



Scottish Water

Trusted to serve Scotland



Do you look after any
fish or aquatic pets?

Chloramination explained

We are adjusting the way we treat the tap water in your area, keeping it safe to drink.

The chloramination process

The most common method of making drinking water safe is to add small, controlled quantities of chlorine. We are moving to a treatment process called chloramination. This is based on chloramine, which is formed when chlorine combines with small quantities of ammonia.

This new treatment process is longer lasting within the pipe distribution system and, unlike chlorine, has the benefit of no significant taste or odour.

Chloramination is widely used in other parts of the UK to treat the public water supplies.

Pet fish

Pet fish owners should already be aware that chlorine is harmful to fish and that preparations to neutralise chlorine are readily available.

Chloramines can similarly be harmful to fresh and salt-water fish, however they can be neutralised by water conditioning agents available from your pet shop. Biological filters are effective in reducing the amount of ammonia present.

If you are in any doubt, you should contact your aquarist or specialist society, and ask what filtration equipment is best suited to your type of aquarium.

Pond fish

If your fish are kept in a pond which you have to top up, you should monitor chloramine residual levels using a total chlorine test kit. These are available from pet shops, pool supply stores and chemical suppliers. The residual level should be kept below 0.1 parts per million.

Other pets and plants

The new form of treatment is harmless to other domestic pets but can affect other aquatic reptiles and amphibians such as frogs and turtles. There will be no effect on plants or soil.

If you are unsure whether your pet will be affected by chloramination please check with your local pet shop, vet or specialist society.



Keeping up to date and getting in touch

We are always working so the cycle never stops – find out more about Scottish Water, our services and keep up to date with what we are doing in your area:

Visit



www.scottishwater.co.uk

Follow us



facebook.com/scottishwater



[@scottish_water](https://twitter.com/scottish_water)

Email



customer.services@scottishwater.co.uk

Call



Customer Helpline free 24/7
0800 0778778

Text (SMS)



To receive **free** texts (SMS)* to keep up to date about our work or service updates, such as having no water supply, in your area - please text **'Update' with your postcode** to **82228**.

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

If you have a disability, medical condition or other reason where you may need additional assistance from Scottish Water then please contact us and we can add your name, address and requirements to our confidential Additional Support Register.

We record all calls for quality and training purposes.

*For more info and T&Cs visit www.scottishwater.co.uk/textterms