

To let you know more about Living on Water, we've answered some of the most frequently asked questions below. If you have any other queries, just email us at [enquiries@scottishcanals.co.uk](mailto:enquiries@scottishcanals.co.uk)

## What will happen to my rubbish?

Each site will have a designated bin storage area. Refuse will be uplifted on a regular basis. Full information will be included in the Mooring Welcome Pack. All refuse must be bagged and sealed and placed in the designated container. At no time must rubbish be left on your boat exterior, or on a pontoon or quayside as this will present a health and safety issue.

## Can I park my car near my mooring?

Most sites will be promoted as a healthy lifestyle option but where private car parking facilities are available these will be allocated on a 'first come first served' basis and will attract an annual lease charge. If required there may be car parking facilities nearby but it will be the responsibility of the berth holder to make the arrangements with the third party. For car parking spaces in the area visit [www.yourparkingspace.co.uk](http://www.yourparkingspace.co.uk)

## How do I empty my boat's toilet?

Pump out facilities are located either on site or a short distance away. Customers who require a pumpout must do so by appointment only. Contact and booking details are included in the Mooring Welcome Pack that all residential mooring customers receive.

## How do I link my boat to the electricity supply?

Electricity comes from a socket on a bollard at your mooring. The supply at the socket is 230Volts AC, 50Hz, AC, with a rating of 16amps. It is your responsibility to ensure that you do not exceed your bollard's rating. By law the flexible cable between the socket and your boat must be in one continuous length with no sign of damage, without joints or couplings or any other form of extension. The flexible cable must not be longer than 25m in length, should have three internal courses of 2.5 sq mm cross sectional area and must not be wound around the body of the electricity bollard to take up the spare cabling. Scottish Canals recommend flexible armoured Syllflex cable or artic-grade PVC sheathed cable. The cable should not trail into the water and should not create a tripping hazard at the mooring.

## How do I pay for electricity?

Electricity is monitored by either a Mainstalk system with invoices issued quarterly or by a pre paid card reader system. More frequent invoicing may be possible by arrangement but this will incur an additional charge.

### Will I have a post box and address?

Your berth will be issued a post code and mail may be delivered to your boat. To enable a postal delivery you will have to have a post box affixed to the nearside of your boat or a letter box installed to the side. Please note that, due to health and safety reasons, no Royal Mail operative will come aboard your craft, they will therefore have to have good access to any post or letter box. You will have to liaise with the local post office as to the delivery of any parcels. In some areas secure post boxes will be located in or on a Scottish Canals building.

### Will I have a Telephone Line and Wifi?

With the latest technology available to most areas and the high cost of installation there are very few dedicated telephone lines to moorings. A variety of companies offer excellent WiFi and 3G services but it will be up to the individual to arrange this service.

### Where do I store bulky items.

Where possible sites will have a designated secure storage facility. Also some areas may have bike sheds or bike rack storage facilities. Bulky items must not be stored on the pontoons or common areas/third party land and must be securely fastened if stored on board, especially when underway.



**Click-let Water**

Take the next step. Call our marketing agent Click-let Water on

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