



Drinking Water Quality Regulator
for Scotland

Consumer Complaint Determination

2019/12

Incorrect sampling technique

9 April 2019

DWQR Inspector:
Sue Petch

Basis of complaint

Scottish Water has not taken samples correctly when investigating a water quality complaint.

Context of complaint

The consumer contacted Scottish Water on several occasions between 2014 and 2018 regarding the quality of water, in particular regarding lead and particles in water. This Water Quality complaint has previously been escalated to DWQR for investigation and DWQR concluded that Scottish Water had acted appropriately and the water supplied met the required standards. Further sampling was carried out by Scottish Water on 15th November 2018 and the consumer was concerned that these samples had not been taken correctly and therefore the samples were not representative of the quality of water supplied. Scottish Water further investigated the Water Quality complaint and the Service Review team provided a response on 18 December 2018. The consumer was dissatisfied with the response and escalated the complaint to DWQR.

DWQR Assessment of complaint and the actions taken

Scottish Water arranged to take samples from the consumers property on 15 November 2018 following a request from the consumer for pre and post flushed samples to be taken. Scottish Water's Service Review Manager was also present along with representatives from the relevant local authority who witnessed the samples being taken.

The consumer raised concerns with Scottish Water regarding the sampling method on 17 November 2018 and following an exchange of correspondence received a closing response from Scottish Water. The consumer called Scottish Water on 7 March 2019 regarding the handling of his complaint and Scottish Water indicated they were satisfied with all their actions taken in response to this customer enquiry.

DWQR has reviewed the information relating to the complaint including a further

assessment of all water quality data, visited the complainant, witnessed sampling being undertaken by the local authority and contacted one of the individuals from the local authority present during the sampling event of 15 November 2018.

Conclusions

DWQR could find no evidence to support the complaint that samples were not taken correctly and the complaint was not upheld.

