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To:
Scottish Water

Our Reference:
13 February 2015

Dear Colleagues

Information Letter 1/2015

Changes to DWQR's Operations Team

1. Purpose

The purpose of this letter is to inform you of changes to DWQR's Operations Team and the day to day contacts for Scottish Water events and consumer concerns and private water supply issues. It also explains changes to the DWQR and Private Water Supplies websites.

2. Operations Team Staff

2.1 DWQR is pleased to welcome a new inspector to the Operations Team from the start of the year. Moira Malcolm has joined us from Midlothian Council bringing useful experience of environmental health and analytical matters.

2.2 As a consequence the work allocation of day to day matters has changed, with each inspector responsible for a specific area for both Scottish Water and private water supply matters. Areas have been defined according to Scottish Water Operational Areas, as follows:

Scottish Water Area	Local Authority
West	West Dunbartonshire East Dunbartonshire Inverclyde North Ayrshire South Ayrshire East Ayrshire East Renfrewshire Renfrewshire Glasgow Stirlingshire Falkirk

	Clackmannanshire
South	South Lanarkshire North Lanarkshire Dumfries and Galloway Scottish Borders East Lothian Mid Lothian City of Edinburgh West Lothian
East	Fife Perth and Kinross Angus Dundee Aberdeen City Aberdeenshire Moray Orkney Shetland
North	Highland Comhairle nan Eilean Siar Argyll and Bute

2.3 It is expected that each inspector will be the primary point of contact for matters arising in that area, both in terms of the public and private supplies. It is hoped that this will help to foster a consistent and productive working relationship with both Scottish Water and local authority staff. Naturally, all members of the team will be assisted by other team members where additional expertise or support is required.

2.4 In the first instance, contact should be made with the DWQR inspector responsible for the SW operational area in which the event occurs:

Area	Name	Office No.	Mobile No.	Email
North	Matt Bower	0131 244 0743	07768 802283	matthew.bower@scotland.gsi.gov.uk
South	Colette Robertson-Kellie	0131 244 0278	07919 298 200	colette.robertson-kellie@scotland.gsi.gov.uk
East	Bill Byers	0131 244 7330	07789 786 519	william.byers@scotland.gsi.gov.uk
West	Moira Malcolm	0131 244 0188	07976 465359	moira.malcolm@scotland.gsi.gov.uk

2.5 The same arrangements will continue out of hours where necessary. If contact cannot be made and the matter is urgent, another inspector should be tried. Failing this, the Drinking Water Quality Regulator, Sue Petch should be contacted:

Area	Name	Office No.	Mobile No.	Email
	Sue Petch	0131 244 0186	07785 454 733	sue.petch@scotland.gsi.gov.uk

2.6 Data issues should continue to be addressed to David Grzybowski, and private water supply grant issues to Lynne McMinn.

3.0 DWQR and Private Water Supplies websites

3.1 A new, updated, version of the DWQR website will go live at the end of February. This will update the look of the site and make it much easier for us to edit it and add material. The main URL will not change (www.dwqr.org.uk), but the location of some of the internal material may do, meaning that any links from other websites will need to be updated.

3.2 You may have noticed that the UK Private Water Supplies website (privatewatersupplies.gov.uk) has been changed. The new site will act more as a signpost to national drinking water regulator websites, where detailed information on private water supplies may be found. It is our intention to greatly increase the amount of guidance material available to EHOs and PWS users on the DWQR website, and you should see evidence of this when the new site goes live. We have become aware that a number of you had links to material on the old PWS site and that these no longer work. We should like to apologise for any inconvenience, however this new approach will ensure that material is much more current and we can respond quickly for requests for specific guidance, making it available to all.

3.3 Any enquiries about this letter should be addressed to Matthew Bower (0131 244 0743). This letter has been sent electronically.

Yours sincerely,



Matthew Bower
Operations Team Leader
Drinking Water Quality Regulator for Scotland