

12 October 2006

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Dear Sirs

Draft National Plan for Gaelic and Draft Guidance on Gaelic Language Plans

Scottish Water welcomes the opportunity to comment on the aforementioned consultation paper which proposes measures to encourage the use and promote the development of Gaelic and its culture across home and community life.

Scottish Water broadly supports the principles of the draft plans. However we would like to clarify that Scottish Water has not been granted any financial provision within our regulatory settlement, as determined by the Water Industry Commission (WIC) in the Strategic Review of Charges for the period 2006-10, for the changes suggested within the paper. Scottish Water has concerns that financing the additional costs associated with the draft paper may only be possible by passing those costs directly onto Scottish Water customers. As such, this matter would be required to be discussed with Scottish Water's regulator the WIC.

We also wish to highlight that Scottish Water produces a variety of documents and literature to both our customers and the general public, in which we state that the material can be produced in alternative languages if requested. Currently Scottish Water receives only one request per annum for literature to be translated in to Gaelic, this is from a cross-section of approximately 2.3 million households.

Therefore, whilst we support this initiative in principle, Scottish Water would question the benefits achieved from the proposed actions as well as query the practicality and feasibility of their implementation.

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Should you require any additional information regarding this, or any related topic, please do not hesitate to get in touch.

Yours faithfully

Alison MacKenzie
Head of Customer Service Support