

**NEWS RELEASE****November 12, 2009****Eyemouth folk urged to share views on Scottish Water**

*Waterwatch Scotland is encouraging Eyemouth residents to attend their next public meeting on **Tuesday 17<sup>th</sup> November** at:*

- *Churches Hotel, Albert Road, 2:00pm*

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 actively seeking feedback on a wide range of issues, including the service customers receive from Scottish Water.

Convener, Heather Brash, said: "Public meetings play an important role in allowing Waterwatch Scotland to gather evidence of how customers are affected by the water industry in Scotland. We can best represent customers' interests if we can build a complete and balanced view of the sort of service they receive from their water provider.

We would be delighted to welcome as many people as possible from the Eyemouth area to share their experiences on Tuesday. If anyone has any concerns about their water supply, or issues with water in general, the public meeting will provide an ideal opportunity to air them."

Waterwatch Scotland has the authority and powers to help customers in a variety of ways and hopes that residents of Eyemouth and its surrounds will take full advantage of this service on 17th November 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, Inglewood,  
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