

Drinking Water Quality Regulator for Scotland

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Regulation Manager  
Scottish Water  
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Your ref:  
Our ref: B4520142  
27 March 2012

**Dear Peter**

## **Information Letter 01/2012**

### **Consumer Complaint Information Requirements**

#### **Purpose**

1. The purpose of this letter is to set out the information required from Scottish Water in order for DWQR to investigate a consumer complaint regarding the quality of their supply.

#### **Background**

2. DWQR receives a number of complaints each year from Scottish Water's customers who are dissatisfied with the quality of water they receive. To investigate these complaints DWQR requires information relating to the complaint.
3. Complaints are investigated to determine whether the supply is wholesome as defined by the Water Supply (Water Quality) (Scotland) Regulations 2001 and that the water meets reasonable standards of aesthetic acceptability. In addition DWQR will assess that the consumer has received clear and satisfactory information regarding the quality of their supply and that Scottish Water's response, the investigation of the root cause of the complaint and their action to resolve matters was, appropriate.
4. Complaints will normally only be investigated when the consumer has followed the Scottish Water formal complaint process. In the event of a health related complaint or concerns over a significant breach of regulatory standards then investigation may take place immediately.

## **Detail**

5. Scottish Water shall nominate a liaison officer as the single point of contact for information requests relating to a water quality complaint.
6. Requests for information will be sent by email and a response is required from Scottish Water within ten working days of the request.
7. As a minimum the following information shall be provided:
  - Contact history
  - Sample results taken from the consumer's property and any relevant from the surrounding area
  - Details of any operational activity or changes to the water supply system which may have given rise to the complaint
  - Details of the supplying works, reservoirs and supply route to the consumer's address
  - Water quality data from supplying works, reservoirs, water supply zone and DMA for the preceding 12 month period.
  - Water quality contact data from the DMA for the preceding 12 month period, with dates, postcodes and category of contact.
  - Details of any investigations planned or carried out
  - Details of any remedial action planned or taken
  - Details of information supplied to the consumer
8. Depending upon the nature of the complaint further information may be required and this will be included in the request.

## **Timescales**

9. The name of the nominated liaison officer to be provided by 16 April 2012. Consumer complaints received after 30 April 2012 will be dealt with as detailed in this letter.

## **Enquiries**

10. A copy of this letter has been sent to the Water Industry Commission for Scotland, Consumer Focus Scotland, Scottish Public Services Ombudsman and the Drinking Water Inspectorates for England and Wales and Northern Ireland.
11. Enquiries about this letter should be made, in the first instance to, Bill Byers on 0131 244 7330. Please acknowledge receipt of this letter.

Yours sincerely



Sue Petch  
Drinking Water Quality Regulator for Scotland