 50 shows the split of these figures by month. As with the payments for one off interruption to supply, there have been no large volumes of claims this year.

Figure 50: Volume of unplanned interruption payments (% charges refunded) by month for AR25 and AR26.



B7.7 Number of Service Standards failure payments claimed for two interruptions per year

Automated reporting of this line was developed and began implementation in April 2023. However, after further testing, the automation was not successful. Further details of this are included in the performance trends section 9.2. We have reverted to reporting the overall number of payments and include these in **Line B7.6**, as was the case in AR25.

B7.8 Number of Service Standards failure payments claimed for three interruptions per year

Automated reporting of this line was developed and began implementation in April 2023. However, after further testing, the automation was not successful. Further details are included in the performance trends section 9.2. We have reverted to reporting the overall number of payments and included these in **Line B7.6**, as was the case in AR25.

B7.9 Number of Service Standards failure payments claimed for four interruptions per year

Automated reporting of this line was developed and began implementation in April 2023. However, after further testing, the automation was not successful. Further details are included in the performance trends section 9.2. We have reverted to reporting the overall number of payments and included these in **Line B7.6**, as was the case in AR25.

B7.10 Number of Service Standards failure payments claimed for five interruptions per year

Automated reporting of this line was developed and began implementation in April 2023. However, after further testing, the automation was not successful. Further details are included in the performance trends section 9.2. We have reverted to reporting the overall number of payments and included these in **Line B7.6**, as was the case in AR25.

B7.11 Total number of Service Standards failure payments made (unplanned interruptions)

The number of payments claimed was 209 in AR26, down from 1,503 claimed in AR25, a decrease of -1294, or -86%. In AR26, as was the case in AR25, we are unable to report the split of **Lines B7.7 to B7.10** due to the failure of the system changes necessary to allow us to report on this. We are able to report the total payments for these lines - 161 as these payments are included in **Line B7.6** which details the payment breakdown. In AR26, these have reduced from AR25, these payments are claimed by the customer, and this can impact volumes.

B7.12 Total amount paid out for Service Standards failure (unplanned interruptions)

The total amount paid in AR26 was £37,215.86, down from £115,756.99 reported in AR25, a decrease of -£78,541.13, or -68%.

Table 44 below shows the split of payments by reason for payment. This shows a decrease in payments for both interruptions to supply and repeat interruptions to supply. Both payments have decreased this year, with Repeat Interruptions to Supply by £48,646.13, and Interruption to Supply by £29,895.00. As referenced in **Line B7.11** there were no high volume claims from any area this year. These payments are claimed by the customer, and this can impact volumes.

Table 44: Split of payments by reason for line B7.12 for AR25 and AR26.

	AR25	AR26	Difference AR25 – AR26
Payments for Interruption to supply	848	48	-800
Amount paid	£31,880.00	£1,985.00	£29,895.00
Payments for between 2-5 Interruptions to supply	655	161	-494
Amount paid	£83,876.99	£35,230.86	£48,646.13
Total Payments	1503	209	-1294
Total Amount paid	£115,756.99	£37,215.86	£78,541.13

Table 45 details the average payment, which has increased from £77.02 in AR25, to £178.07 in AR26. Table 42 shows there have been a higher decrease in the payments for Interruptions to Supply, decreasing by 800, compared to 494 for payments for Repeat Interruptions to Supply. These tend to be of lower value, which helps explain the increase in average payment.

Table 45: Average payment for Service Standard failure (unplanned interruptions) for AR25 and AR26.

	AR25	AR26	Difference AR25 – AR26
Amount Paid	£115,756.99	£37,215.86	£78,541.13
Payments	1503	209	-1294
Average Payment	£77.02	£178.07	£101.05

9.2.3 Lines B7.13-B7.20 – Internal wastewater flooding– caused by wastewater from our sewers

B7.13 Number of payments to domestic properties for internal flooding from sewers due to being on the register

The number of payments made in AR26 was 152, compared to 185 in AR25, an decrease of -33, or -0.18. The number of payments offered has decreased due to properties being removed from the register. There has also been a decrease to the number of customers accepting the payment, Table 46 shows the volume of payments offered, paid and % paid.

Table 46: Volume of payments offered, paid and % paid for AR25 and AR26 for line B7.13.

	Offered Payment	Paid	% Paid
AR25	253	185	73.12%
AR26	227	152	66.96%

B7.14 Number of payments to domestic properties for internal flooding from sewers due to not being on the register

The number of payments was 84 in AR26, compared to 136 in AR25, a decrease of -52, or -38.24%. These payments are claimed by the customer, and this can impact volumes.

B7.15 Total amount paid to domestic properties for internal flooding from sewers due to being on the register

The total amount paid to domestic properties in AR26 was £58,228.07, compared to £63,618.04 in AR25, a decrease of -£5,389.97, or -8.47%. Table 47 shows the average payment, which has increased from £343.88 in AR25, to £383.08 in AR26. This payment is based on the wastewater charges for the property and have increased based on rises in charges through Council Tax billing. Table 48 shows the changes in charges between AR22 and AR26. It can also be affected by the charges at the property. For example, if a property with higher charges is removed from the register, but a property with lower charges is added.

Table 47: Average payment amount for line B7.15 for AR25 and AR26.

	AR25	AR26
Amount Paid	£63,618.04	£58,228.07
Payments	185	152
Average Payment	£343.88	£383.08

Table 48: Unmetered Wastewater Supply Collection Charges.

Unmetered Waste Water Collection					
Council Tax Band	AR22	AR23	AR24	AR25	AR26
Band A	£164.46	£171.36	£179.88	£195.66	£233.58
Band B	£191.87	£199.92	£209.86	£228.27	£272.51
Band C	£219.28	£228.48	£239.84	£260.88	£311.44
Band D	£246.69	£257.04	£269.82	£293.49	£350.37
Band E	£301.51	£314.16	£329.78	£358.71	£428.23
Band F	£356.33	£371.28	£389.74	£423.93	£506.09
Band G	£411.15	£428.40	£449.70	£489.15	£583.95
Band H	£493.38	£514.08	£539.64	£586.98	£700.74

B7.16 Total amount paid to domestic properties for internal flooding from sewers due to not being on the register

The total amount paid was £29,495.00 in AR26, compared to £42,826.01 in AR25, a decrease of -£13,331.01, or -31.13% (see Table 49). As with **Line B7.15**, these payments are based on the wastewater charges of the property flooded. As such, the average payment can alter depending on the property.

Table 49: The amount paid, number of payments, and average payment for line B7.16 for AR25 and AR26.

	AR24	AR25	AR26
Amount Paid	£33,858.66	£42,826.01	£29,495.00
Payments	117	136	84
Average Payment	£289.39	£314.90	£351.13

B7.17 Number of payments to non-domestic properties for internal flooding from sewers due to being on the register

These payments are not applicable to non-domestic customers and are therefore reported with a confidence grading of N.

B7.18 Number of payments to non-domestic properties for internal flooding from sewers due to not being on the register

The number of payments to non-domestic properties for internal flooding from sewers due to not being on the register is 79 in AR26, compared to 86 in AR25, an decrease of -7, or -8.14%.

B7.19 Total amount paid to non-domestic properties for internal flooding from sewers due to being on the register

These payments are not applicable to non-domestic customers and are therefore reported with a confidence grading of N.

B7.20 Total amount paid to non-domestic properties for internal flooding from sewers due to not being on the register

The total amount paid was £53,331.32 in AR26, compared to £51,039.69 in AR25, an increase of £2,291.63, or 4.49% The average payment has increased from £593.48 in AR25, to £675.08 in AR26 (see Table 50). The payment is based on the Wastewater charges up to a maximum payment of £1,000, as such the average payment can alter depending on the properties flooded.

Table 50: The amount paid, number of payments and average payment for line B7.20 for AR25 and AR26.

	AR24	AR25	AR26
Amount Paid	£57,190.21	£51,039.69	£53,331.32
Payments	84	86	79
Average Payment	£680.84	£593.48	£675.08

9.2.4 Lines B7.21-B7.24 - External wastewater flooding - Caused by wastewater from our sewers**B7.21 Number of payments to domestic properties for external flooding from sewers**

In AR26, we made 7 payments to domestic properties for external flooding from sewers, it remained at the same level as AR25 also at 7 payments. These payments are claimed by the

customer, and this can impact volumes. Restricted access to the property due to external flooding is one of the criteria for these payments.

B7.22 Total amount paid to domestic properties for external flooding from sewers

In AR26, we paid £1,558.63 in payments to domestic properties for external flooding from sewers, compared to £1,574.23 in AR25. This has decreased by -£15.60, or -0.01%. The average payment has also decreased from £224.89 in AR25, to £222.66 in AR26, as shown in Table 51 below. The payments for these vary depending on the level of charges at the property, hence we see a change in the average payment. These payments are claimed by the customer, and this can impact volumes.

Table 51: The amount paid, number of payments and average payment for line B7.22 for AR25 and AR26.

	AR24	AR25	AR26
Amount Paid	£428.40	£1574.23	£1,558.63
Payments	1	7	7
Average Payment	£428.40	£224.89	£222.66

B7.23 Number of payments to non-domestic properties for external flooding from sewers

These payments are not applicable to non-domestic customers and are therefore reported with a confidence grading of N.

B7.24 Total amount paid to non-domestic properties for external flooding from sewers

These payments are not applicable to non-domestic customers and are therefore reported with a confidence grading of N.

9.2.5 Lines B7.25-B7.29 - Respond to questions about your bill and changing your payment methods - respond within 5 working days

There were no failures reported against this standard.

9.2.6 Lines B7.30-B7.34 - Written response to a formal complaint - respond within 5 working days

There were no failures reported against this standard. With reference to **Line B4.3** where we have reported 5 complaints which did not received a response in 5 working days. In each instance of the complaint being responded to outwith the 5 days, the complainant was a third party representing a customer, and as such a Service Standard payment would not be applicable, as they relate to customers who are directly impacted by service failures. Complaints are assessed on a case-by-case basis.

9.2.7 Lines B7.35-B7.42 - Appointments - keeping appointments made more than 24 hours in advance

B7.35 Number of appointments

The number of appointments in AR26 was 3229, down from 3904 in AR25, a decrease of -675 appointments, or -17.29%.

B7.36 % of appointments made which are kept

The % of appointments made which are kept in AR26 was 92.75%, an increase from 90.29% in AR25. The confidence grade for this line is B3.

B7.37 Number of two-hour time banded appointments made

The number of two-hour time banded appointments made in AR26 was 3229, down from 3902 in AR25, a decrease of -673 appointments, or -17.25%.

B7.38 % of two-hour time banded appointments made which are kept

The % of appointments made which are kept in AR26 was 92.75%, an increase from 90.29% in AR25. The confidence grade for this line is B3.

B7.39 Number of Service Standards failure payments paid automatically (keeping appointments)

The number of payments paid automatically in AR26 was 98, a decrease of -71, from 169 reported in AR25. The number of payments made differs from the number of failed appointments. This is due to some customers refusing the payments or staff being unable to contact the customer to request payment details. As with **Lines B7.36 and B7.38** the confidence grading for this line is B3.

B7.40 Number of payments made from claims for failure (keeping appointments)

The number of payments made in AR26 for failing to keep appointments was 7, a decrease of -2, from 9 failures to keep appointments reported in AR25.

B7.41 Total number of Service Standards failure payments made (keeping appointments)

The total number of service standards failure payments made in AR26 was 105. This has decreased from 178 in AR25, a decrease of -73. The decrease is across both claimed and automatic payments. The confidence grading is B3

B7.42 Total amount paid out for Service Standards failure (keeping appointments)

The total amount paid out for service standards failure in AR26 was £2,970.00. This has decreased from £5,170.00 in AR25, a decrease of -£2,200.00.

Table 52 shows the average payment has decreased from £29.04 in AR25, to £28.29 in AR26. This is due to some payments being made to non-domestic customers in AR25 of £20, while domestic customers receive £30.

Table 52: The amount paid, number of payments and average payment for line B7.42 for AR25 and AR26.

	AR25	AR26
Amount Paid	£5,170.00	£2,970.00
Payments	178	105
Average Payment	£29.04	£28.29

9.2.8 Lines B7.43-B7.47 - Water in gas pipes - give you a call within 2 hours of reporting the fault to give details of what happens next

There were no failures reported against this standard.

9.2.9 Lines B7.48-B7.52 - Water meters - applications. We will let you know the outcome within 10 working days of your application

There were no failures reported against this standard.

9.2.10 Lines B7.53-B7.58 - Water pressure - we will tell you the outcome of our investigations within 5 working days

B7.53 Number of payments made within Service Standards period due to being on the register

The number of payments for AR26 is 13, compared to 29 in AR25. This is due to the number of eligible properties decreasing. Table 53 shows the number of properties eligible for payment and the percentage who have accepted the payment.

Table 53: Volume of payments offered, paid and % paid for AR25 and AR26 for line B7.53.

	Offered Payment	Paid	% Paid
AR25	35	29	82.86%
AR26	22	13	59.09%

B7.54 Number not dealt with within Service Standards period

The number not dealt with within Service Standards period was 0 in AR26, this mirrored the performance from AR25.

B7.55 Number of payments for failure to respond (automatic)

The number of payments for failure to respond (automatic) was 0 in AR26, this is a decrease of 2 from AR25.

B7.56 Number of payments made from claims for failure to respond

The number of payments made from claims for failure to respond was 0 in AR26, this mirrored the performance in AR25. These are claimed payments from customers and volumes are impacted by this.

B7.57 Total number of payments for failure to respond

The total number of payments for failure to respond was 0 in AR26, this decreased from 2 in AR25.

B7.58 Total amount paid for Service Standards failure

The total amount paid for service standards failure was £3,841.99 in AR26, compared to £9,979.67 in AR25, a decrease of -£6,137.68, or -61.50%. Table 54 below shows the average payment, which has decreased from £321.92 in AR25 to £295.54 in AR26. This is made up of all the payments made in **Lines B7.53 to B7.57**. **Line B7.53** is a payment of the water charges Scottish Water have paid for the year, whilst **Lines B7.54 to B7.57** are a £30 payment. The average payment being driven by water charges which can vary depending on the property.

Table 54: The amount paid, number of payments and average payment for line B7.58 for AR25 and AR26.

	AR25	AR26
Amount Paid	£9,979.67	£3,841.99
Payments	31	13
Average Payment	£321.92	£295.54

9.2.1 Lines B7.59-B7.62 - Water quality - affecting the water quality where a 'boil water' or do not use notice' is in place for more than 3 months

There was 1 failure reported against this standard.

9.2.2 Lines B7.59-B7.62 - Water quality - affecting the water quality where a 'boil water' or do not use notice' is in place for more than 3 months

There was 1 failure reported against this standard.

B7.59 Number of restrictions (e.g., boil notices, do not use notices)

The number of restrictions (e.g., boil notices, do not use notices) was 0 in AR26. This mirrors the performance in AR25.

B7.60 Number of restrictions (e.g., boil notices, do not use notices) in place for more than 3 months

The number of restrictions (e.g., boil notices, do not use notices) in place for more than 3 months was 0 in AR26. This mirrors the performance in AR25.

B7.61 Number of Service Standards failure payments made from claims (water quality)

The number of service standards failure payments made from claims (water quality) was 1 in AR26. This is 1 more than the performance in AR25.

B7.62 Total amount paid out for failure (water quality)

The total amount paid out for failure (water quality) was £316.12 in AR26, an increase of £316.12 from AR25.

9.2.3 Lines B7.63-B7.68 - Connection Services - where evidence confirms that we have caused a delay

There were no failures reported against this standard.

B7.63 Number not dealt within the Service Standards period (≤ 32 mm outside diameter pipe)

The number not dealt within the service standards period (≤ 32 mm outside diameter pipe) was 0 in AR26. This mirrors the performance in AR25.

B7.64 Number not dealt within the Service Standards period (>32mm outside diameter pipe) The number not dealt within the service standards period (>32mm outside diameter pipe) was 0 in AR26. This mirrors the performance in AR25.

B7.65 Number of payments made from claims for failure to respond (≤32mm outside diameter pipe)

The number of payments made from claims for failure to respond (≤32mm outside diameter pipe) was 0 in AR26. This mirrors the performance in AR25.

B7.66 Number of payments made from claims for failure to respond (>32mm outside diameter pipe)

The number of payments made from claims for failure to respond (>32mm outside diameter pipe) was 0 in AR26. This mirrors the performance in AR25.

B7.67 Total number of payments made from claims for failure to respond

The total number of payments made from claims for failure to respond was 0 in AR26. This mirrors the performance in AR25.

B7.68 Total amount paid for Service Standards failure

The total amount paid for Service Standards failure was 0 in AR26. This mirrors the performance in AR25.

9.2.4 Lines B7.69-B7.70 - Ex Gratia Payments Made

On receipt of a claim, Scottish Water fully investigates the details of the claim with the assistance of the relevant parties. If we establish that a failure has occurred, an ex-gratia offer may be made to the customer. This payment is not considered an admission of liability by Scottish Water, and this does not affect the claimant's legal rights.

B7.69 Total number of ex-gratia payments made

The total number of ex-gratia payments made in AR26 was 301, which is a decrease of -21 from the AR25 total of 322. There have been no large volume of payments made for an incident in AR26.

B7.70 Total amount paid out in ex-gratia payments

The total amount paid out in ex gratia payments in AR26 was £64,800.71. This has decreased from £77,627.51 in AR25, a decrease of -£12,826.80.

9.2.5 Lines B7.71-B7.75 - Major Incidents - A) Failure to provide information

There were no failures reported against this standard.

9.2.6 Lines B7.76-B7.80 - Major Incidents - B) Failure to provide alternative supplies

There were no failures reported against this standard.

9.3 Data

9.3.1 Data sources and confidence grades

Processes and procedures are in place which allow the Service Standards Team to strictly monitor performance on all Scottish Water's service standards. Information is accurately captured, and reports are produced that identify potential non-compliance with our standards. Each notified failure is fully investigated with the assistance of the relevant parties within the business and, if it is established that a failure has occurred, a payment will be issued to the customer.

This team also has responsibility for processing all ex-gratia claims received via a public liability claim against Scottish Water.

The Service Standards Team are fully accredited and operate to ISO9001 standard.

Lines **B7.61** and **B7.62** have had confidence grading changed from AX to A1 in AR26. There were no other confidence grading changes.

9.3.2 Data improvement programmes

There was no significant data improvements in AR26..

9.3.3 Assumptions used for forecast data

There are no forecasts in Table B7.

10 Table B8: Water infrastructure and sewerage service

10.1 Overview

The majority of lines reported in this table are repeated from other tables. The data derivations, observations and grades are discussed in their relevant table comments sections and referenced in this section, with limited summaries below.

The Distribution Input and Leakage components of this table, reported in **Lines B8.9 to B8.13**, are from Table A2 **Lines A2.6 to A2.21** and **Lines A2.23 to A2.26**.

10.2 Performance Trends

Water service – distribution

Line B8.1 - Mains bursts per 1000 km

Reported performance of 176.11 bursts per 1,000km was calculated from water mains bursts (8,715), and the total mains length of 49487.14. This is an increase of 5.7% from AR25, caused by both warmer-than-average conditions, especially from April to August, and a highly variable winter. Dry ground can have a similar affect to permafrost where ground movement causes an increased number of bursts. There was also severe snowfall in northern and north-east Scotland in early January 2026 followed by a rapid thaw causing the highest total bursts per month at 1,174.

B8.2 - B8.3 Sewerage Service

The numbers reported for this section are derived from Microsoft Dynamics. When a customer reports an incident to the Customer Contact Centre, sewer response field teams investigate. Any incidents which require further work due to sewer damage are passed to Network Analysts for further investigation and to arrange repair. The numbers reported in this section are the filtered incidents which have been deemed as sewer collapse after further investigation. For reporting purposes, we include all cases where the pipe is damaged, and a repair has been necessary and rising mains are included in the reported numbers.

Line B8.2 Total number of sewer collapses

In this category Scottish Water reports as a “collapse” all cases where a sewer is damaged, and a repair has been necessary. The Water Industry Commission for Scotland (WICS) definition for this line states ‘All third-party damage should be excluded where costs are potentially (rather than actually) recovered from a third party.’

The number of reported collapses increased from 2683 in AR25 to 2831 in AR26, a 5.52% increase.

Improvements introduced resulting in the 5.52% increase in reported Sewer Collapses:

- **Increase in CCTV Surveys** – an increase in the number of CCTV surveys carried out by Sewer Response after every repair has resulted in an increase in the number of Sewer Collapses recorded. This resulted in Scottish Water being able to address issues that may have gone undetected before thus preventing any future disturbance to customers.

- **Alternative Resolution Management** – this process involves bringing departments together across functions and working in new ways to resolve complex customer problems. It is used to identify and address repeat appointments to customers. This is helping to identify weak spots in the network and as a result we are finding more issues which are a contributing factor in driving the increase in sewer collapses recorded.

Line B8.3 Sewer collapses per 1000 km

The reported performance of 50.70 sewer collapses/1,000km was calculated from the number of sewer collapses (2831) divided by the total length of sewer which is 55835.79km.

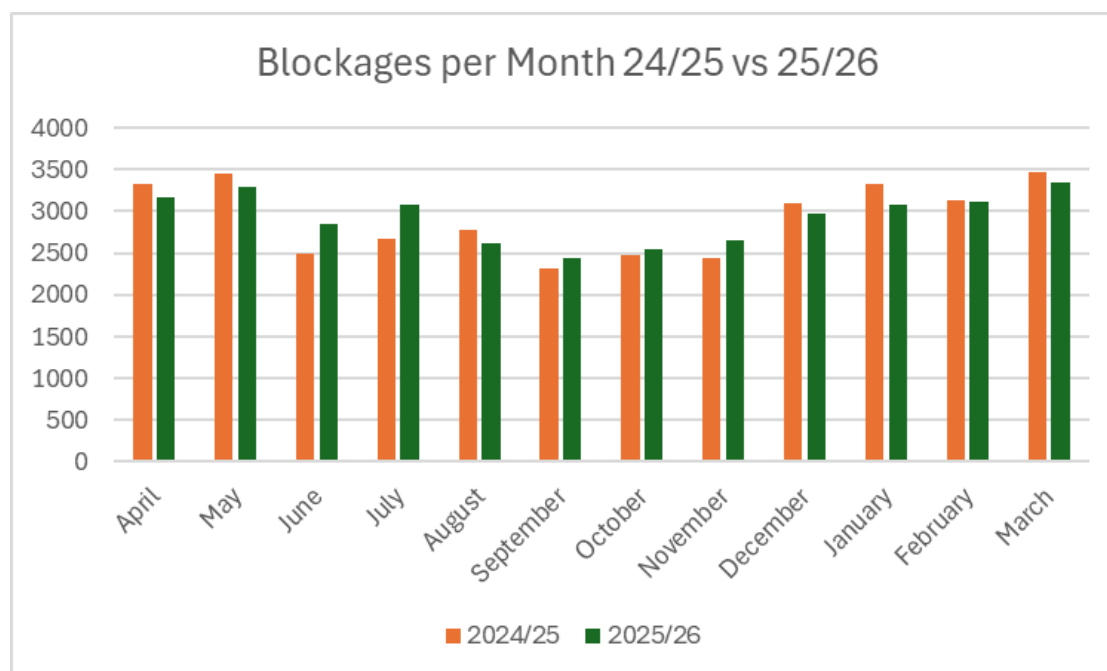
Line B8.4 Total Number of Blockages

The number of blockages for AR26 is 35135, compared to 34961 in AR25. This represents a slight increase of 174 chokes (0.5%) over the year.

AR26 saw an initial reduction in the number of blockages over the first couple of months of the year in comparison to AR25. This was followed by a monthly increase throughout the Summer and Autumn, before seeing a further monthly reduction during Winter. Additionally, similarly to AR24 & AR25 whilst we did see some storms throughout the year, the impact of these on sewer choke volumes wasn't significant (see Figure 51).

Figure 51: The number of blockages per month for AR25 vs AR26.

	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
2024/25	3324	3448	2486	2673	2772	2318	2473	2444	3098	3322	3131	3472
2025/26	3161	3286	2847	3080	2612	2433	2550	2657	2973	3073	3114	3349



There are a number of factors which might contribute to the overall blockage volumes, these include:

- The impact of our Nature Calls campaign, and thus customer behaviour.
- The impact of individual and area level flood mitigations being delivered.
- The Varying weather patterns dependent on duration and intensity of rainfall and where this rainfall hits.

However, it is not possible to definitively quantify the true impact of each of the above individually.

Line B8.5 Blockages per 1000km

Total length of sewer has increased from 55200.13km in AR25 to 55835.79km in AR26. The calculation divides length of sewer by 1000km, then choke numbers are divided by this. Chokes per 1000km of sewer thus is reported as 629.26 for AR26.

This indicates that the number of sewer blockages per 1000km has reduced from 633.32 to 629.26.

10.2.1 - Discharges Lines B8.6 - B8.16

These lines were added prior to AR25 following discussions with WICS.

There has been one change to the definition for B8.11 to provide improved clarity on the equivalent percentage required to be reported to SEPA.

There are several references in Table B8 and in the definitions document to 'spills' and 'discharges'. The terminology that Scottish Water uses on our website and in our published overflow data is 'overflow locations' and 'overflow events' because other definitions may indicate that these are accidents or uncontrolled.

As discussed, and agreed with WICS, the published reported and non-reported data for 2025 has been used to populate the new B8.9 - B8.16 lines for consistency. The number of 'other overflows' is based on the new EDMs (Event Duration Monitors) installed to meet our Improving Urban Waters (IUW) routemap commitments.

Background Information

In recent years, there has been increasing public and stakeholder interest and scrutiny relating to overflow locations and overflow event data. In December 2021, we published our Improving Urban Waters (IUW) routemap which set out our commitments to improve water quality to support Scotland River Basin Management Planning (RBMP) objectives, install monitoring from all Combined Sewer Overflows (CSOs) that discharge to the highest priority waters, publication of overflow data to improve transparency, significantly reduce sewer related debris in the environment, and reduce overflows from the sewer network. As overflow event data is now published, WICS requested that this data should be included in the Annual Return (AR) from 2025.

On 1st of November 2025 the Environmental Authorisations (Scotland) Regulations (EASR) came into force revoking the Water Environment (Controlled Activities) (Scotland) Regulations 2011 (CAR). Our existing CAR authorisations (licences) automatically became EASR authorisations (permits). The conditions remain the same, and the authorisation reference numbers will not change at this time. References are changed to permits throughout.

The IUW routemap had the following commitments relating to overflow monitoring and overflow data publication:

- By the end of December 2024, install monitoring on network and treatment works CSOs discharging to the highest priority waters (including all designated shellfish and bathing waters), representing approximately 1,000 CSOs.
- By the end of December 2022, for monitored CSOs where data is already currently reported to SEPA, publish spill data annually, identifying the main reason for the spills where possible (e.g. heavy rain, blockages or a flow issue at the treatment works).
-
- By the end of December 2023, publish spill data annually for all other monitored CSOs.
-
- By the end of December 2024, publish near real-time spill data for all monitored CSOs.

By the end of December 2024, we installed over 1,000 new EDM's to meet our IUW commitments. There are ongoing efforts to further increase the number of overflows monitored.

We have made available the following overflow event data on our website:

- Reported – Data for overflows that require annual reporting to SEPA covering the most recent 5-year period. The latest published data currently covers the period 2021 - 2025.
- Non-reported - Data for overflows that are currently known to have permit requirements for permanent event duration monitoring and/or have monitoring but do not require reporting to SEPA as part of the annual regulatory return. The latest published data currently covers the period 2022 - 2025.
- Near Real Time (NRT) Overflow Map – This went live on our website on the 16th of December 2024. The map is interactive and searchable which allows users to see overflow activity in an area, enabling them to make better informed choices about how they use waterbodies. In November 2025, Release 2 of the NRT Overflow Map was published and included the following additional features:
 - New Bathing Water Overlay & Search Functionality
 - Rainfall Data
 - New 'No Data Available' status icons for 'Not Available in Near Real Time' and 'Under Maintenance'
 - New Search Box Icons for local authority, waterbody and bathing water.

Since initial publication to meet IUW commitments, the published overflow data has been updated annually by the end of March for the last 3 years to include the most recent rolling 5 calendar years of data. For non-reported, we will add data each year until we have a rolling 5-year data set. This covered around 300 locations where we are required to report overflow data to SEPA, as well as other sites where monitoring is in place and the data is reliable. This year, we delayed publication of the updated annual overflow data until 11th May to comply with pre-election period advice.

Whilst the IUW routemap refers to CSOs we have published data for all overflow types including Combined Sewer Overflows (CSOs), Settled Storm Sewage Overflows (SSSOs) and Emergency Overflows (EOs) that require reporting/monitoring.

Permits do not require permanent EDM's to be installed on all overflows. Several Scottish Water overflows have permit requirements for permanent EDM's and of these a subset require annual reporting of overflow events to SEPA by the 31st of January for the previous calendar year.

Some permits require reporting to SEPA every 5 years or reporting of overflow events during the bathing season only. From the 2024 return (2023 data), overflow events have been reported for the whole calendar year where available.

There are several overflows in the published non-reported overflow data where permits require permanent EDM's, but we have not yet been able to publish data for them. An improvement project is complete where required. We will publish data for these once new EDMs installed start to provide meaningful annual data, and we have agreed processes for re-using NRT data.

For consistency and to avoid potential reputational risk, our ambition is to use overflow event data that has been published on the Near Real Time (NRT) Overflow Map to support annual reporting and publication, wherever possible. If overflows are not included on the NRT Overflow Map, existing processes would need to be used.

For 2025 data, NRT data, represented on the Overflow Map, was not widely re-used for the return/annual publication due to a lack of resource availability. Therefore, it was agreed that the return and the other monitored overflow data publication would be made using existing processes. Data for reporting/publication was based on existing processes for all but 2 reported overflows and 15 non-reported overflows where NRT data was used.

Additional overflows with new EDM monitors installed to meet IUW commitments are not currently included in the non-reported data publication. Going forward, the number of overflows on the other non-reported overflow data will increase as the new EDMs installed under IUW 1,000 start to provide meaningful annual data, and we have agreed processes for re-using NRT data.

Where new EDMs have been installed, they go through a review and quality assurance process to ensure data is robust. Once the process is complete, they are linked onto our Near Real Time (NRT) Overflow map.

Not all overflows with existing EDMs are currently suitable for use/publication in the NRT due to existing monitoring limitations (telemetry source/configuration). However, if permits require annual reporting or permanent overflow event monitoring, we will continue to publish data annually where available.

Exclusions

Reasons for overflow events are not available because Scottish Water has not been required to collect or report this information. Scottish Water aims to develop approaches to help identify reasons for overflow events and this will become part of future releases of information.

Some parts of the wastewater system are operated on our behalf by Private Finance Initiative (PFI) operators. Where identified as the person responsible for the asset within the permit, these operators submit flow, and event returns directly to Scottish Environment Protection Agency (SEPA) and are not included in our returns to SEPA or in our published data. These assets will be included in the Scottish Water returns and/or published data once assets are transferred back to Scottish Water and we become the responsible person on the permit.

Line B8.6- Number of unsatisfactory intermittent discharges at 31 December of the Report Year

The number of reported UIDs decreased from 892 in AR25 to 888 in AR26. During this period, 11 UIDs were removed from the UID list (known as the UID Register) while 7 were added, resulting in a net decrease of 4. This reduction reflects outcomes from the UID intervention development projects, as well as insights gained from recent catchment assessments and intelligence. All changes in UID prioritisation were made in agreement with SEPA.

The assets making up the UID register removals were confirmed to have a status of 'No Need', which were then agreed with SEPA, and subsequently removed from the UID Register.

This is an ongoing process enabling Scottish Water to meet our Improving Urban Waters (IUW) commitments. The confidence grade for this line remains at A3 in AR26.

Line B8.7 Number of intermittent discharges at 31 December of the Report Year

The number of intermittent discharges (which includes combined sewer overflows that operate in the event of a hydraulically overloaded sewer, emergency overflows at pumping stations that operate in the event of mechanical or electrical failure, storm overflows at inlets to works and storm tank discharges that operate in the event that a works has reached hydraulic capacity) is reported as 4,237 in AR26. This is an increase of 11 from AR25.

The locations of the intermittent discharges are summarised in the table 55 below. Intermittent discharges at pumping equipment located at wastewater treatment works is included in the wastewater treatment works (WwTW) count.

Table 55 Number of intermittent discharges.

ID Location	Nr of ID
Ww Network	2090
WwPS	628
Storm Tank	967
WwTW	552
Total	4237

The location categories have changed since last year with the introduction of overflow recording under Storm Tanks, as the asset hierarchy used in Ellipse and now Maximo has been updated. This has caused movement in the other categories. The confidence grade has remained the same as AR25 at A3.

Line B8.8 Percentage of unsatisfactory intermittent discharges

This is calculated based on the number of Unsatisfactory Intermittent Discharges (B8.6) divided by the total number of Intermittent Discharges (B8.7) multiplied by 100.

Line B8.9 Number of discharges monitored at 1st January of Report Year

There are a number of reasons why data is not available or cannot be used for reporting/publication. In some cases, data may be available for some or part of the year but is not used due to accuracy concerns (e.g. data is not comparable with historical data and/or other monitoring available on-site). Where there are issues with existing monitors used for reporting/publication, these may be repaired/replaced. This would not be considered as first-time monitoring.

New EDMs installed to meet our IUW commitments are first-time monitoring.

Reported – The number of (reported) overflows monitored at the start and the end of the year is based on the number with full or partial datasets in the published overflow data for 2025 for consistency. The reported and subsequently published data includes a combined overflow measurement point for Balfron, as we are unable to report the CSO, SSSO and EO separately. This is included as 1 measured overflow. There were 5 new overflows that required reporting for part of 2025 following permit variations. (151)

Non-Reported - The number of (non-reported) overflows monitored at the start and the end of the year is based on the number with full or partial datasets in the published overflow data for 2025 for consistency. (127)

The (reported and non-reported) numbers for AR26 on 01/01/25 (B8.9) may not be the same as AR25 numbers on 31/12/24 (B8.10) since these are based on the number of overflows with data in the published data sets for different calendar years; AR25 was based on 2024 data and AR26 is based 2025 data. The number of overflows that require reporting/EDM monitoring in their permits and those that have data in the reported/non-reported published data sets can vary from year to year.

Other – This is the number of new EDMs installed to meet IUW commitments that are not currently included in the reported or non-reported numbers. The number of new EDMs on 1st January 2025 is the same as AR25 B8.10. (1,002)

Total – Reported + Non-Reported + Other = 151 + 127 + 1,002 = 1,280

Line B8.10 Number of discharges monitored at 31st December of Report Year

There are a number of reasons why data is not available or cannot be used for reporting/publication. In some cases, data may be available for some or part of the year but is not used due to accuracy concerns (e.g. data is not comparable with historical data and/or other monitoring available on-site). Where there are issues with existing monitors used for reporting/publication these may be repaired/replaced. This would not be considered as first-time monitoring.

New EDMs installed to meet our IUW commitments are first-time monitoring.

Reported – The number of (reported) overflows monitored at the start and the end of the year is based on the number with full or partial datasets in the published overflow data for 2025 for consistency. The reported and subsequently published data includes a combined overflow measurement point for Balfron, as we are unable to report the CSO, SSSO and EO separately. This is included as 1 measured overflow. There were 5 new overflows that required reporting for part of 2025 following permit variations. (151)

Non-Reported - The number of (non-reported) overflows monitored at the start and the end of the year is based on the number with full or partial datasets in the published overflow data for 2025 for consistency. (127)

Other – This is the number of new EDMs installed to meet IUW commitments that are not currently included in the reported or non-reported numbers. New EDMs to meet IUW commitments were installed and where quality assurance was complete, these were put on to the NRT map.

On the 31st of December 2025, there were 1,500 overflows on the NRT map. This consisted of 1,190 new EDMs, 267 existing EDMs that are already included in the reporting and/or non-reported numbers, and 43 with no data available. Therefore, the number of 'other' on the NRT map on the 31st of December 2025 was 1,190. A further 656 new EDMs had been installed; however, these were still going through the review and verification process before they were able to be put onto the NRT map. This makes the total other = 1,190 + 656 1,846.

Total (Reported + Non-Reported + Other) = 151 + 127 + 1,846 = 2,124.

Line B8.11 Percentage of discharges monitored

The total percentage of discharges monitored is calculated on the total number of monitored overflows (B8.10) divided by the total number of intermittent discharges at the 31st of December 2025 (B8.7) multiplied by 100. Therefore, $2,124/4,237 * 100 = 50.13\%$.

In addition to the 151 overflows with data on the return to SEPA for 2025 (B8.10), there were 10 overflows that required reporting but were reported as 'No data available'. Therefore, the Total requiring reporting = $151 + 10 = 161$. This includes the 3 overflows at Balfron CSO, SSSO and EO where we reported the combined overflow data.

The equivalent percentage of monitored discharges for the subset of discharges that required to be reported to SEPA is calculated based on the total number of overflows that required reporting (161) divided by the total number of reported overflows with data (151) (B8.10) multiplied by 100. Therefore, $151/161 * 100 = 93.79\%$.

Line B8.12 Discharges monitored uptime

There are a number of reasons why data is not available or cannot be used for reporting/publication. Data availability in the year can be affected by communications issues, technical faults. In some cases, data may be available for some or part of the year but is not used due to accuracy concerns (e.g. data is not comparable with historical data and/or other monitoring available on-site). Where there are issues with existing monitors used for reporting/publication these may be repaired/replaced. This would not be considered as first-time monitoring.

New EDMs installed to meet our IUW commitments are first-time monitoring.

The reported and non-reported published data for the 2025 calendar year published on our Scottish Water website at the time of submission has been used to determine the uptime for consistency. The published reported and non-reported overflow data includes number of days data available in the calendar year which events are based on. Where there is no data available, the number of days' data is 0. All overflows requiring data have been included in the average time calculations.

Reported - The average number of days data for all 161 overflows which required reporting in 2025 was 316. Therefore, the percentage of 2025 is $316/365 * 100 = 86.49\%$.

Non-reported – The average number of days data for all 496 overflows in the data set for 2025 was 89. Therefore, the percentage of 2025 is $89/365 * 100 = 24.33\%$.

Other – At the time of reporting no data had been published for the other overflows with monitoring on the 1st January 2025 (B8.9). By the end of August 2026, we will publish 2025's annual overflow event data, where verified, for around 1,000 locations that appeared on our Overflow Map during the 2025 year. These will be included in the non-reported overflow data when published annually going forward. Therefore, the average number of days data for all 1,002 other overflows (B8.9) is 0 and the percentage of 2025 is $0/365 * 100 = 0\%$.

Total – There is no calculation in the B8.12 Total cell and there is no reference to this in the definitions or rules. Therefore, a weighted average of the reported and non-reported data has been provided. The weighted total average = $(161 * 86.49\%) + (496 * 24.33\%) + (1,002 * 0\%) / (161 + 496 + 1,002) = 15.67\%$.

Line B8.13 Number of spills

There are a number of reasons why data is not available or cannot be used for reporting/publication. In some cases, data may be available for some or part of the year but is not used due to accuracy concerns (e.g. data is not comparable with historical data and/or other monitoring available on-site). Where there are issues with existing monitors used for reporting/publication these may be repaired/replaced. This would not be considered as first-time monitoring.

The total number of overflow events for reported and non-reported for the 2025 calendar year aligns with the data published on our Scottish Water website at the time of submission for consistency.

The published reported and non-reported overflow event data includes the start/stop time (dd/mm/yyyy hh:mm:ss) and duration ([h]:mm:ss) for each discrete overflow event greater than 15 minutes and 30 seconds. The Overflow Summary tabs in the published datasets include a summary of the overflow event data (total number, total duration and total volume, if required) for overflows at a Scottish Water Unique Measurement Point level.

The current reporting and overflow event counting approach used is not the same as the DEFRA 12/24 spill counting methodology. However, the intention is to report and publish the total number of events in the calendar year using the 12/24 approach in future years. Discussions have commenced with SEPA regarding this.

Therefore, this is not comparable with England and Wales due to the different reporting and counting methodologies used.

Reported – The total number of overflow events in the reported data was 15,445.

Non-Reported - The total number of overflow events in the non-reported data was 8,227.

Other - Additional overflows with new EDMs installed as part of our IUW routemap were not included in the non-reported data to be published for 2025. By the end of August 2026, we will publish 2025's annual overflow event data, where verified, for around 1,000 locations that appeared on our Overflow Map during the 2025 year. These will be included in the non-reported overflow data when published annually going forward. Therefore, this is not available for AR26 currently. (Not Available).

Total (Reported + Non-reported) = 15,445 + 8,227 = 23,672.

Line B8.14 Average number of spills per monitored discharge

This is calculated based on Number of Spills (B8.13) divided by Number of Discharges monitored at 1st January 2025 (B8.9). For the total column, only columns Reported and non-reported of line B8.9 are considered.

The total number of monitored overflows in B8.9 includes reported, non-reported and other overflows. As there is no data for the 2025 calendar year for other overflows for 2025 the calculations for the average number of overflow events does not include the number of other overflows in B8.9.

B8.13 includes the number of reported and non-reported overflow events for the 2025 calendar year which aligns with the data published on our Scottish Water website at the time of submission for consistency.

The average number of overflow events in the reported data may be higher than non-reported as the requirement to report is generally based on the size of the network or WwTW (>15,000 Population Equivalent) and/or the sensitivity of the receiving waters. Further information is available in SEPA guidance for WwTW Permit Guidance (WAT-G-065) and Sewer Overflows Permit Guidance WAT-G-058.

This is not comparable with England and Wales due to the different reporting and counting methodologies used.

Reported – The average number of overflow events has been determined by B8.13/B8.10 for reported only. Therefore, $15,445/151 = 102.28$.

Non-Reported - The average number of overflow events has been determined by B8.13/B8.10 for non-reported only. Therefore, $8,227/127 = 64.78$.

Other - Additional overflows with new EDMs installed as part of our IUW routemap were not included in the non-reported data to be published for 2025. By the end of August 2026, we will

publish 2025's annual overflow event data, where verified, for around 1,000 locations that appeared on our Overflow Map during the 2025 year. These will be included in the non-reported overflow data when published annually going forward. Therefore, this is not available for AR26 currently. (Not Available)

Total – The Total overflow event average is **B8.13/B8.10** (reported + non-reported). Therefore, **23,672 /278 = 85.15**.

Line B8.15 Volume of spills

EDMs only provide the start and stop times of overflow events which enables the duration to be determined. They do not provide volume information. Therefore, volume information is not available or published in the non-reported overflow annual data or on the NRT overflow map.

In some cases, we are required by permit to report volume or an estimated volume, which is why this is included in the published reported data for some overflows where required and available. Where volume is required but is not able to be reported with the monitoring available, in these cases the volume cells are blank or have no data available.

The total volume of reported overflow events for the 2025 calendar year aligns with the reported data published on our Scottish Water website at the time of submission for consistency. The reported data includes overflow events greater than 15 minutes and 30 seconds. **(22,759,248 m3)**

There was volume data in the reported and subsequently published data for 2025 for 49 overflows.

In the reported and subsequently published data for 2025 volume/estimate of volume was required at a further 31 overflows (7 of which had no event or volume data), but we were not able to report this with the monitoring equipment/data currently available.

Line B8.16 Total duration of spills

The total duration of overflow events for reported and non-reported for the 2025 calendar year aligns with the data published on our Scottish Water website at the time of submission for consistency as agreed.

The reported and published data includes overflow events greater than 15 minutes and 30 seconds.

Reported – The total duration of events in the reported data was **95435:07:42 (hours:minutes:seconds)**.

Non-Reported - The total duration of events in the non-reported data was **55250:35:09 (hours:minutes:seconds)**.

Other - Additional overflows with new EDMs installed as part of our IUW routemap were not included in the non-reported data to be published for 2025. By the end of August 2026, we will publish 2025's annual overflow event data, where verified, for around 1,000 locations that appeared on our Overflow Map during the 2025 year. These will be included in the non-reported overflow data when published annually going forward. Therefore, this is not available for AR26 currently. **(Not Available)**

Total Duration of Overflow Events (Reported + Non-reported) = 95435:07:42 + 55250:35:09 = 150685:42:51 (hours:minutes:seconds).

10.2.2 Lines B8.17-B.21 – Leakage

Line B8.17 Leakage

Total leakage MLE (post adjustment) as a percentage of Distribution Input (DI) is at 24% (rounded from 24.24%) for AR26 and was at 25% (rounded from 24.70%) in AR25.

Line B8.18 Total Leakage (post-MLE Adjustment)

Scottish Water reports MLE leakage of 452.637 MI/d for AR26. The AR26 leakage value is 0.90 MI/d lower than the 453.558 MI/d at AR25 on a like-for-like basis (see Table 53). See section B8.21 and A2.21 for further details on how this was achieved.

Line B8.19 Net Distribution input (DI) treated water (water put into supply)

AR26 saw a significant weather driven increase in Distribution Input (DI) of 30.33MLD (to 1,866.97 MLD) from 1836.635 MLD in AR25. The reporting year saw a number of volume increases relating to a number of seasonal temperature changes across all areas of Scotland.

For AR26 1.71% of the data was estimated or constant which is down from 3.02% at AR25. This has remained within a range of 1-5% over the past 17 years and is below the fifteen-year average of 2.42%. There was no manually read data for DI with 98.29% based on telemetry data (AR25 96.98%).

There have been four medium/small sized replacement meters installed during AR26. The regional delivery model is continuing to deliver a number of investment lines related to DI.

There have been no large diameter meter changes during AR26.

Line B8.20 Leakage target

The target range was 441 to 451 MI/d. Scottish Water used a spot target of 450 MI/d for AR26 to allow the calculation of Line B8.21.

Line B8.21 Leakage performance against the target

Scottish Water reports MLE leakage of 452.637 MI/d for AR26 (rounded to 453 in the Performance and Prospects report), which is 2.64 MI/d (0.58%) above the OPA target of 450 MI/d for AR26.

The auditor's report for the AR26 year quotes "Scottish Water has reported a decrease (1 MI/d) in leakage for 2025/26, which, although a decrease, now falls outside the target range of 451 to 441 MI/d. The team have plans in place to reduce leakage to the target range for AR27."

Through AR26 we found and repaired more leak volume than at any time in the previous 6 years but our reduction from AR25 was only 1ML/d. The weather conditions through the year both in summer and winter gave rise to leakage breakout which had to be recovered.

We repaired 14,517 leaks in AR26, up from 13,333 the previous year. Cumulative repair volume also increased to 233.76 MI/d, compared to 213.72 MI/d from the previous year.

Our increased activity across the entire network helped us maintain the leakage volume in these measured district metered areas below 400 MI/d (396.6 MI/d) for the second successive year.

To manage resources and focus clear action throughout the year, we continued to work under an incident team structure. A huge effort from resources across all key functions reporting through short interval control helped to coordinate and prioritise all our activity.

We continue to optimise all areas of our activity including trialing new approaches to maintain our long-term trend of reducing leakage year-on-year. More information is contained in the Commentary for Table A2.

10.3 Investment – Unsatisfactory Intermittent Discharges (UIDs)

The allocation to MA005 for UIDs is currently £123m and is divided between two needs codes – Water Quality (WQ) is £26.9m and Aesthetic (SRD) is £96.7m. As per the agreement with SEPA WQ will be prioritised to meet the measures set out within RBMP3.

The initial SR21 allocation was £207m and has reduced iteratively as the programme has matured.

As of June 2026 the Latest Best Estimate (LBE) in of spend for SR21 is £128.3m with a spend to date of £65.4m.

Delivery of the programme against this MA has deliberately planned to accelerate as we approach the regulatory deadline of December 2027. This is summarised as follows:

- There are currently 16 construction projects completed. 10 of these have been completed since January 2026.
- We have started construction for 10 projects and we are forecasting “start on site” for a further 22 projects by the end of the 2026/27 financial year. Many of the projects will be completed within this timeframe.
- Of the 108 high priority UID needs identified at the outset of the Improving Urban Waters routemap (in December 2021), we are forecasting that 5 can be delivered before December 2027, based on the current development programme and on the level of available funding for UIDs set out within IPS26.1. This includes a forecast of ‘No build’ outputs across SRD and WQ drivers that are evidenced and agreed with SEPA. So far 21 ‘No build’ solutions have been agreed with SEPA.
- A further 46 UID needs have been brought into the delivery programme. This includes high priority needs from the Clyde catchment (11) and emerging needs (9). The remainder are predominantly medium priority UIDs selected for being affordable and deliverable within the December 2027 timeframe.
- We have identified that 37 of the 108 high priority UID needs are complex to resolve and further catchment planning work is required to identify solutions. This includes 8 UIDs with WQ drivers. Delivery of these projects is forecast beyond SR21, however we are prioritising the UID with WQ drivers and anticipate 6 needs to be resolved relatively early into SR27. Feasibility, priority and delivery timescale of other need will require further discussion with SEPA.
- Current forecasts were developed using assumptions regarding unit pricing rates, typical construction durations and based on the current view of available funding. They are also based upon our understanding of specialist resource availability across the UK. We are investigating several options to support this development work and to reduce resource constraints, including the use of digital tools and resources from outside the UK. We will adjust the forecasts as more information becomes available and update, as necessary.

The outcomes of the successful delivery of MA005 intervention will be:

- Delivered solutions for high priority water quality UIDs by December 2027, for all projects considered affordable against IPS 26.1.
- Delivered solutions for high priority aesthetic UIDs by December 2027, for all projects considered affordable against IPS 26.1.
- Delivered solutions for Clyde catchment high priority UIDs, emerging high priority UID needs and medium priority UIDs which have a hydraulic link to the high priority UIDs.
- Developed solutions for confirmed high priority UIDs by December 2027, for all projects deferred for delivery beyond December 2027.
- Agreed timetables for delivery of all the high priority UIDs and promoting to Scottish Government Investment Group for approval.

10.4 Data

Line B8.1 - Mains bursts per 1000 km

The numbers reported for this return are derived from the approach outlined in the commentary for Table E6, Line E6.16 - Total Length of Mains, and Line E6.19 - Water Mains Bursts; the base numbers used to derive the number for this line.

10.4.1 Lines B8.2 & B8.3 - Sewer Collapses

Since the introduction of Salesforce, Network Analysts are only required to use Ellipse for assignment of fault codes. The reporting methodology has now been revised to report from Salesforce rather than by fault code from Ellipse. Reporting from Salesforce addresses the risk that a fault code has not been assigned. Ellipse Work Order numbers link the data contained within Salesforce and Ellipse. This change in reporting methodology has avoided any reduction in confidence grade which may have otherwise resulted from the new processes implemented when Salesforce was introduced.

It is not feasible to forecast Line B8.3 due to not being able to forecast the total length of total sewers.

10.4.2 Lines B8.4 & B8.5 - Sewer Blockages

The data for this line is sourced from Scottish Water Customer Relationship Management Software (CRM), Microsoft Dynamics. This data has been collected since 2010, ongoing data cleansing and reporting methodology changes had seen a steep decline in volumes over the earlier years through to circa 2015. Since this time the data source, methodology and recording have been static. It is not feasible to forecast this data as it is impacted by customer behaviour and weather.

10.4.3 Lines B8.6 - B8.16 Discharges

The data source informing the removals of intermittent discharges from the UID Register during the AR26 period are the outputs of UID intervention development projects. These projects were raised following completion of the SR15/SR21 environmental study programmes and subsequent SEPA agreement on UID prioritisation.

The UID development projects are where UID solutions are taken through optioneering and detailed design in order to arrive at a scoped and costed solution. The assets making up the decrease in UID numbers were confirmed to have a status of 'No Need', each of these outputs were then presented to and formally agreed with SEPA, thus enabling removal from the UID Register.

This is an ongoing process enabling Scottish Water to meet our Improving Urban Waters (IUW) commitments.

Whilst Scottish Water has published plans (Improving Urban Waters Routemap - Scottish Water) for addressing the highest priority UIDs within the SR21 investment period, it is not possible to forecast UID numbers for future years since performance is dynamic, is informed by new investigations and is impacted by customer behaviour, operational issues in the network and by the weather.

As agreed with WICS the published reported and non-reported data on the Scottish Water website at the time of submission for 2025 has been used to populate the B8.9 - B8.16 lines for AR26. This was used for AR25 and is proposed for AR26.

The number of other overflows monitored on 01/01/25 is from AR25 B8.10 for consistency.

The number of other overflows monitored on 31/12/25 is based on the new EDMs installed. The total new EDM installation numbers at 31/12/25 are from the end of Dec 25 progress update email sent on 09/01/26. The number already on the NRT map as of 31/12/25 and the device type breakdown is from the SW WWIN DQ - Power BI PowerBI report. Those installed but are not yet on the NRT map are still going through QA.

The asset information in the published overflow data is from our corporate asset inventory Ellipse (now Maximo). There was a standardisation exercise undertaken in late 2024/early 2025 to align the asset and Scottish Water measurement point references being used on the NRT map and in the reported/non-reported overflow data. Standardisation continued in 2025/26 and asset and measurement point information was reviewed in advance of the January 2026 return to SEPA and March 2026 annual data publication to ensure ongoing consistency between NRT and annual published data.

There are agreed processes for the annual flow and event return which have been replicated to an extent for the non-reported overflow data publication. Published reported and non-reported overflow data are based on available data, which may vary between monitoring locations. Published reported and non-reported data overflow data includes all discrete overflow events greater than 15 minutes 30 seconds.

Raw EDM monitoring data goes through several data pipelines before it is available for use e.g. logger on-site to our corporate data repository and then onto apps/tools for viewing/use. The frequency at which data is recorded and received is variable for existing monitoring.

NRT data, where used, was provided by the WWIN QA team. This included the start/stop time, duration, and number of days data available. Events less than 15 minutes and 30 seconds were removed from the data set for reporting/publication.

Prior to reporting and/or publication we go through a review and verification process which includes reviewing data availability, comparing calculated overflow event data with previous trends and querying where required.

Occasionally, operational or maintenance issues occur which affect the monitoring or recording equipment. As part of data review processes a decision may be made to exclude data on certain dates if there are data quality/accuracy concerns (e.g. data is not comparable with historical data and/or other monitoring available on-site).

For AR25 it was agreed that a confidence grade of B4 would be appropriate on the basis that:

- There are several factors that may affect the confidence grade including monitor accuracy, multiple data sources/pipelines, calculation and manual interrogation/interpretation are required.
- The confidence includes existing monitor accuracy and data received from our EDM monitors may not always be accurate, and EDM data doesn't confirm discharges; it only indicates them.

It was agreed we would review advance of AR26 as new EDMs installed to meet IUW commitments may have different accuracy due to the review/verification processes in place and the processes for reporting/publication may change for consistency with data published in the NRT. As NRT data has only been re-used for a small number of reported (2) and other monitored overflows (15), the confidence grade for B8.9 - B8.16 remains as B4 for AR26.

The confidence grade will be reviewed in advance of AR27 as we expect NRT data to be re-used for annual publication of other monitored overflows in August 2026 (2025 data) and in March 2027 (2026 data).

11 Table B9: Security of Supply Index

11.1 Overview

AR26 is the fifth year of reporting Security of Supply Index (SoSI) and associated Water Resources data from the Supply Demand Balance (SDB) in the SR21 Investment Period, and the fifth consecutive year of reporting these metrics to WICS for use as an international comparator.

For AR26 Lines B9.7 through to line B9.12 have been removed from B Table reporting requirements. These lines were principally concerned with calculating an equivalent of the OPA calculations for SoSI based on the SR10 and SR15 Planned SoSI score of 91.

The format of the rest of the B9 tables is consistent with AR25, with the same six child tables (B9a to B9f) feeding information to the higher-level summary provided in Table B9. The six child tables provide a range of three Level of Service (LoS) intervals for each of two demand scenarios.

- Table B9: Summary overview of SoSI data and results
- Table B9a: SoSI - 1 in 40 Level of Service - Dry Year Annual Average
- Table B9b: SoSI - 1 in 40 Level of Service - Dry Year Critical
- Table B9c: SoSI - 1 in 100 Level of Service - Dry Year Annual Average
- Table B9d: SoSI - 1 in 100 Level of Service - Dry Year Critical
- Table B9e: SoSI - 1 in 150 Level of Service - Dry Year Annual Average
- Table B9f: SoSI - 1 in 150 Level of Service - Dry Year Critical

For each LoS interval reported, the only variation of input data to the SDB model is the hydrological yield, which is modelled at the differing service levels of increasing drought severity (represented using return periods). Demand, population, and all other areas of supply data are consistent between the reported tables, and reflective of directly measured data from AR26, or the best understanding of the current configuration and capability of supply assets.

The yield values used, and hence the resulting SoSI outputs, are currently calculated without any contribution from Drought Planning activities and therefore represent a fixed asset position of supply capability. It is our intention that future development will allow us to represent Drought Planning resilience via the SDB, although the details of how and when this will be applied in practice are still in discussion.

Unless otherwise stated, this B9 table commentary will focus on results as reported in Table B9a: a one in 40-year drought return period LoS, using Dry Year Annual Average Demands. This maintains perspective with and comparison to the AR25 commentary and reflects the main focus of the internal assurance audit. No methodology, calculations or data differences exist between the different table outputs except for alternative hydrological yield values, and the use of either Dry Year Annual Average demand or Dry Year Critical demand as appropriate.

It is intended that the basis of comparison for this commentary and the corresponding Assurance Report will move to the 1 in 150-year scenario from AR27, aligning with the use of this scenario as our principal planning scenario.

For AR26 the reported SoSI score for 1 in 40-year DYAA (Table B9a) is 47 points (summarised in **Line B9.4**). This is an increase of 9 points overall from the AR25 position of 38 points. The improving SoSI is principally driven by updates to hydrological yield and WTW percentage losses aspects of supply data. The total of Distribution Input data measured over the AR26 period has increased by 30.335 Ml/d: the total being 1,866.969 Ml/d Annual Average, corresponding to a 1.65% increase since AR25. The reported population has also increased to 5,429,612 from last year's total of 5,360,380, an increase of 69,232 (1.29%).

The SoSI scores were calculated for a total of 184 Water Resource Zones (**Line B9.1**), which is four less than the reported number in AR25. This reduction is due to the removal of these supply system assets, and their demand and geography being absorbed into adjacent zones:

- Amlaird (WRZ000003) has been incorporated into Glasgow (WRZ000314)
- Kilberry (WRZ000272) is now supplied by tankering arrangement from Ardrishaig (WRZ000257)
- Picketlaw (WRZ000318) has been incorporated into Daer & Camps (WRZ000338) but part of the water requirement (approximately 50%) is supplied by transfer from Glasgow (WRZ000314)
- Burncrooks (WRZ000321) has been incorporated into Glasgow (WRZ000314)

At individual Water Treatment Works (WTW) level, there has been one additional change; the closure of Manse Street (WTW000681) which is now supplied by Howdenwells (WTW000712). As both these WTW are part of the same Water Resource Zone (WRZ000224) this does not influence the WRZ status or count. The total number of operational WTW reported as part of the Supply Demand Balance (meeting the criteria of being in Scottish Water's ownership, having an Operational status at year end, and being WIC Reportable) is 220. These WTW and their data collectively represent the Supply side representation in the SDB model. There are also 233 Water Operational Areas that contribute to the Demand side of the SDB, although these are aggregated up to the 184 Water Resource Zones as necessary. 163 of the WRZ's have a single WOA assignment, whilst the remaining 21 WRZ's have between 2 and 10 WOA assignments, as dictated by the hydraulic structure.

Table 56: Table of Asset and Zonal Changes

Zone / Asset	AR25 Total	Abandoned	New	AR26 Total
WRZ	188	4	0	184
WTW	225	5	0	220
WOA	238	6	1	233

Of the 184 Water Resource Zones (WRZ), 46 are calculated to be in supply deficit using the 1 in 40 LoS (**Line B9.2**), and it is these zonal deficits that contribute to the overall SoSI position of 47, reduced from a perfect score of 100. The score of 47 is categorised as SoSI band 'D' (**Line B9.5**), being in the range of less than 50 points, and described as 'Large deficit against target headroom'.

The Water Available for Supply Index (WASI) is based on the percentage population in surplus WRZ for two different service levels, 1 in 40-years and 1 in 100-years, using the Dry Year Critical (DYC) demand scenario. Although the new table layout enables Yield Levels of Service intervals of 1 in 40, 100, and 150 years to be reported, only the 1 in 40 and 1 in 100 intervals have historically been used for WASI. Table 56 below shows the history of reported values and includes the latest position for AR26 at the 1 in 40 and 1 in 100 intervals.

Table 57: History of reported values for 1 in 40 and 1 in 100 intervals.

Year	1 in 40 (DYC)	1 in 100 (DYC)
AR14	96.50%	77.60%
AR15	88.90%	71.50%
AR16	87.30%	77.30%
AR17	86.80%	82.20%
AR18	86.70%	70.10%
AR19	86.70%	71.40%
AR20	86.60%	75.90%
AR21	79.80%	61.40%

AR22	76.75%	55.19%
AR23	63.96%	56.85%
AR24	63.24%	52.60%
AR25	63.11%	59.33%
AR26	68.25%	58.59%
Change (AR25 to AR26)	5.14%	-0.74%

WASI is the direct equivalent of **Line B9.6** (Percentage of Population in Surplus Zones). The values in the above table are taken from the Dry Year Critical demand scenarios: Tables B9b and B9d. An equivalent score for 1 in 150-year severity could be taken from the same reporting line, but from Table B9f, which results in a value of 45.43%, an increase of 6.47% from AR25. It is noticeable from Table 56 that performance at the 1 in 40-year LoS has increased whilst the 1 in 100-year LoS has marginally decreased. This is due to the Daer & Camps WRZ (and its 7.22 % of total population) going into supply deficit using the 1 in 100-year yield value, but not with the less severe 1 in 40-year yield.

11.2 Data

For AR26 both SoSI and WASI metrics have improved from the reported position in AR25. The underlying cause in both cases is principally driven by supply data updates (yield and WTW % losses). Updates to the SDB have continued during AR25 with a mix of planned and opportunistic improvements to the supply side data. The base configuration of supply assets (WTW) has reduced by five with the following changes:

- External replacement of WTW000003 Amlaird to existing works WTW000182 Milngavie (WRZ000314 Glasgow)
- External replacement of WTW000033 Burncrooks to existing works WTW000182 Milngavie (WRZ000314 Glasgow)
- External replacement of WTW000128 Kilberry to existing works WTW000007 Ardrishaig (WRZ000257 Ardrishaig)
- External replacement of WTW000209 Picketlaw to existing works WTW000078 Daer (WRZ000338 Daer & Camps)
- Internal replacement of WTW000681 Manse Street to existing works WTW000712 Howdenwells (WRZ000224 Howdenwells)

In these cases, 'External' refers to examples where the WTW's demand is now supplied by WTW within a different Water Resource Zone, and 'Internal' corresponds to the demand being supplied by a WTW from within the existing WRZ.

The data changes that affect the supply side of the SDB (Water Available for Use) can be summarised as follows (not including data changes attributable to the above asset changes):

- 3 Updates to WTW Capacities
- 76 Updates to Hydrological Yields
- 1 Updated EASR Permit (formally CAR licence)
- 28 Updates to WTW % Losses
- 2 Updated % Peak Demand Factors

This is a significant number of updates in comparison to AR25, the updates to Yield in particular are due to the incorporation and adoption of newly modelled Climate Change hydrological models. Many WTW % Losses have also been updated following a targeted review of volumetric flow comparison data for the WTW with significant reported deficits in AR25.

It should also be noted that a regulation change has occurred during AR26; what was previously CAR Licences (Controlled Activities Regulations) are now EASR permits (Environmental Authorisations (Scotland) Regulations). All the existing licences and volume conditions have simply

migrated between regulations, and from the perspective of the SDB processes there are no practical difference other than title.

As in previous years, not all supply data updates have a direct impact on the calculated Water Available For Use (WAFU). This is dictated by the result of the Deployable Output calculations, which utilise the minimum supply constraints (Yield, EASR Permits, WTW Capacity). Updates to a supply constraint that is not the minimum may not cause any meaningful change in the SDB. Similarly, changes in raw water or peak demand data components will only affect particular constraints and demand scenarios.

For AR26 Scottish Water is adopting the baseline yield position for a large number of zones that have been re-modelled for Climate Change. In many cases the yield updates have been very small; 52 of the 76 updates (summed from source systems up to WTW level) are less than 10% different from AR25, and those with more substantial changes have included opportunistic improvements to models, asset data or revised operational rulesets.

The new Climate Change yield values represent the baseline for a future target yield estimation for AR85. The target is modelled using the latest UKCP18, with the Representative Concentration Pathway (RCP) of 6.0 (Watts per square-meter) which is broadly analogous with a 2-3 degree warming scenario by 2080. This is the selected scenario Scottish Water will use for investment needs identification, but any actual investment projects will be optioneered against the more stringent RCP 8.5 scenario - more broadly equivalent to four degrees warming by 2080. More details on the modelling and selection of Climate Change data will be presented in our next Water Resource Plan, to be published in the SR27 period.

As this AR26 update is simply moving to the Climate Change baseline position, it is not yet actually accounting for any climate change related changes to yield. In future reported years, yield changes will incrementally occur as the glide-path between the baseline and target is navigated. Care will be taken to distinguish the yield updates caused by this progressive advance from the genuine changes to hydrology models.

AR26 WTW Yield updates correspond to 66 WRZ level changes, and of these only 28 directly influence water availability via Deployable Output. These 28 updates in isolation account for a 14 point improvement in SoSI (1 in 40 DYAA), with the biggest single improvement (10.04 points) seen in Turret WRZ. Overall 5 zones experienced improvements in SoSI, with the removal of 1 zone from deficit (Penwhapple WRZ), and 9 zones having a worsened SoSI position, with the introduction of 4 zones into new deficits. Increases in demand were also a contributing factor in 7 of these cases.

Alongside the inclusion of Climate Change related yield models, a corresponding change to percentage Headroom has been included in AR26 reporting. This is currently a somewhat compromised update, as headroom uncertainties have not yet been re-modelled using the latest yield uncertainty parameters (nor the uncertainty distributions for the other Supply and Demand components potentially included in the headroom methodology). The revised headroom included in AR26 was originally modelled using Climate Change yield data first utilised during SR15, but never adopted for Annual Return reporting purposes. This headroom dataset is, however, more representative of the likely range of yield uncertainty of the newest Climate Change yields than the substantially older headroom values from SR10 that have been used in Annual Return reporting up to this year. A full and substantial remodelling of headroom will be undertaken during AR27 and included in the SDB model used to report next year's Annual Return. Through substitution analysis, the cumulative SoSI impact related to only the change in headroom data in AR26 is an improvement of 0.99 points.

WTW losses are another area where a significant number of improvements have been made to the planning assumptions used in the SDB model. Following Assurance Report recommendations from AR25, a targeted re-examination of WTW percentage loss values has been undertaken. A total of 31 WTW were empirically reevaluated, leading to updated percentage loss values for 23 WTW. The

analysis covered WTW from the top twenty WRZ that were contributing towards a loss of SoSI points in AR25 (1in40 DYAA), covering 61 points out of the 61.6 points that were subtracted from AR25 performance due to zonal SDB deficits.

As performed in previous iterations, the analysis compared time series data for the WTW inlet and Distribution Input (Clear Water Tank outlet), applying moving-average data smoothing and then extracting the average difference if the correlation of data is suitably good. The resulting percentage difference is representative of the average amount of bulk water lost across the entire WTW asset, principally process losses, but also representative of sampling and instrumentation losses. These values are used in the SDB's Deployable Output calculations to align the Yield and EASR (CAR) raw water constraints with the treated water volume of WTW capacity.

Of the 23 updates applied, all but one WTW was within the adjustment range of +/- 6% change from the existing percentage values used in the SDB. The exception to this is Bonnycraig WTW, where improved operational optimisation and efficiency of the new Ceramic membrane process has helped bring the WTW losses assumption down from 20% to 10%. Overall, the SoSI impact of these 23 updates in isolation is a gain in performance of 3.29 points.

11.2 Performance Trends

AR26 shows a distinct reversal in the trend of worsening SoSI and WASI performance in recent years, and this is principally due to the introduction of updated supply data. This uptick in performance may not be indicative of future performance, especially over the longer term as Climate Change influenced yields progressively deteriorate. This, however, will need to be largely mitigated via our planned interventions to both lower demand and improve supply asset capabilities as necessary.

It is also important to recognise that current performance is reflective of our 'fixed asset' supply capability only. The SDB uses hydrological yield values that do not include the wider availability of operational Drought Planning responses that can be used to mitigate drought risks and maintain levels of supply service in certain zones.

Scottish Water is currently drafting the SR27 Business Plan, which will include specific investments aimed at improving our overall supply service levels, and additionally will investigate the plausibility of better representing combined residual supply risks where operational and drought planning responses are considered alongside the fixed asset capability. Following the business plan will be a refreshed Water Resource Plan, which will align with the SR27 business plan but frame the evidence and needs for Water Resource Management in a unified and holistic way.

Table 58: Count of WRZ and population proportion in each deficit band for 1 in 40-year table for AR26.

Category	DYAA % Population	DYAA Count WRZ	DYC % Population	DYC Count of WRZ
Band 1 ($\geq 0\%$ Surplus)	69.38%	138	68.25%	102
Band 2 ($< 0\%$ to $> -10\%$ Deficit)	4.93%	15	5.58%	21
Band 3 ($\leq -10\%$ to $> -25\%$)	23.91%	21	24.13%	31
Band 4 ($\leq -25\%$ to $> -50\%$)	1.68%	8	1.90%	21
Band 5 ($\leq -50\%$ Deficit)	0.11%	2	0.14%	9

Whilst the AR25 reported SoSI result is at a low category of overall performance, it must be recognised that a very small minority of population in a small number of zones are currently exposed to the higher categories of risk. As indicated in Table 58 above, 1.79% of the overall reported population are currently in zones with a deficit worse than -25%.

Table 59: Top 5 WRZ where SoSI has improved between AR25 and AR26.

WRZ Name	AR25 SoSI Points Lost	AR26 SoSI Points Lost	SoSI Difference	WAFU Change (Ml/d)	WAFU Change Comment	DI Change %	Population Change
Turret	12.76	2.72	-10.04	8.9	Yield	0.021	-0.051
Assynt	8.01	0.4	-7.61	3.64	Yield	-0.018	0.033
Fife	13.28	7.96	-5.31	2.36	WTW % Losses	0	0.013
South Uist	0.94	0.04	-0.9	0.32	Yield	-0.113	0.006
Penwhapple	0.2	0	-0.2	1.16	Yield	-0.03	-0.006

Table 59 above shows the top 5 WRZ where SoSI has improved between the AR25 position and the AR26 outputs. The term WAFU is 'Water Available for Use' and is the zonally calculated supply capability, directly representing the supply side of the SDB and is principally founded on Deployable Output Values, but allowing for additional balancing of zonal transfer volumes. In Table 59 (and Table 60 below), positive SoSI points contribute towards the sum that is subtracted from the maximum score of 100. Smaller values and a negative difference between years indicate improving performance.

The top three WRZ where SoSI has improved represent 80% of the sum of zonal SoSI gains. In each of these three, the improvements are principally the result of updates to Supply data; yields for Turret and Assynt, and slight improvements to WTW % Loss assumptions for two of the WTW in Fife WRZ.

Table 60: Top 5 list of WRZ where SoSI points have been lost between AR25 and AR26.

WRZ Name	AR25 SoSI Points Lost	AR26 SoSI Points Lost	SoSI Difference	WAFU Change (Ml/d)	WAFU Change Comment	DI Change %	Population Change
Muirdykes & Camphill	0.76	4.02	3.26	-1.52	WTW % Losses	0.051	0.031
Bradán	1.64	4.4	2.76	-6.36	WTW % Losses	-0.032	0.026
Clatto & Lintrathen & Whitehillocks	3.52	6.12	2.61	0.97	WTW % Losses	0.03	0.017
Castle Moffat & Hopes	0	1.75	1.75	-4.23	Yield	0	0.026
Inverness	9.38	10.59	1.21	-0.13	Yield	0.001	-0.002

Table 60 above shows the top 5 WRZ where SoSI points have been lost in AR26. Similarly to the top performing zones for SoSI increases, the cases where SoSI has worsened are largely driven by updates to supply side data components. Muirdykes & Camphill, Bradán, and Clatto & Lintrathen & Whitehillocks (Dundee) have lost, collectively, 8.6 points due to increased WTW % losses assumptions. Of this top 5, the remaining two (Castle Moffat & Hopes, and Inverness) have lost 2.96 points due to yield revisions.

DI and population changes have been relatively stable across all these zones where performance has markedly changed from AR25, with the possible exception of South Uist, where demand was measured to be 90 m³/day on average lower.

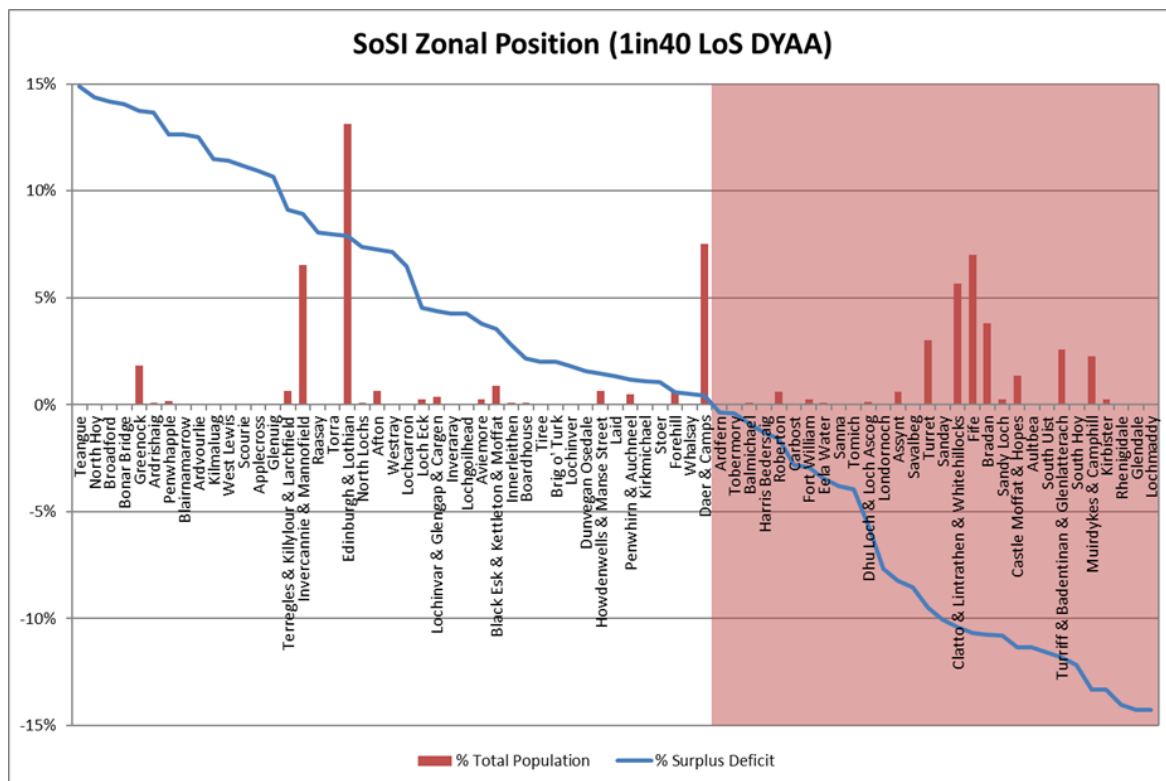
Whilst the effects of demand and population appear to be secondary when considering the zones with the largest performance swings, when examining the entire distribution of zones, the effect is more noticeable, particularly for demand. When substituting last year's AR25 Distribution Input values (corrected for the current asset base) the resultant SoSI score is 52, an improvement of over 4.8 points. The conclusion is that the total Annual Average value, being more than 30 MI/d higher than AR25, has markedly detracted from SoSI performance. The direct effect of substituting AR25 population is much less significant. The increase of >69,000 population only accounts for a loss of 0.41 SoSI points.

As an expansion of the analysis around SoSI, it is often useful to have visibility of the Sensitive WRZ that are near to the tipping point of being in either SDB surplus or deficit. The below diagram shows the zones that fall within the range of +/- 15% surplus or deficit and displays the % proportion of total population that is reported for each zone. Zones with large populations drive larger contributing SoSI scores, so this approach is useful for easily observing which zones may be at risk of going into deficit, or where the opposite condition applies.

The red shading to the right-hand side of the chart indicates the deficit zones displayed, i.e. all the zones that have a deficit in the range of <0 to -15%. The blue plotted line of % surplus/deficit crosses zero on the x axis at the point where surplus zones transition to deficit zones. The full extent of all deficit zones extends beyond -15% and is not displayed.

The usefulness of this chart lies in recognizing which zones are close to the surplus/deficit boundary and are perhaps prone to crossing this boundary in future years, influencing metrics such as total counts of population in surplus or deficit categories, which are highly sensitive to the binary state change between surplus or deficit.

Figure 52: SoSI Zonal Positions. Zones that fall within the +/- 15% surplus deficit range and the percent of the total population that is reported for each zone.



12 Table B10: Scottish Water Compliance with Water Quality Regulations

12.1 Introduction

DWQR regulates the quality of water supplied by Scottish Water, ensuring that drinking water supplies meet the requirements of the Public Water Supplies (Scotland) Regulations 2014 (as amended in 2017 and 2022). Except for line B10.24 Table B10 is a calendar year of 2025 data submitted by Scottish Water to DWQR and reported on in DWQR's annual water quality report (AQWR).

The AR26 Table B10 return includes:

- Parametric compliance at water treatment works, storage points and consumer taps.
- Cryptosporidium at water treatment works.
- Total compliance.
- Drinking Water Quality Regulator (DWQR) enforcement notices.
- Scottish Water letters of commitment to DWQR.
- DWQR water quality incidents.
- Water quality consumer contacts.
- Second tier complaints.
- Lead.

The following lines are new additions to Table B10 for AR26:

- B10.15c Total compliance including Cryptosporidium compliance (regulatory baseline).
- B10.24 Estimated number of lead pipes remaining in public supply.
- B10.25 Indicator of lead in customers supply pipes.

DWQR Annual Water Quality Reporting and AR26 Timescales

Publication of DWQR's annual water quality report (AWQR) happens around August of each year, after the population of Table B10. For this reason, DWQR approval of Table B10 has not yet been requested for AR26 as their 2025 dataset is still being processed. The DWQR AWQR is used to confirm the number of water quality incidents (Line B10.18) and second tier complaints (Line B10.23) and so confidence grades for these data have been entered as B2 and BX, respectively. Potential changes to these figures are noted in section 12.3 Performance Trends and may lead to differences between the numbers provided during audit in April-26 and final numbers submitted in the final AR26 return.

The Public Water Supplies (Scotland) Amendment Regulations 2022

The Public Water Supplies (Scotland) Amendment Regulations 2022 came into force on 1 January 2023 and transposed the revised Drinking Water Directive (2020/2184) into Scottish law. The Amendment Regulations introduced changes that have affected regulatory sampling programs at consumer taps and these changes are summarised in Table 61 below and are discussed in more detail in section 12.3 Performance Trends. Sampling programs at water treatment works and storage points are unaffected by these changes.

Table 61: Impact of Amendment Regulations 2022 on consumer tap sampling programmes

Reporting Period	Changes due to Public Water Supplies (Scotland) Amendment Regulations
AR24 and onward	• Addition of seven new regulatory parameters • A drop of over 15,000 tests per year at consumer taps due to a change from population-based sampling frequencies to distribution input volume-based frequencies • Introduction of supply point monitoring for new parameter <i>Sum of PFAS</i>
AR25 and onward	• Introduction of risk-based sampling at consumer taps for 'Group B parameters*' adding over 43,000 tests at consumer taps in 2024 and 27,000 tests in 2025.

***Group B parameters are chemical parameters listed in the Amendment Regulations and are presented in Table 74 for information.**

Adjustments made to OPA (B10.15b)

In January 2023 seven new water quality parameters were introduced as part of the revised Drinking Water Directive (rDWD). To ensure continuity an adjustment was made which excluded these seven new parameters from the OPA water quality score calculations. The seven parameters being excluded are: chlorate; chlorite; bisphenol-a; haloacetic acids; microcystin-LR; sum of Poly Fluoro-alkyl Substances (PFAS) and uranium.

In January 2024 further changes were made to the sampling programme for customer taps introducing a risk-based approach. Sample frequencies at water treatment works and storage points are unaffected.

From 2024 consumer tap tests are split into a) regulatory-baseline and b) regulatory-risk tests. Regulatory-baseline tests will be at a consistent frequency based upon the current Regulations and as such would be comparable year on year. Regulatory risk samples are additional tests and their frequencies are determined by risk assessment and will vary.

To ensure continuity the OPA score will be calculated with the exclusion of both the additional rDWD tests and additional regulatory-risk tests.

12.2 Overview

Parametric compliance

Our water quality performance, although strong, was less good in 2025 than in the preceding year, with a total compliance figure of 99.91%. Table 62 summarises water quality performance for the period 2020-25. Periods affected by COVID-19 where storage points and water treatment works were used as substitutes for consumer tap sampling are shaded in grey. While water treatment works compliance improved slightly, storage point, consumer tap performance and *Cryptosporidium* compliance were all lower in 2025 compared with 2024. The increased number of failures at consumer taps in 2025 was primarily driven by chlorate and lead, which jointly accounted for an extra 45 failures, most of which were in the risk-based programme.

Table 62: Overview of water quality performance 2020-25

Measure	2020	2021	2022	2023	2024	2025
Water treatment work failures	24	24	25	30	23	22
Cryptosporidium (no. viable oocysts)	6	10	19	8	8	9
Storage point failures	60	46	52	72	58	65
Consumer tap failures	73	110	116	134	124	168
Total compliance (%) (B10.15a)	99.946	99.937	99.929	99.912	99.934	99.913
Total failure	163	190	212	244	213	264
Total test	300,904	300,314	298,389	277,762	322,155	302,718
No. parameters included	61	61	55	62	62	59

*COVID-19 affected data highlighted in grey

12.3 Climate data

Rainfall, sunshine and temperature data for Scotland have been used to explain differences between 2025 and 2024 performance and are discussed in more detail in later sections.

Figures 53, 54 and 55 summarise MET Office data for rainfall, sunshine and temperature between 2020-25 as monthly year-on-year plots. These figures plot 2024 and 2025 data individually and a third line has been added summarising median monthly figures for the period 2020-25.

Spring 2025 was notably dry, with monthly rainfall figures recovering to the median 2020-25 figures from Summer onwards.

Although temperatures were similar to the longer term median, sunshine hours in Spring were significantly above, and this is likely to have contributed to the poorer performance for chlorate in spite of concerted operational efforts to control formation.

Figure 53: Year on year plot of monthly Scotland rainfall data 2020-25 (MET Office)

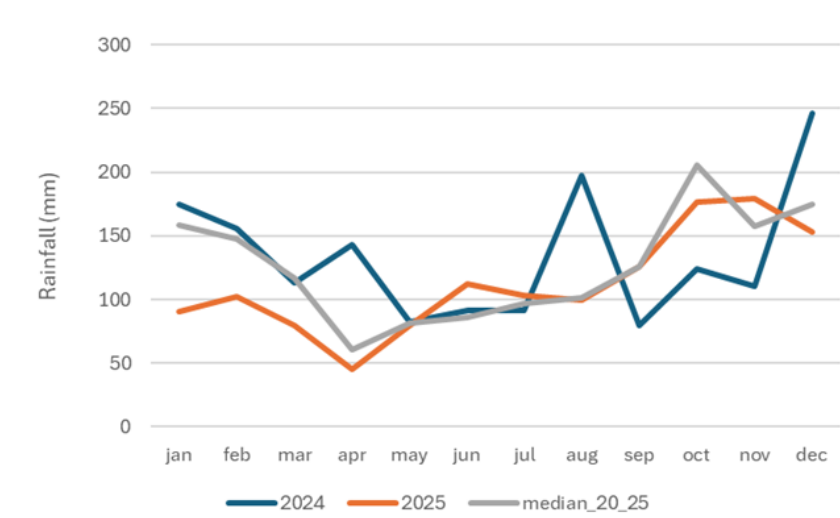


Figure 54: Year on year plot of monthly Scotland sunshine data 2020-25 (MET Office)

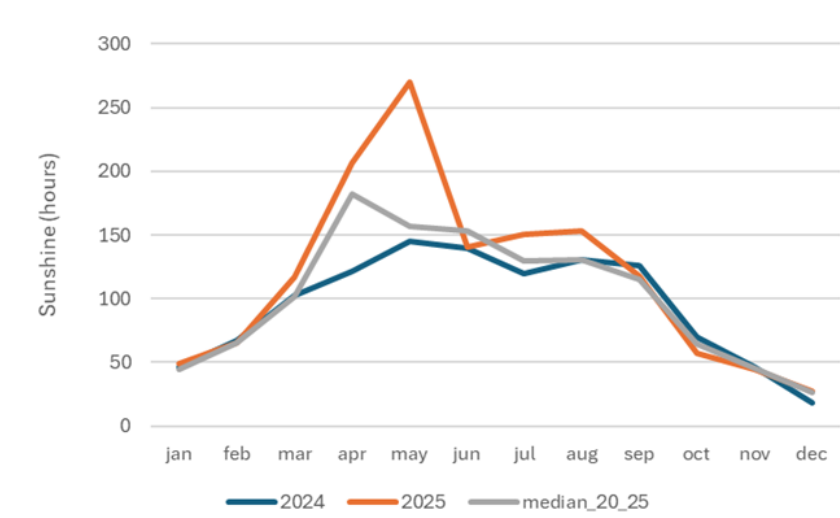
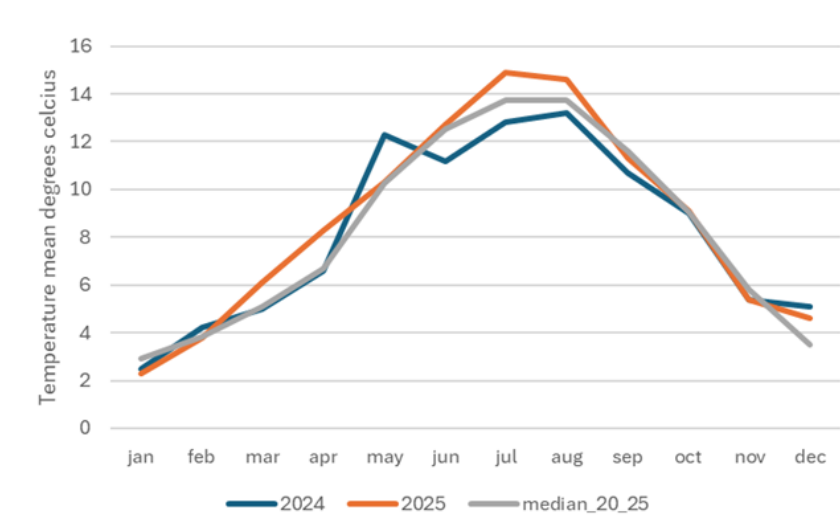


Figure 55: Year on year plot of monthly Scotland temperature data 2020-25 (MET Office)



12.4 Parametric Compliance (B10.1-B10.14)

Water quality performance for the period 2020-25 is summarised in the following sections split by asset type and parameter, including regulatory failures, test numbers and percentage compliance figures.

12.3.1 Water Treatment Works

Water treatment works performance for coliform bacteria was the same as 2024 and improved for turbidity. For the first time in many years, there was a failure of the nitrite standard ex-works. Table 63 summarises water treatment works performance for the period 2020-25. Despite the dry Spring, April recorded the highest number of coliform detections at treatment works, with four failures across different sites. Microbiological performance at treatment works improved towards the latter part of the year, except for three failures in October.

Water treatment works with multiple coliform bacteria failures were Broadford (2), Sandy Loch (Lerwick) (2), and Turret (2). The single nitrite failure occurred at Tiree WTW in July, although this was later attributed to an unrepresentative sample. The single turbidity failure was at Glenelg WTW in October and was attributed to flow disturbances in sample pipework, as there were no issues reported at the treatment works.

Table 63: Summary of water treatment works performance 2020-25

Parameter/Measure	2020	2021	2022	2023	2024	2025
Ammonium	0	0	0	0	0	0
Coliform bacteria	18	16	18	26	20	20
E. coli	1	2	0	1	0	0
Nitrite	0	0	0	0	0	1
Turbidity	5	6	7	3	3	1
Compliance (%)	99.961	99.960	99.959	99.952	99.963	99.965
Total failures	24	24	25	30	23	22
Total tests	62,129	60,732	60,670	62,253	62,352	62,134

12.3.2 Storage Points

Storage point performance for coliform bacteria was the worst since before 2020, with the exception of 2023. Table 64 summarises storage point performance for the period 2020-25 and shows *E. coli* performance was slightly worse in 2025 than in the preceding two years. Although the year started well, no doubt assisted by the dry Spring, failures began to increase in May and reached a peak in August with 13 failures detected. Five sites recorded two failing samples during the year.

The storage point (TWSP) enforcement notice continues with the delivery of enabling works to allow tanks to be taken out of service for cleaning and inspection and repair and the repair programme itself. While the overall level of risk associated with TWSP is reducing through the investments being made, ingress will continue to present a risk until the programme is complete.

Table 64: Summary of storage point performance 2020-25

Parameter/Measure	2020	2021	2022	2023	2024	2025
Coliform bacteria	54	44	49	70	56	62
E. coli	6	2	3	2	2	3
Compliance	99.939	99.953	99.946	99.925	99.940	99.933
Total Failures	60	46	52	72	58	65
Total tests	98,952	97,086	96,642	96,310	97,090	96,854

12.3.3 Consumer Taps

Consumer tap compliance declined significantly in 2025, primarily due to samples for lead and chlorate taken under the risk-based programme. Table B10.5 summarises performance at consumer taps. The table includes summary compliance figures for 2020-25 and lists individual parameter names for those parameters that have had a failure between 2020-25. Periods affected by COVID-19 where storage points and water treatment works were used as substitutes for consumer tap sampling are shaded in grey.

This data includes radon and sum of PFAS which are sampled at water treatment works and are classed as supply points as the regulatory point of compliance is at consumer taps. Data is converted to consumer taps, e.g. a test result for a water treatment works supplying two regulatory supply zones would count as two consumer tap test results. This scaling up of tests would also apply to regulatory failure numbers, although no failures for radon or sum of PFAS were measured in 2025.

Chlorate failures increased significantly in 2025 (45 fails compared with 11 in 2024). Table 65 summarises consumer tap performance from 2020-25 and the final column notes the difference in figures between 2024 and 2025. Increased sunshine hours in 2025, as well as an increase in the number of samples taken under risk-based sampling compared with 2024 are thought to have affected performance for chlorate in spite of a concerted reduction programs (Figure B10.2). Additional measures, such as the use of lower concentration sodium hypochlorite solution, are now being implemented.

Lead saw the other large increase in failures, although this is due to a significant increase in the numbers of lead samples taken, from 1,046 in 2024 to 4,150 in 2025. Percentage compliance actually improved slightly overall.

Two failures occurred for total trihalomethanes in 2025 – the first regulatory zonal failures in three years. These were both in Picketlaw supply zone. Picketlaw WTW has now been decommissioned, removing this risk.

Haloacetic acid compliance improved considerably in 2025, with only 3 failures against 12 in 2024. Two of these failures occurred in December within days of each other, at sites at known risk of non-compliance. The lower rainfall in 2025, especially the earlier part, no doubt contributed to this good performance, reducing average DOC. Operational use of Zeta-sizers to optimise coagulant dose has also had a beneficial impact.

Table 65: Summary of consumer tap performance 2020-25

Parameter/ Measure	2020	2021	2022	2023	2024	2025	Fail Diff 2025_24
Chlorate	0	0	0	23	11	45	34
Lead	2	4	6	2	5	16	11
Quantitative taste	0	0	4	3	1	4	3
Manganese	15	33	17	10	9	11	2
Nitrite	0	1	2	4	3	5	2
THM: Total	1	2	1	0	0	2	2
Clostridium perfringens (incl. spores)	0	3	1	1	0	1	1
Coliform bacteria	20	25	38	38	38	39	1
E. coli	2	2	4	4	0	1	1
Enterococci	1	2	0	1	0	1	1
MCPA	0	1	0	0	0	1	1
Turbidity	1	0	0	3	0	1	1
Aluminium	2	2	1	3	2	2	0
Copper	0	0	1	0	0	0	0
Hydrogen Ion	1	2	3	1	2	2	0
Nickel	7	11	1	0	1	1	0
Iron	21	22	29	22	25	24	-1
Quantitative odour	0	0	8	9	15	8	-7
HAA5 Total	0	0	0	10	12	3	-9
Compliance (%)	99.946	99.92	99.914	99.882	99.921	99.878	-0.043
Failures	73	110	116	134	124	168	44
No. Tests	134,610	136,686	134,800	113,454	156,814	137,947	-18867
No. parameters included	61	61	55	62	62	59	-3

***COVID-19 affected data highlighted in grey**

In line with the previous year, parametric compliance was reported to DWQR as an annual data extract taken in April 2026. This dataset was then used for both DWQR and OPA annual reporting, with the aim to have consistency between our regulatory sample data and Scottish Water OPA data.

12.5 *Cryptosporidium* a Water Treatment Works (B10.15)

Cryptosporidium compliance has been broadly stable over the past few years, with 9 detections of viable oocysts (those not irradiated with UV) compared with 8 in 2024. The number of detections, regardless of viability, has fallen significantly over the past few years, suggesting that the efficacy of physical barrier processes is improving. Fifteen detections occurred in 2025, across 12 sites. Table 66 summarises performance for 2019-24.

With the exception of Turriff, all sites recorded a single *Cryptosporidium* detection. Turriff recorded 4 detections, however all were treated with UV. A project is in place to construct a new water treatment works at Turriff by 2030.

Table 66: Summary of *Cryptosporidium* performance 2020-25

Measure	2020	2021	2022	2023	2024	2025
No. viable oocysts	6	10	19	8	8	9
No. detections	46	25	57	11	21	15
No. water treatment works with viable oocysts	5	6	13	7	7	9
No. water treatment works with detections	8	8	15	8	9	12
Compliance (%)	99.885	99.828	99.697	99.861	99.864	99.844
No. samples	5,213	5,810	6,277	5,745	5,899	5,783

12.6 Total Compliance (B10.15a-B10.15c)

Three percentage compliance figures are now included in Table B10 and these are summarised in Table 67 below.

Table 67: Summary of compliance measures 2025

Line	Measure	Compliance (%) Rounding to 3 d.p
B10.15a	Total compliance including <i>Cryptosporidium</i> compliance	99.913
B10.15b	Total compliance including <i>Cryptosporidium</i> compliance (for OPA)	99.926
B10.15c	Total compliance including <i>Cryptosporidium</i> compliance (regulatory baseline)	99.925

Line B10.15a 'Total compliance including *Cryptosporidium* compliance' uses the formula shown below to calculate the proportion of failing regulatory tests as a percentage of the total number of regulatory tests test taken across all asset types and with no exclusions.

$$DWQR \text{ compliance B10.15a} = 100 - \left[\left(\frac{WTW \text{ fails} + SR \text{ fails} + Customer \text{ tap fails} + No. \text{ viable oocysts}}{WTW \text{ tests} + SR \text{ tests} + Customer \text{ tap tests} + Cryptosporidium \text{ tests}} \right) \times 100 \right]$$

'Total compliance including *Cryptosporidium* compliance (for OPA)' also uses this formula to calculate the proportion of failing regulatory tests as a percentage of the total number of regulatory tests test taken across all asset types, some exclusions are applied to the consumer tap failures and tests. For measure B10.15b the seven new revised drinking water directive tests (introduced in 2023) are excluded from the calculation, also excluded are regulatory risk tests (introduced in 2024).

Line B10.15c 'Total compliance including *Cryptosporidium* compliance (regulatory baseline)' also uses this formula to calculate the proportion of failing regulatory tests as a percentage of the total number of regulatory tests test taken across all asset types, excludes the regulatory risk tests (introduced in 2024).

Table 68: Description of percentage compliance measures included in AR26

Line	Year	Baseline	Risk	rDWD	Failures	Tests	Compliance (%)
B10.15a	2025	✓	✓	✓	264	302,718	99.913
B10.15b	2025	✓	-	-	199	270,614	99.926
B10.15c	2025	✓	-	✓	208	275,708	99.925

12.7 Enforcement (B10.16-B10.17b)

12.7.1 Enforcement Notices (B10.16-B10.16a)

Four enforcement notices were active in 2025 and these are listed in Table 69 below. This figure includes two new enforcement notices that were issued during 2025.

Table 69: Enforcement notices active during 2025

Site	Reason	Status
Mannofield WTW	Mannofield WTW EN (Amended) August 2025	Active 2025
Turriff WTW	Turriff WTW Enforcement Notice (Amended) August 25	Active 2025
Pan-Scotland	Treated Water Storage Points September 2025	Issued 2025
Pan-Scotland	Risk Assessment And Reporting December 2025	Issued 2025

Where Enforcement Notices have been amended the date issued for the original notice is used to populate the Status above.

12.7.2 Letters of Commitment (B10.17-B10.17b)

Six letters of commitment were active during 2025 and are listed in Table 70 below. Following discussion with DWQR, and the advent of Significant Risk Reporting, Letters of Commitment will be discontinued in 2026, with the exception of the letter that covers raw water supplies.

Table 70: Letters of commitment active during 2025

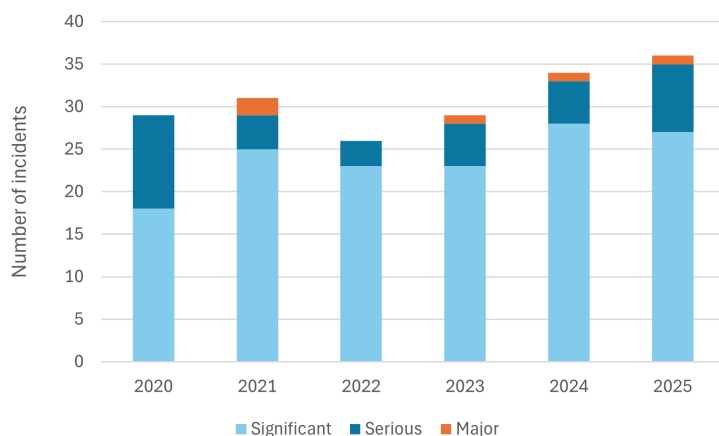
Site	Reason	Status
Pan-Scotland	Haloacetic Acid LOC Oct 2024	Active 2025
Bradán WTW	Bradán WTW LOC Aug 2022 Microbiological	Active 2025
Daer WTW	Daer LOC November 2021 Manganese	Active 2025
Glenfarg WTW	Glenfarg WTW LOC June 2021 Taste & odour	Active 2025
Pan-Scottish Water	Manganese Strategy LOC Nov 2021 Manganese	Active 2025
Pan-Scottish Water	Raw Water Supplies LOC Jan 2025. Raw water supplies	Issued 2025

12.8 Water Quality Incidents (B10.18)

Currently 36 water quality incidents have been declared by DWQR in 2025, two more than 2024. Figure 56 summarises annual water quality incident numbers grouped by DWQR category.

DWQR Annual Water Quality Report (AWQR) is being processed and used to confirm the number of water quality incidents (Line B10.18). As a result, the confidence grade for this figure has been entered as B2 and could change. Table B.10 will be reviewed when the AWQR is published, and any necessary amendments will be made.

Figure 56 Annual incident numbers grouped by DWQR category 2020-25



The major water quality incident related to a loss of supply and restriction on use incident in Rawburn regulatory supply zone in the Scottish Borders. Table 71 below summarises the number of water quality incidents by asset type with both water treatment works and regulatory supply zones increasing compared with previous years.

Table 71: Summary of water quality incidents group by year and asset type 2020-25

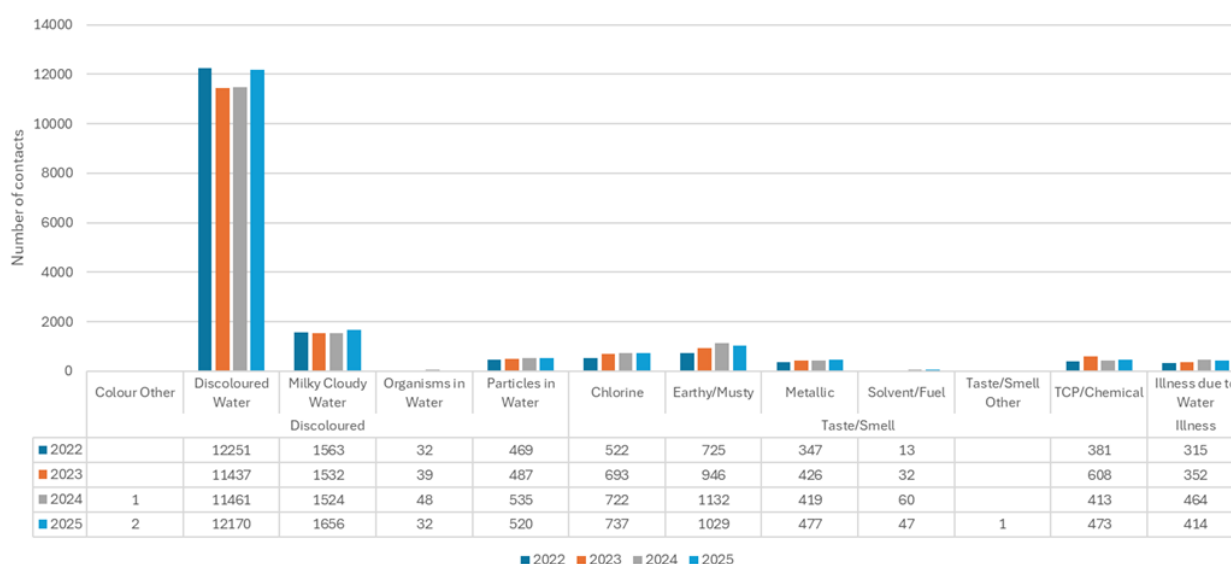
Asset type	2020	2021	2022	2023	2024	2025	Total
Water treatment works	18	22	15	22	25	19	102
Storage points	3	1	4	0	0	2	8

Regulatory supply zones	8	8	7	7	9	15	39
Total	29	31	26	29	34	36	149

12.9 Consumer Contacts to Scottish Water (B10.19-B10.22)

Water quality consumer contacts are submitted to DWQR quarterly with the 2025 return completed in February 2026. 17,558 contacts were reported in 2025 compared with 16,779 contacts in 2024. Figure 57 summarises annual water quality contact data for the past five years grouped by DWQR contact category.

Figure 57 Annual water quality contact numbers grouped by DWQR category 2022-25



The WQ Discoloured and WQ Milky Cloudy Water contact categories both increased in 2025. The number of contacts in both categories peaked during the Summer months, reflecting increased flows due to demand.

Numbers of WQ Earthy Musty category contacts have remained at the higher levels seen in 2024, due to ongoing issues with Geosmin and Methyl Iso Borneol (MIB) seen in supplies such as Carron Valley WTW and Glenfarg WTW. Work is ongoing at both sites to reduce the impact on consumers, however this is likely to take some time to complete.

12.10 Complaints to DWQR (B10.23) Second tier complaints

One complaint investigation was published by DWQR in 2025. This related to a chlorine type taste and odour to a customer's water supply. The DWQR did not uphold the complaint, finding that Scottish Water had responded appropriately, however two recommendations were made around sampling and inspection of the consumer's property.

12.11 Lead (B10.24-B10.25)

Lines B10.24 and B10.25 are new and reported for the first time in Table B10 in AR24.

12.11.1 Estimated number of lead pipes remaining in public supply B10.24

Lead communication pipes were baselined in 2012 with a statistical survey across Scotland which found that around 72,000 communication pipes were lead. Since 2012 the total number of lead communication pipes replaced that year has been subtracted from the 72,000 total to give the figure above.

There have however been issues over the years with how the replacement data is collected, and the methodology for calculating the replacement rate has changed over time. There is therefore a low confidence rating on this data. We are looking to re-baseline the total number of lead communication pipes pre SR27.

Numbers for line B10.24:

Calendar Year until 31st Dec 2025- 46033 lead communication pipes remaining in public network

Financial Year until 31st Mar 2026- 45696 lead communication pipes remaining in public network

These data are also entered into H3.6 & H3.7. A confidence grade of B4 has been given to the data as the replacement data is now part of a corporate system (Salesforce through a PowerBI report) but we know there are areas of missing or unreliable data.

12.11.2 Indicator of lead in customers supply pipes B10.25

Line B10.25 'Indicator of lead in customers supply pipes' is a subset of regulatory lead sample data presented in the parametric compliance dataset. The measure uses the formula shown below to calculate the proportion of regulatory lead tests with a concentration above 3 micrograms per litre as a percentage of the total number of regulatory lead test taken.

$$\text{Indicator of lead in customers supply pipes} = \left(\frac{\text{Number of Regulatory Zonal Lead Test Results} > 3 \text{ micrograms per litre}}{\text{Total Number of Regulatory Zonal Lead Test Results}} \right) \times 100$$

This measure is reported for the first time in AR25 but it is possible to calculate the figures retrospectively and Table 72 summarises this data for the period 2020-25. COVID-19 impacted years are shaded grey. The table includes a line for all 2025 tests and then below, split by regulatory risk and regulatory baseline reporting purposes.

Table 72: Summary of regulatory lead test results >3 µg/L 2020-25

Year	Reporting Purpose	No. Sample >3 µg/L	No. Samples	Percentage Samples >3 µg/	No. Zone >3 µg/L	No. Zones Sample
2020	Baseline	15	772	1.94	13	256
2021	Baseline	21	1,463	1.44	21	278
2022	Baseline	22	1,151	1.91	19	275
2023	Baseline	9	585	1.54	8	278
2024	Baseline & Risk	21	1,046	2.01	13	277
2024	Baseline	9	580	1.55	9	277
2024	Risk	12	466	2.58	7	71
2025	Baseline & Risk	73	4148	1.76	44	274
2025	Baseline	6	573	1.05	6	274
2025	Risk	67	3575	1.87	40	182

*COVID-19 affected data highlighted in grey

12.12 Investment and Improving Asset Capability

Across our investment programme:

- Burncrooks and Picketlaw WTWs have been disconnected from the system and decommissioned.
- Work on the new Herricks WTW is nearing completion and it is due to enter supply in 2026.
- Work has commenced at Glenfarg WTW to improve to improve water quality and resilience for customers in Fife.
- Construction of a new treatment works at Eela Water in Shetland is underway and due for completion in 2027. This project will replace the existing poor condition WTW and clear water tanks (CWT) with a larger capacity works based around ceramic membrane technology to deliver improved water quality and resilience for customers on Shetland.
- Projects are being developed at Turriff, Winterhope, Londornoch and Torra WTWs.

12.13 Data

Table 73: Summary of data sources, confidence and accuracy grades 2025

Data type	Source
Parametric compliance	Previous years - Power Bi Analytics Model – LIMS (being replaced)
	Current year 2025 – direct extract from LIMS source system (interim measure)
	Future years – Power Bi TAP model (replacement system for Power Bi Analytics Model – LIMS model, currently being tested)
Enforcement	Details of Enforcement Notices and Letters of Commitment are published on DWQR's website, links below: https://dwqr.scot/regulator-activity/enforcement/ https://dwqr.scot/regulator-activity/letters-of-commitment/ and tracked by SW via a spreadsheet LOC & EN to DWQR Tracker.xlsm (sharepoint.com) saved on the WQR SharePoint site
Incidents	Incidents are declared to Sottish Water by DWQR via e-mail to the Regulation mailbox. These are entered onto a Dynamics database: Incidents All Incidents - Dynamics 365
Consumer contacts to SW	Combination of 4 x quarterly csv data files of regulatory contacts data submitted to DWQR. Files saved at Water Quality Regulation - DWQR information return . Contacts data is extracted from the 'Analytics Model – Ascend Dynamics' dataset.
Complaints to DWQR	DWQR notify SW of escalated complaints vis email to the Regulation mailbox. Details of escalated customer complaint determinations are published on DWQR's website, link below https://dwqr.scot/regulator-activity/consumer-complaint-investigations/consumer-complaint-determinations/
Lead	B10.24 Estimated number of lead pipes remaining in public supply will be covered by the Water Strategy team & B10.25 Indicator of lead in customers supply pipes is a subset of regulatory lead sample data presented in the Parametric compliance dataset.

Key messages

Data quality issues have been found in the 2025 regulatory dataset reported to DWQR.

System issues in both LIMS and the corporate data source for sample data (Power Bi Analytics Model – LIMS) have resulted in an under-reporting of water quality data by approximately 1200 tests including two consumer taps failures.

A pipeline failure in the Power Bi data model led to around 850 regulatory tests having blank results, including two consumer tap failures that were omitted from our regulatory returns. These failures were investigated by Public Health Team as water quality events and reported to DWQR at the time as PHT failure reports come direct from LIMS.

The LIMS system issues led to an under reporting of around 350 tests (no failures) in 2025 due to regulatory samples losing their regulatory flags when they were cancelled and rescheduled to a subcontracted laboratory. Historical data between 2023 and 2024 has also been checked and found that 37 samples in 2023 and 76 samples in 2024 were affected by the same issue, again this dataset did not include any PCV failures.

LIMS team have produced a fix so that future regulatory rescheduled and subcontracted samples are reported correctly and are working to fix all historical data affected by this issue in LIMS.

The existing corporate data source (Power Bi Analytics Model – LIMS) used in previous years Annual Returns is being replaced by a new data source (PowerBi TAP model) which is currently being tested and close to completion.

In the interim, for 2025 Annual Return, the decision was taken to use an extract of regulatory data taken direct from LIMS for the Table B10 parametric compliance reporting (corrected to include the missing approx. 300 tests) instead of the usual corporate data source (Power Bi Analytics Model – LIMS).

Crosschecks between the LIMS 2025 and OARs 2025 datasets being carried out at the time of audit were in close agreement, PCV failures match and out of approx. 250,000 results a difference of 7 results being resolved. The LIMS 2025 and OARs 2025 datasets have now been aligned and the number of tests (Consumer Taps B10.13 All Other Parameters has increased by 1 compared with figures at the time of audit, there were no changes to PCV failure numbers).

DWQR are being kept up to date on the system issues and their impact on our regulatory reporting

Confidence grades

Due to the system issues noted in the 'Key Messages' the confidence grade for 2025 Parametric compliance data has been revised from A1 to B2, reflecting reliance on an alternative corporate source (LIMS) as a temporary workaround this year and not following the usual process followed in previous years. B10.25 Indicator of lead in customers supply pipes is a subset of regulatory lead sample data presented in the Parametric compliance dataset and so has also been revised down to B2.

Confidence grades for other data remain unchanged from last year. Incident and escalated consumer complaints data rely on DWQR's annual report for confirmation, which is usually published around August of each year. Currently 35 water quality incidents have been declared for 2025 and one escalated consumer complaint has not been upheld, but these figures may be revised once DWQR's annual report is published.

Data improvement programmes

The existing data source (Power Bi Analytics Model – LIMS) for reporting sample data including Table B10 Parametric compliance is being replaced by a new data source (Power Bi TAP model) which is currently being developed and tested.

The new TAP model should introduce improved pipeline monitoring and reconciliation between LIMS source tables and regulatory outputs to prevent these errors being repeated in future.

Table 74: Group B chemical parameters from the Amendment Regulations 2022

1,2-dichloroethane	Colour	Nitrate
Acrylamide	Copper	Nitrite
Aldrin	Cyanide	Other pesticide
Aluminium	Dieldrin	PAH Total
Antimony	Epichlorohydrin	Pesticides: total
Arsenic	Fluoride	Selenium
Benzene	HAAs	Sodium
Benzo(a)pyrene	Heptachlor	Sum of PFAS
Bisphenol A	Heptachlor epoxide	Tetrachloroethene and trichloroethene
Boron	Iron	Tetrachloromethane
Bromate	Lead	THM: Total
Cadmium	Manganese	Turbidity
Chlorate	Mercury	Uranium
Chlorite	Microcystin-LR	Vinyl chloride
Chromium	Nickel	

13 Table B11a: Pollution Incidents

13.1 Overview

Table B11a contains data for the calendar year to end December 2025 and Financial Year 2025/26. The explanatory text below is in relation to the Financial Year.

AR26 has seen overall numbers remain stable, with more serious events decreasing from four in AR25 to two in AR26. Operational activities are the main reason for the improvement, with investment helping to provide increased intelligence on asset performance. Although different weather patterns can influence the number and severity of EPIs, there is limited evidence to suggest that this has been a significant factor in the number of Category 1 and 2 incidents over the full year.

Cat 1 and 2 EPIs – An incident team is set up for each potential Category 1 and 2 incident that occurs which has seen collaboration across multiple teams to investigate the event. During a number of these intensive investigations the source of the issue has been identified as being from a Third Party, therefore these events have been agreed as Third-Party EPIs.

In addition to incident teams for Category 1 and 2s for all EPIs we have used several measures to assist with EPIs detailed below under investment:

- Dedicated Event Duration Monitor Team.
- Localised Nature Calls Campaigns.
- ECAS (Environmental Compliance and Services).

There has been a substantial number of events which have been agreed as third party/private/compliant with licence and were therefore discounted from our numbers. As we move to the end of SR21 our focus will continue to be on reducing the significant proportion of incidents which occur on our wastewater network through increased intelligence and targeted planned maintenance.

The confidence grade for all lines on Table 11a is A1. All events reported in Table B11a have been agreed with SEPA and finalised on 8th April 2026 (as per SEPA e-mail dated 08/04/26).

In AR26 there was a total of 193 environmental pollution incidents (EPIs), a decrease of 10 as reported in the AR25 period. In AR26 there were 2 serious Category 1&2 events (both Wastewater) compared to 4 in AR25 (all Wastewater).

13.2 Performance Trends

13.2.1 Lines B11a.1-B11a.8 Sewage Related Premises

Financial Year

During AR26 reporting financial year 187 EPIs were recorded at sewage related premises, where 60% of these incidents were reported on the foul sewer network. 2 of the reported EPIs fell into Category 1 and 2 and are listed in Table 75 below.

Table 75: Location of Sewage related EPIs

Sewer Related Premises	Site or Area	Total EPI
Foul Sewer	Allers DOA	1
Sewage Pumping Station	Larbert Central Bus Pk WWPS	1

During 2025/26 there were 13 EPIs compliant with licence within Wastewater.

Calendar Year

During AR26 calendar reporting year 207 EPIs were recorded at sewage related premises, where 63% of these incidents were reported on the foul sewer network. 3 of the reported EPIs fell into Category 1 and 2 and are listed in Table 76 below.

Table76: Location of Sewage related EPIs

Sewer Related Premises	Site or Area	Total EPI
Foul Sewer	Dalmuir DOA	1
Foul Sewer	Allers DOA	1
Sewage Pumping Station	Larbert Central Bus Pk WWPS	1

During AR26 calendar reporting year 14 EPIs were found compliant with licence within Wastewater. Compliant with Licence means they were discounted, as they were within their licence requirements. For example, final effluent compliant but low river levels caused discolouration / fungus, heavy rainfall causing discharges but we were passing forward the correct flow.

13.2.2 Lines B11a.9-B11a.12 Water and Surface Water Related Premises

Financial Year

During the AR26 reporting financial year there were 6 EPIs recorded at water related premises, none of which were Category 1 and 2 events.

For AR26 there were zero EPIs that were compliant with the discharge consent within Water assets.

Calendar Year

During the AR26 calendar reporting year there were 8 EPIs recorded at water related premises, none of which were Category 1 and 2 events.

For AR26 calendar year there were zero EPIs that were compliant with licence within Water.

B11a.17 Total Number of Water Company self-reported incidents

Financial Year

During the AR26 financial reporting year the total number of self-reported incidents made by Scottish Water was 66, this is an increase of 2 to those self-reported incidents captured in AR25.

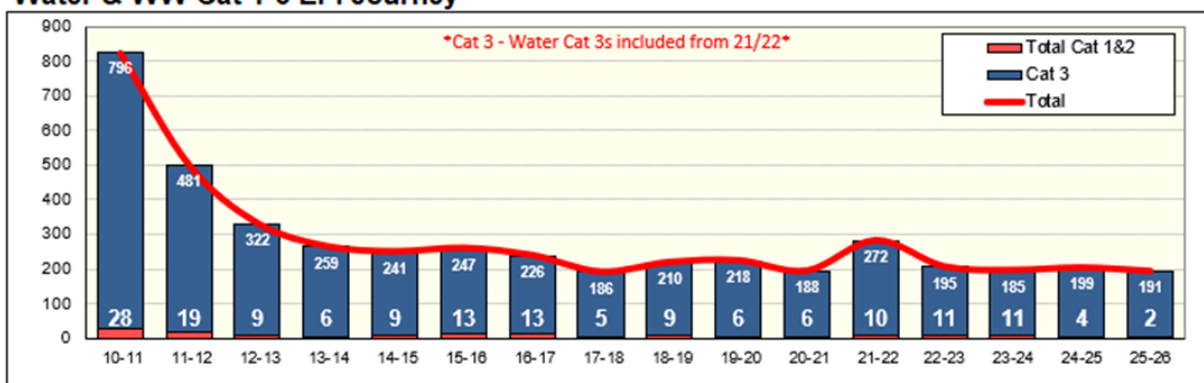
Calendar Year

During the AR26 calendar reporting year the total number of self-reported incidents made by Scottish Water was 74, this is an increase of 8 to those self-reported incidents captured in AR25.

Pollution Trend Graphs

Figure 58: Water and wastewater category 1-3 EPI journey.

Water & WW Cat 1-3 EPI Journey



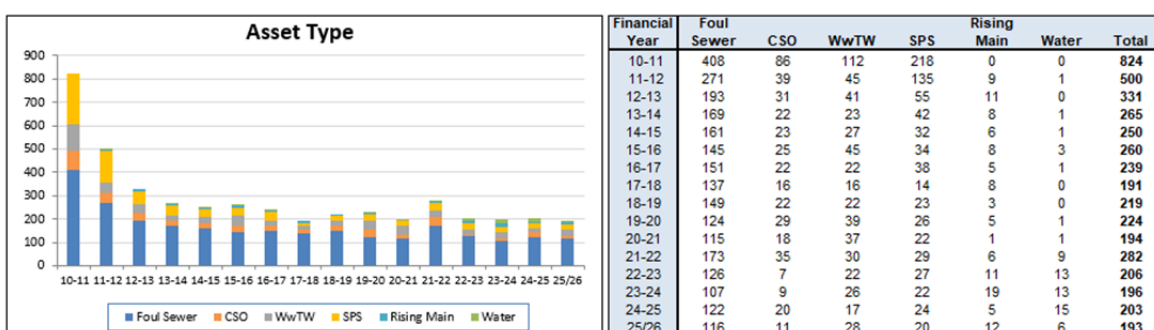
The long-term trend in Figure 58 shows significant reductions in numbers of EPIs followed by a levelling off of performance in subsequent years. AR22 saw an isolated increase in numbers of both measures with a return to more normal levels in AR23.

Root Cause Analysis

The types of assets associated with historic EPIs are summarised in Figure 59 below. This shows that although there has been a marginal increase in the number of incidents associated with water assets, the vast majority of EPIs (typically 93% or above) are associated with wastewater assets.

When EPI reporting first commenced, issues related to wastewater non-infrastructure assets (wastewater treatment works and sewage pumping stations) accounted for up to 40% of incidents. Through subsequent focus on the performance of these assets and supporting investment, this has reduced to approximately half that level in AR26 (25%). This highlights that the key area of improvement in reducing EPI numbers relates to incidents associated with our wastewater infrastructure assets.

Figure 59: Asset types associated with historic EPIs.



A proportion of sewer network incidents are attributable to blockages caused by debris such as wipes and sanitary products. As part of the root cause analysis, onsite teams assess the conditions observed during response activities to determine, where possible, the likely cause of each blockage.

13.3 Investment

B11a - Pollution Incidents

As we move to the end of SR21 we are focused on reducing the significant proportion of incidents which occur on our wastewater network through increased intelligence and targeted planned maintenance.

Our Near Real Time Overflow Map provides customers with near-real-time information on when and where these 2005 overflows are operating and where recent activity has occurred. Scottish Water has published updated information on overflow events on our website. During the AR26 period we have seen 3 Category 3 EPIs coming from these alarms.

Our dedicated Event Duration Monitor (EDM) team continues to primarily respond to alarms from the EDMs on our network Combined Sewer Overflows and have prevented a number of EPIs by attending and clearing chokes ahead of any pollution taking place. These team members have been involved in the majority of EPI investigations by helping us to get to the source of the issue quickly and efficiently.

The EDM team have also supported other activities such as pro-active physical inspections of watercourses for visible signs of sewage related pollution, referred to as "burn walking", more targeted CSO planned maintenance and the fitting of depth monitors, within the sewer network, all of which help to reduce the risk of EPIs.

We are making good progress in delivering investment to upgrade and improve overflows that we have prioritised with SEPA. From the original list of 108 high priority overflows, we have delivered 12 projects and we expect a further 28 projects will be delivered by the end of 2027. We have also addressed 21 projects by better information and operational solutions. Beyond the original list of 108 high priority overflows, investment will be delivered to a further 39 overflows by the end of 2027.

Targeted planned maintenance on our wastewater network includes a programme of pro-active cleaning on 18km of priority sewers. This is predominantly carried out via our Alliance Partner and their supply chain, recent investment in four large Scottish Water recycling vector units has meant that we have the capability to carry out more of this activity using in-house resources.

With over two thirds of our EPIs resulting from blockages within our sewer network, it is important we understand where we have the highest risk of these occurring. Our Alternative Resolution Management Compliance process focuses on where we have had repeat blockages and tracks the follow-on work required across all of the teams involved to help prevent further blockages and associated EPIs.

This year has seen more reactive localised Nature Calls campaigns. These locations were chosen based on historic high volumes of blockages which can result in EPIs. The settlements included Stirling, Bridge of Allan, Irvine, Ayr, Kilmarnock, Glenrothes, Kirkcaldy, Aviemore, Paisley, Dumbarton and Hamilton.

ECAS – FOG – Work has been ongoing with our framework contractor ECAS (Environmental Compliance And Services) to reduce the impact of Fat, Oil and Grease related chokes within the network. ECAS work with higher risk FSEs (Food Service Establishments) across the country to advise on the need for installation of grease traps, the specification of these and how to maintain them going forward.

13.4 Data

There has been no change to the data sources, confidence grades and methodology from AR25.

Incidents reported by staff members, members of the public and SEPA and action taken to resolve them are recorded in Microsoft Dynamics. The EPI Co-ordinator then updates the Trackers from Microsoft Dynamics and populates the shared Scottish Water/SEPA spreadsheet. Since the SEPA cyber-attack in December 2020, SEPA do not have a system to record pollution events reported to them.

Scottish Water continues to carry out an internal agreement process for all Cat 4 Ops events, Cat 3 events where SEPA have not reported and Cat 3 events where both Scottish Water and SEPA agree Cat 3. Agreement calls for the remainder of the events are held monthly with Scottish Water and SEPA and any events where Scottish Water has found third party/land impacts are discussed and agreed.

Calls are scheduled in between the monthly calls if required to discuss more serious events. Following any calls, an up-to-date copy of the agreement tracker is e-mailed to the SEPA personnel involved. If agreement cannot be made, then the escalation process is followed.

Scottish Water provides a monthly data tracker download to the nine SEPA teams for review. This includes a summary of the event, the Scottish Water and SEPA initial category and the agreed category if agreed. All events reported for AR25 have been agreed with SEPA and finalised on 8th April (as per SEPA e-mail dated 08/04/26).

13.4.1 Data Improvements

Incident calls are held for all Cat 1 & 2 pollution incidents.

Dedicated pollution team who focus on Event Duration Monitors and Pollution Incidents.

Environmental Pollution Incident Improvement Plan being created.

14 Tables B11b and B11c: SEPA Annual Report to the Water Industry Commission for Scotland: Scottish Water Compliance & Discharges Confirmed as Failing

14.1 Table B11b/c Overview

As per previous Annual Returns since AR22, we have provided the data using the following sources for compliance assessment and commentary purposes:

- Scottish Water's Permit Database (SEPA terminology under EASR 2018 replaces the word "licence" with "permit").
- Scottish Water's Operator Self-Monitoring (OSM) Annual Monitoring Plan (AMP)
- Scottish Water's LIMS Application

Scottish Water reviewed and updated Table B11b prior to sharing and discussing the changes with SEPA and WICS for AR25. Both parties confirmed that the changes were acceptable.

Wastewater Compliance Definitions

Wastewater compliance (for the purpose of tables B11b and B11c) is assessed against the CAR (Controlled Activity Regulations)*, UWWTD (Urban Wastewater Treatment Directive) and OPA for both calendar and financial years.

*The CAR (Controlled Activity Regulations) are now regulated under SEPA's Environmental Authorisation (Scotland) Regulations 2018 (EASR). EASR came into force on 1st November 2025.

There are no changes to how compliance is determined. However B11b and B11c templates will need to be amended for SR27 onwards.

Regulatory sampling is undertaken by Scottish Water Scientific Services through Operator Self-Monitoring (OSM). WwTWs are scheduled to be sampled from a pre-determined annual programme from SEPA, otherwise referred to as the Annual Monitoring Programme (AMP).

The exception to this is for bacteriological samples. SEPA undertake this sampling and send results to Scottish Water for inclusion in the compliance calculation.

A sample result remains on the compliance record for twelve months.

There are five ways a WwTW can be classed as failing. B11b/c Table 77 below summarises each:

Table 77: Failing classifications for WwTWs (i.e. reason for failure).

Failing Category	Definition
Look Up Table (LUT)	Exceeds a permitted number of parameters Lower Tier (LT) breaches, as per the LUT (standard appendix in all SEPA permits).
Upper Tier (UT) or pH	Breaches an Upper Tier (UT) parameter limit. pH is also included under this category (measured as a banding).
Annual Mean Concentration (AMC)	Average calculated from a set of samples taken throughout the calendar and financial year. A WwTW will be deemed failing if it fails the AMC limit on 31

Failing Category	Definition
75% Rule	Applies to a small set of WwTWs with single tier permits. A WwTW will be deemed failing if it does not achieve 75% compliance or more on 31 December or 31 March.
Log 10 Mean*	Applies to a small set of WwTWs sampled for Phosphorus as spot samples. Average calculated as Log10. A WwTW will be deemed failing if it fails the AMC limit on 31 December or 31 March.

* In the absence of guidance from SEPA, SEPA confirmed that EA guidance could be used to calculate compliance for sites that have this consented parameter.

Exclusion requests may be submitted to SEPA where there is sufficient evidence to appeal fails against specific clauses contained within the permit (see Table 78). If SEPA accepts an exclusion request, the sample result will be removed from the compliance record.

Table 78: Criteria for Exclusion Request submissions.

Low ambient temperatures (evidenced by effluent temperatures of 5oC or less or freezing of mechanical equipment)
Snow deposits sufficient to affect normal operation of the WwTW
Tidal or fluvial flooding
Weather conditions causing unforeseen loss of power supply to the treatment plant which could not be ameliorated by the reasonable provision and operation of standby facilities
CAS Section 4.3 (Agreed Improvement Plan for bringing discharge back into compliance)
Statutory defence (CAR Reg 48) - unforeseen accidents, force majeure or serious harm prevention

The performance measure for reporting failing WwTWs changed in SR21, moving to Total Compliance which assesses compliance against all quality parameters contained within a SEPA permit. The reason for the change was to ensure that Scottish Water continued to focus on protecting the environment from all permitted quality parameters. Additionally, it aligned with SEPA's Compliance Assessment (CAS) criteria.

Prior to this only a proportion of final effluent sanitary parameters impacted on SR15 OPA compliance. Table 79 lists and compares the parameters used to assess compliance in each of the investment periods.

Table 79: Parameters used to assess compliance with the Overall Performance Assessment (OPA) measure in each of the investment periods (SR15 and SR21).

SR15 OPA	SR21 OPA
BOD (CAR) – LUT	BOD (CAR) – LUT/UT
Suspended Solids (CAR) – LUT	Suspended Solids (CAR) – LUT/UT
Ammonia (CAR) – LUT	Ammonia (CAR) – LUT/UT
Phosphorus (CAR) – LUT	Phosphorus, Nitrogen (CAR) – LUT/UT/AMC
Bacti with UV Disinfection (CAR) – LUT	pH, Bacti, Metals, Organics (CAR) – LUT/UT/AMC
BOD (UWWTD) – LUT	BOD, COD (UWWTD) – LUT/UT
Phosphorus (UWWTD) – AMC	Phosphorus, Nitrogen (UWWTD) – AMC

14 .2 Performance Trends

14.2.1 Lines B11b.1-B11b.4 - (A) Sewage Treatment Works: Total number

Line B11b.1 No. of wastewater treatment works on register during year (in force)

The value of 1406 has been taken from Scottish Water's permit database for AR26. There is no change in this number when compared with AR25.

The value of 1,202 was used in the AR22 and AR23 reports, this figure taken from the last confirmed SEPA calculation in 2020. In the absence of the SEPA Permit Database due to the cyber-attack, Scottish Water is unable to undertake comparisons and explain the differences between now and then.

A confidence grade of A2 has been assigned to the AR26 figures. The line definition was changed for AR25 after consultation with SEPA and WICS.

Lines B11b.2 No. of wastewater treatment works assessed for compliance

For AR26 there were 580 reported which corresponds with the number of assets listed on the Operator Self-Monitoring (OSM) Annual Monitoring Plan (AMP). It also includes PFI sites. SEPA determine which WwTWs should be listed on the Annual Monitoring Plan (AMP) each year.

B11b.3 No. of wastewater treatment works confirmed failing in year

For AR26 , 22 WwTWs Discharges Confirmed Failing under CAR compliance.

This is an increase of 5 when compared with AR25.

For the 2025 Calendar Year, 20 was reported as failing.

Line B11b.4 %. of wastewater treatment works compliant with permit in the year

For AR26, the percentage of CAR Discharges Compliant with Permit was 98.44%.

This is a decrease of 0.35% when compared with AR25.

For the 2025 Calendar Year, 98.58% was reported.

14.2.2 Lines B11b.5-B11b.8 - (B) Look-up Table Lower Tier Permits

Line B11b.5 No. of wastewater treatment works on register during year (in force)

This is referenced under commentary **Line B11b.1**.

Line B11b.6 No. of wastewater treatment works assessed for compliance

This is referenced under commentary **Line B11b.2**.

Line B11b.7 No. of wastewater treatment works confirmed failing in year

For AR26, there were 8 WwTWs confirmed as failing under the CAR Compliance Discharge Look-up Table Lower Tier Permits criteria.

This is an increase of 2, when compared with AR25.

For the 2025 Calendar Year, 7 was reported as failing.

Further analysis has been undertaken to determine the reasons behind the increase for the failing wastewater treatment works reported in table B11b.7 (Lower Tier Breaches). Five of the sites picked up fails for Ammonia, two for BOD and another for BOD and Soluble Reactive Phosphorus.

The root cause of failure include mechanical breakdown, design capability / asset related deterioration and weather i.e. prolonged dry weather and low flow. Industrial action and project delay / deferment have also been contributory factors.

Line B11b.8 %. of wastewater treatment works compliant with permit in the year

For AR26, the percentage CAR Discharge Compliance with Permit was 99.43%.

This is a marginal decrease of 0.14% when compared with AR25 when 99.57% was reported.

For the 2025 Calendar Year, 99.50% was reported.

14.2.3 Lines B11b.9-B11b.12 - (C) Upper Tier Permits

Line B11b.9 No. of wastewater treatment works on register during year (in force).

This is referenced under commentary **Line B11b.1**.

Line B11b.10 No. of wastewater treatment works assessed for compliance

This is referenced under commentary **Line B11b.2**.

Line B11b.11 No. of wastewater treatment works confirmed failing in year

For AR26, there were 15 WwTWs confirmed as failing under CAR compliance Discharge Upper Tier criteria.

This is an increase of 4 when compared with AR25 when 11 were reported.

For the 2025 Calendar Year, 14 was reported as failing.

Line B11b.12 % of wastewater treatment works compliant with permit in the year

For AR26, 98.93% was reported.

This is a decrease when compared with AR25 when 99.22% was reported.

For the 2025 Calendar Year, 99.00% was reported.

14.2.4 Lines B11b.13-B11b.16 - (D) Single Tier Permits

Line B11b.13 No. of wastewater treatment works on register during year (in force)

The total number of wastewater treatment works on register during year (in force) is 415.

This is calculated from the Annual Monitoring Plan (AMP). The AMP database is not set up to easily produce this number and a manual intervention is required. This is reflected in the confidence grade (A2).

Line B11b.14 No. of wastewater treatment works assessed for compliance

Scottish Water's permit database calculated the number of wastewater treatment works with permits that only have single tier/absolute limits included in the 2025 Annual Monitoring Plan is 1.

Line B11b.15 No. of wastewater treatment works confirmed failing in year

For AR26 and 2025 Calendar Year, zero WwTWs were reported as failing under the metric CAR compliance Discharge Single Tier criteria.

Line B11b.16 %. of wastewater treatment works compliant with permit in the year

The line definition has changed for AR25 after consultation with SEPA and WICS.

For AR26 and 2025 Calendar Year, Scottish Water report 100.00% compliance.

14.2.5 Lines B11b.21-B11b.24 - (F) Wastewater treatment works confirmed as failing (CAR)

Line B11b.21 Number of wastewater treatment works confirmed as failing (CAR)

For AR26 there were 22 WwTWs confirmed as failing under CAR compliance.

This is an increase of 5 when compared with AR25.

For the 2025 Calendar Year, 20 was reported as failing.

Line B11b.22 Total population equivalent confirmed as failing

For AR26, the Total Population Equivalent affected by failing WwTWs was 294,973.

This is a decrease when compared with AR25 when 428,378 was affected.

For the 2025 Calendar Year, 276,222 was reported.

Line B11b.23 Total population equivalent served by WwTWs (resident) (numeric permits)

The Total Population Equivalent served by WwTWs 6,510,886.

Line B11b.24 Percentage population equivalent confirmed as failing

For AR26, the percentage Population Equivalent confirmed as failing under CAR was 4.53%.

This is a decrease when compared with AR25 when 6.68% was reported.

For the 2025 Calendar Year, 4.24% was reported.

14.2.6 Lines B11b.25-B11b.28 - (G) UWWTD

The numbers reported in these lines are based on the 2025 calendar year only.

Line B11b.25 No. of wastewater treatment works on register during year (in force).

For the 2025 period there were 198 discharges reported.

Line B11b.26 No. of wastewater treatment works assessed for compliance

For the 2025 period there were 198 discharges Assessed for Compliance.

Line B11b.27 No. of wastewater treatment works confirmed failing in year

For AR26, 3 WwTWs were confirmed as failing UWWTD. For AR25, there were 2 failing WwTWs. Table 80 lists these WwTWs.

Table 80: WwTWs confirmed as failing.

Failing WwTWs (UWWTD) - 2024 v 2025			
2025		2024	
WwTW	Failing Parameter(s)	WwTW	Failing Parameter(s)
Muir of Ord	BOD	Nigg	BOD, COD
Plean	COD	South Queensferry	BOD
South Queensferry	BOD, COD		

Line B11b.28 % of wastewater treatment works compliant with permit in the year

For AR26, 98.48% percentage Population Equivalent were Compliant with Permit during the year. This compares with 98.99% for AR25.

Lines B11b.29-B11b.32 - (H) Wastewater treatment works confirmed as failing (OPA criteria only)

OPA is a financial year measure. The OPA performance measure for failing treatment works changed from 1 April 2021, moving to Total Compliance which assesses compliance against all quality parameters contained within a SEPA permit. Prior to this only a proportion of final effluent parameters impacted on OPA compliance.

Line B11b.29 Number of wastewater treatment works confirmed as failing (OPA)

For AR26, 26 WwTWs were confirmed as failing the Total Compliance (SR21) measure. In AR25, 18 WwTWs were reported as failing (see Figure 60 and Table 81).

Three of these sites are PFI. This compares with 1 in AR25.

This equates to a 95.5% compliance rate from the 580 assets listed on the Annual Monitoring Plan (AMP) and sampled under Operator Self-Monitoring (OSM).

A failure investigation process is conducted to assign an individual root cause to each failing WwTW. However, the general increase in AR26 can be attributed to extreme weather events, including prolonged dry spells and named storms, and hydraulic shock due to sudden intense increases in treatment flows.

Figure 60: Number of WwTWs confirmed as failing the Total Compliance (SR21) measure for AR26 vs AR25.

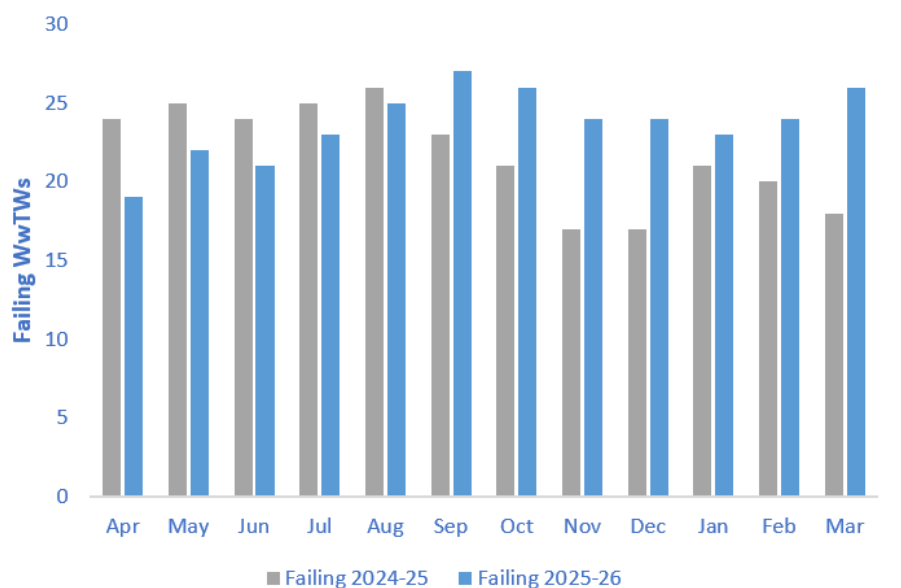


Table 81: Failing WwTWs and Parameters for AR25 and AR26.

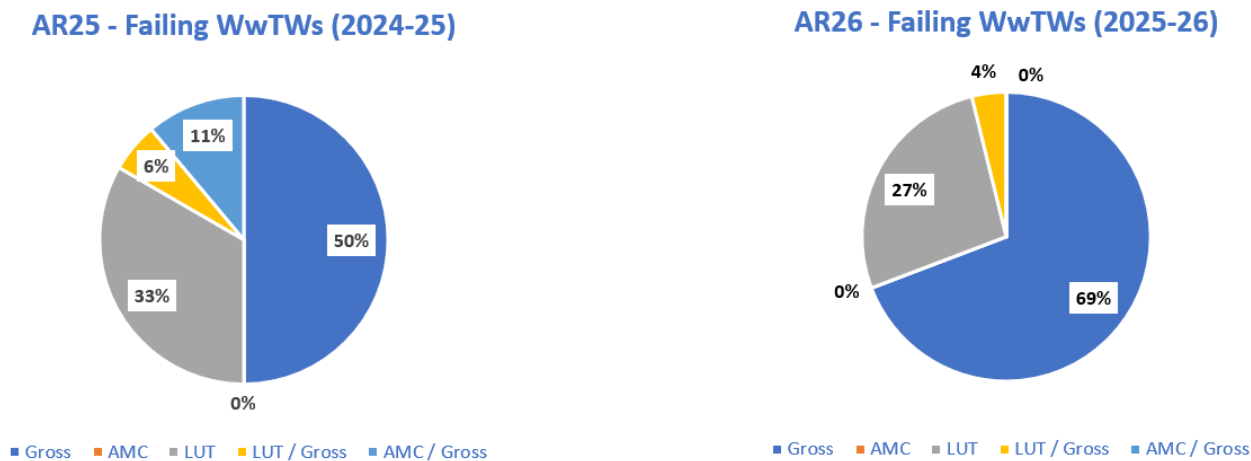
Total Compliance Comparison			
AR26		AR25	
WwTW	Failing Parameter(s)	WwTW	Failing Parameter(s)
Aberfoyle	pH	Aberchirder	BOD (UT)
Bathgate	NH3-N (UT & LT/LUT)	Aviemore	SS (UT), Iron (AMC)
Blackburn	NH3-N (LT/LUT)	Balmedie	pH
Bothwellbank	NH3-N (LT/LUT)	Blackridge	NH3 (LT/LUT)
Bridgend	pH	Canonbie	SS (UT)
Croy	E.Coli (UT)	Dairsie	BOD (LUT/LT)
Cupar	Suspended Solids (UT)	Daldowie	SS (UT)
Drumnadrochit	Suspended Solids (UT)	East Calder	NH3 (LUT/LT)
East Calder	NH3-N (LUT/LT)	Fettercairn	SS (UT)
Fauldhouse	Suspended Solids (UT)	Gifford	SS (UT)
Gorebridge	Suspended Solids (UT)	Hatton of Cruden	E.coli (LUT/LT)
Grantshouse	BOD (LUT/LT)	Kinneff	BOD (LUT/LT)
Kilmartin	BOD (UT)	Kirknewton (Ritchie Camp)	NH3 (LUT/LT)
Kiltarlity	BOD (UT)	Luss	E.coli (UT)
Kirknewton (Ritchie Camp)	NH3-N (LUT/LT)	Nigg	COD (LUT/LT), BOD (UT)
Longriggend	BOD (LUT/LT)	Ochiltree	BOD (UT)
Moray West (Oakenhead), Lossiemouth	BOD (UT), COD (UT)	Penicuik	BOD (UT), SS (UT), Iron (AMC)
Muir of Ord	BOD (UT)	St Margarets Hope	SS (UT)
Nethy Bridge	pH		
Patna	BOD (UT), Suspended Solids (UT)		
Penicuik	BOD, Suspended Solids, (UT)Iron AMC		
Perth	BOD (UT), Suspended Solids (UT)		
Plean	COD (UT)		
Portpatrick	pH		
South Queensferry	BOD (UT), COD (UT)		
Stewarton	BOD, SRP (LUT/LT)		

Of the 26 WwTWs reported as failing in AR26, three of these also failed AR25. These sites were East Calder (PFI), Kirknewton (Ritchie Camp) and Penicuik.

For AR26, 69% of the parameters impacting the number of failing WwTWs are upper tier fails. This compares with 50% for AR25. Look Up Table and Annual Average percentages have increased. Upper tier fails are categorised as WwTW failing immediately and remain so for the following twelve months.

Figure 61 shows the comparisons for fail types for failing WwTWs reported in AR25 and AR26.

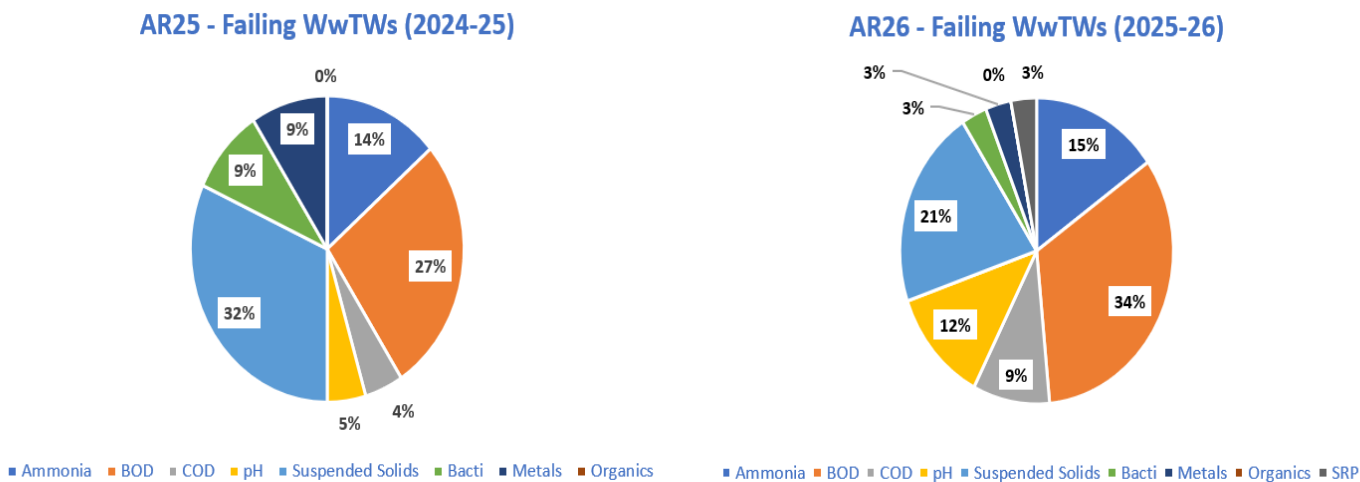
Figure 61: Parameter Fail Category for AR25 and AR26.



For parameter type fails, BOD, Suspended Solids and Ammonia contribute the most towards failing WwTWs. AR26 is 34%, 21% and 15% respectively compared with 27%, 32% and 14% for AR25.

Figure 62 shows the parameter fail type comparisons for failing WwTWs reported in AR23 and AR25.

Figure 62: Parameter Fail Types for AR25 and AR26



Line B11b.30 Total population equivalent confirmed as failing.

For AR26, the Total Population Equivalent affected by failing WwTWs was 356,184. This was 696,092 for AR25.

Line B11b.31 Total population equivalent served by WwTWs (resident) (numeric permits)

The Total Population Equivalent served by WwTWs listed on the AMP is 6,510,886.

Line B11b.32 Percentage population equivalent confirmed as failing

For AR26, the Population Equivalent confirmed as failing under OPA criteria was 5.47%.

For AR25, this figure was 10.85%.

Line B11b.33 - Number of wastewater treatment works confirmed as failing (OPA) (SR15 equivalent)

Wastewater compliance under the SR15 metric reported 8 failing WwTWs in AR26 compared with 7 in AR25. Table 82 below contains the list of failing works and failing parameters. Please note that a direct comparison between parameters that failed under the SR15 and SR21 versions of the OPA cannot be made due to the change in assessed parameters (see our response to AR22 query B-36).

Table 82: List of Failing Works and Failing Parameters

SR15 OPA Comparisons			
AR26		AR25	
WwTW	Failing Parameter(s)	WwTW	Failing Parameter(s)
Bathgate	NH3 (LUT/LT)	Blackridge	NH3 (LUT/LT)
Blackburn	NH3 (LUT/LT)	Dairsie	BOD (LUT/LT)
Bothwellbank	NH3 (LUT/LT)	East Calder	NH3 (LUT/LT)
East Calder	NH3 (LUT/LT)	Hatton of Cruden	E.coli (LUT/LT)
Grantshouse	BOD (LUT/LT)	Kinneff	BOD (LUT/LT)
Kirknewton (Ritchie Camp)	NH3 (LUT/LT)	Kirknewton (Ritchie Camp)	NH3 (LUT/LT)
Longriggend	BOD (LUT/LT)	Nigg	BOD (LUT/LT, UT)
Stewarton	BOD (LUT/LT)		

Line B11b.34 - Total population equivalent confirmed as failing (SR15 equivalent)

For AR26, there were 177,912 Population Equivalent affected by failing WwTWs (SR15 equivalent).

For AR25, 381,886 was reported.

Line B11b.35 - Total population equivalent served by WwTWs (resident) (numeric permits) (SR15 equivalent)

For AR26, 6,510,886 population equivalent served by all WwTWs with numeric permits (SR15 equivalent).

Line B11b.36 - Percentage population equivalent confirmed as failing (SR15 OPA equivalent)

For AR26, 2.73% of the population equivalent were affected by failing WwTWs (SR15 equivalent)

For AR25 5.95% was reported.

15 Table B11c: Failing WwTWs (Calendar & Financial Year)

This table lists the WwTWs reported as failing for both 2025 and/or 2025/26.

Data contained in these tables is used to populate Table B11b. Performance and trends are reported in the B11b Commentary above.

15.1 Investment

The allocation (IPS 2026) to MA084 for WwTW Improvements is £118.3m. This is a reduction of £28m compared to the IPS allocation in AR25 and reflects the expected investment demand.

Live projects currently in development have a latest best estimate of £112.1m to the end of SR21 with a current committed spend of £60.4m. The remaining investment will be fully committed within the investment period to meet the 2027 regulatory deadline. The outcomes of the successful delivery of MA084 interventions will result in delivery of improved water quality for all remaining WwTW pressures identified within the River Basin Management Plan (RBMP3) which will be delivered by December 2027. Other significant improvements include delivery of improved bathing water performance at Lower Largo within SR21, followed by delivery of projects at Ayr South and Seafield in SR27 year 1 for bathing water performance and reduced risk of malodour, respectively.

The costs to deliver RBMP3 interventions alone makes up over 75% of MA084 IPS. The RBMP3 programme has progressed with 9 projects beginning construction, whilst the majority of remaining projects are in the final stage of development (pre-Gate 90) in preparation for construction. A small number of projects are undergoing design reviews to ensure we deliver the optimal solution.

WwTWs within the RBMP3 programme are largely addressing a Reactive Phosphorus (RP) quality parameter, being delivered primarily through chemical treatment.

Three of the RBMP3 sites within the programme are PFI sites (East Calder, Whitburn and Blackburn WwTWs) returning to Scottish Water in 2029. SEPA has issued permit variations to Stirling Water (PFI operators) and they must deliver improvements by December 2027. The Scottish Water project team has developed solutions to Gate 50 status, which will provide a cost benchmark once Stirling Water provide a detailed design later in 2026.

Through combined growth and RBMP drivers, Nereda treatment is being used at Winchburgh WwTW for RP removal. Ferric dosing was introduced in 2024 to meet the current target of 0.55 mg/l 95%ile and a standard of 0.38 mg/l once growth is fully realised.

15.2 Data

There has been no change to the data sources and methodology from AR25.

Regulatory samples results are sourced from Scientific Services LIMS. Using these, a permits reference set and a **calculation** spreadsheet, the compliance status is calculated for each WwTW sampled under OSM. Compliance reports are created weekly using Power BI and shared within Scottish Water and with SEPA.

A Confidence Grade of A1 has been given to the data contained in each line in this table. The data is sourced from Scottish Water corporate systems. On-site data is also being collated through an Operational Management Application, ESNETs and other available technology. This enables mitigation to prevent fails by providing data and highlighting potential issues at a WwTW. It also provides evidence to support any future investment decision.