

SPSO decision report

Case: 201300374, Scottish Water
Sector: water
Subject: damage caused / compensation
Outcome: not upheld, no recommendations

Summary

Mr C complained to us that flooding caused by a blockage on Scottish Water's water system had damaged his property, but that they would not pay compensation.

We explained to Mr C that our role in complaints about compensation is very limited and so we would only be considering whether Scottish Water had handled his claim reasonably. Our investigation established that they had done so. Although the blockage was on their side of the pipework system, rather than on Mr C's side, they could not reasonably have been expected to have known about it beforehand, or to have taken action to prevent the flooding. In such cases, Scottish Water have no legal obligation to pay compensation.