

NEWS RELEASE**November 10, 2009****Lossiemouth and Rothes folk urged to share
views on water efficiency**

*Waterwatch Scotland is encouraging Lossiemouth and Rothes residents to attend their next public meetings on **Wednesday 11th November** at:*

- **Lossiemouth:** Stotfield Hotel, Stotfield Road, 10:30am
- **Rothes:** East Bank Hotel, High Street, 2:30pm

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, also actively promotes water efficiency and would welcome views of Lossiemouth and Rothes residents at its public meetings today.

Convener, Heather Brash, said: "All too often people take their water supply for granted. With our reputation for heavy rainfall, the commonly held perception is that Scotland has more than enough water. However, water is rather scarce in parts of the country, and with climate change the problem can only get worse.

"One of Waterwatch Scotland's remits is to identify and implement water efficiency strategies. We hope that together with local water customers we can help promote a change in behaviour and ensure sustainable water resources for the future.

"Waterwatch Scotland would be delighted to welcome as many people as possible to our public meetings today to share their views on this most topical issue."

Waterwatch Scotland has the authority and powers to help customers in a variety of ways and hopes that people in the Lossiemouth and Rothes areas will take full advantage of this service by attending the local meetings.

-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,
Alloa, FK10 2HU