

Case: 201103915, Scottish Water
Sector: Scottish Government and devolved administration
Subject: water pressure - low
Outcome: some upheld, recommendations

Summary

Mr C complained that Scottish Water supplied water to his home at inappropriately low pressure. He was aware that they had installed pumps at the end of his street but said that they had failed to switch them on. He was unhappy with Scottish Water's handling of his complaint as they had not turned the pumps on and had not explained why they were not in operation.

Scottish Water said that they were supplying Mr C with water at above the guaranteed pressure of one bar. As Mr C was dissatisfied with this explanation, they offered to carry out an analysis of the pumps, which they did. The analysis revealed that it would not be cost-effective to bring the pumps into operation. We did not uphold his complaint as we were satisfied that Scottish Water had given the matter appropriate consideration. However, we found that they had never explained to Mr C why the pumps could not be switched on and we recommended that they apologise to Mr C for failing to deal with this aspect of his complaint.

Recommendation

We recommended that Scottish Water:

- apologise to Mr C for failing to provide him with an explanation.