



**business stream**

A SCOTTISH WATER COMPANY



## emergency planning



### Be prepared for any crisis

Water emergencies are bad news. For some businesses, water is part of their operations or production – but really, no organisation can run without this essential service. So it's a relief to know that by calling a single number, you can hand the problem over to someone who knows you and your business – and who'll get right on the case.

We can also work with you to plan for water emergencies in advance. That's the peace of mind we offer when you sign up to Business Stream as your water supplier.

## On tap – whatever the hour

Our emergency line is staffed 24 hours a day. It's the only number you'll need.

If the source of the problem is on your site, we'll get someone out swiftly to resolve it. We'll also offer an alternative water supply, where that's useful.

If the problem is external, we'll contact Scottish Water to investigate further.

Either way, we won't expect you to spend time trying to find out – that's our responsibility. Which leaves your staff free to get on with managing your water consumption and keeping your operation going.

## Speak direct to an expert

Some out-of-hours services simply patch you through you to a call centre. Not ours.

Our emergency service is staffed by our relationship manager team. These are water experts – people who know what they're talking about, and understand your business inside and out.

You can be sure we'll grasp the situation immediately, and that you won't be passed on to explain the issue to someone else.

## Your early warning system

Of course, you won't always be the first to get wind of a local water problem. So wherever possible, we act proactively, to warn you of any issues that might affect your business.

As your supplier, we'll work with you to identify your sensitive sites – those that would be particularly hard hit by a water service disruption. We appreciate how vital it is to minimise the impact on these business-critical areas.

Armed with that knowledge, we can alert you to a major burst or water quality issue – any problem that arises close to one of those sites.

## Building your plan

But it's not all about sorting the problem after it has occurred. We can work with you to plan for every eventuality.

We can help you produce an effective emergency plan for internal use. And we'll advise on how best to communicate it – ensuring a swift response to limit the impact of any crisis.



Call us today  
to get peace of mind.

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