



NEWS RELEASE

November 19, 2009

Cupar folk urged to share views on flooding

*Waterwatch Scotland is encouraging Cupar residents to attend their next public meeting on **Wednesday 25th November** at:*

- **Council Offices, St Catherine's Street at 4:00pm**

Waterwatch Scotland, the national complaints handling authority for all domestic and non-domestic water customers and customer representative body for the water industry in Scotland is looking for Cupar residents' views on flooding at their next public meeting in the town on Wednesday.

Waterwatch Scotland Convener, Heather Brash, said: "Over the past few months vast swathes of Scotland, including Cupar, have been affected by severe weather and floods.

"Flooding is now a really worrying issue in Scotland and with climate change the severity of flooding can only get worse leaving more and more houses and businesses vulnerable. Unfortunately, those who experience flooding can struggle in ensuring that quick and permanent solutions are found and therefore continue to suffer from further repeated incidents.

"Waterwatch Scotland would welcome as many people as possible to our public meeting to share their views on how we can best address this most topical issue."

Waterwatch Scotland has the authority and powers to help customers in a variety of ways and hopes that people in Cupar area will take full advantage of this service by attending the meeting.

-ENDS-

Notes to Editors

To seek an interview with Waterwatch Scotland, please contact John Macgill or Andrew Ritchie on 0131 556 0050 (including out of hours)

Waterwatch Scotland (WWS) is the national complaints handling authority for all domestic and non-domestic water customers and customer representative body for the water industry in Scotland.

WWS is independent of Scottish Water, government and other water/sewerage service providers. Its role is to:

- Investigate Complaints
- Represent Customers' Views & Interests
- Influence Policy
- Inform & Advise

WWS' responsibility for second-tier complaints handling means that WWS can take forward individual customer grievances against Scottish Water or other providers.

WWS can also make statutory recommendations to Scottish Ministers, Scottish Water and other service providers, and industry regulators: Scottish Environment Protection Agency (SEPA), Drinking Water Quality Regulator (DWQR) and the Water Industry Commission for Scotland (WICS).

From time to time, WWS receives complaints which are of such importance or have a public-interest impact beyond the specific complaint itself, that WWS will issue a formal report on the complaint and greater issues raised.

In addition to the making of such formal reports and the findings and recommendations made, a key role of WWS is to continue to work to ensure that such recommendations are adopted in the interest of customers to mitigate and prevent future occurrences.

Issued on behalf of Waterwatch Scotland, Corporate Office, Forrester Lodge,
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