



LISTENING TO OUR CUSTOMERS

ANNUAL CONSULTATIVE MEETING

Our water and waste water services support daily life for millions of people across Scotland. Delivering outstanding customer service is at the heart of what we do.

In 2019/20, customer satisfaction reached its highest-ever level and water quality remained very high. A total of £673 million was invested in our assets and services delivering benefits for the public, environment and economy. We want to listen to your views on our service, update you on our performance and share our plans for the future.

In light of Covid-19 our Annual Consultative Meeting has been replaced by an online update. Hosted by our Chair, Dame Susan Rice, DBE and Chief Executive, Douglas Millican, we invite you to view the video at:

www.scottishwater.co.uk/acm

If you would like to ask our Leadership Team a question, please complete the online form available no later than Wednesday 20 January. We will publish all questions and answers on the website within a few weeks of this date and will notify you when this becomes available.

If for any reason you do not have access to our website, call our Customer Helpline on 0800 0778778 for assistance with an alternative format.

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