

Customer Excellence Centre Response to customer contacts November 2025

This audit assessed Scottish Water's response to consumer contacts concerning drinking water quality. It also examined the integrity of processes used to compile and report annual consumer contact data to DWQR.

Overall, Scottish Water provides clear information to consumers and generally delivers a high standard of customer service, with contacts handled professionally and field visits arranged promptly. However, the audit identified several weaknesses in procedures, public health risk assessment, escalation of issues from the field, and communication of outcomes to consumers, resulting in ten improvement actions in these areas. While most contacts were investigated satisfactorily, the audit identified several cases where investigations were considered insufficient to determine the cause of reported issues (therefore prevent recurrence) or provide appropriate advice to consumers. In several instances, these shortcomings appeared to stem from a disconnect between company functions and a lack of oversight, indicating a need to clarify roles and responsibilities.

The audit also reviewed Scottish Water's processes for compiling and reporting consumer contact data to DWQR, with a focus on discolouration complaints. The data-handling process was found to be complex, undocumented, and reliant on individual staff members, with no formal approval or audit process which is an approach unsuitable for data of such

regulatory importance. A significant discrepancy identified in one supply zone suggested that the annual submission for 2024 likely under-reported the number of consumer contacts due to the way these were originally recorded. DWQR makes two findings in this area, both of which require urgent attention.

DWQR identified twelve findings. Proposed interventions to address DWQR's findings, along with completion dates and any interim mitigations that will be put in place have been agreed with Scottish Water.

DWQR will monitor completion of agreed interventions, and may request evidence of completion or re-visit the site.

