

# **Private water supplies: the consumer perspective on improving resilience and water quality**

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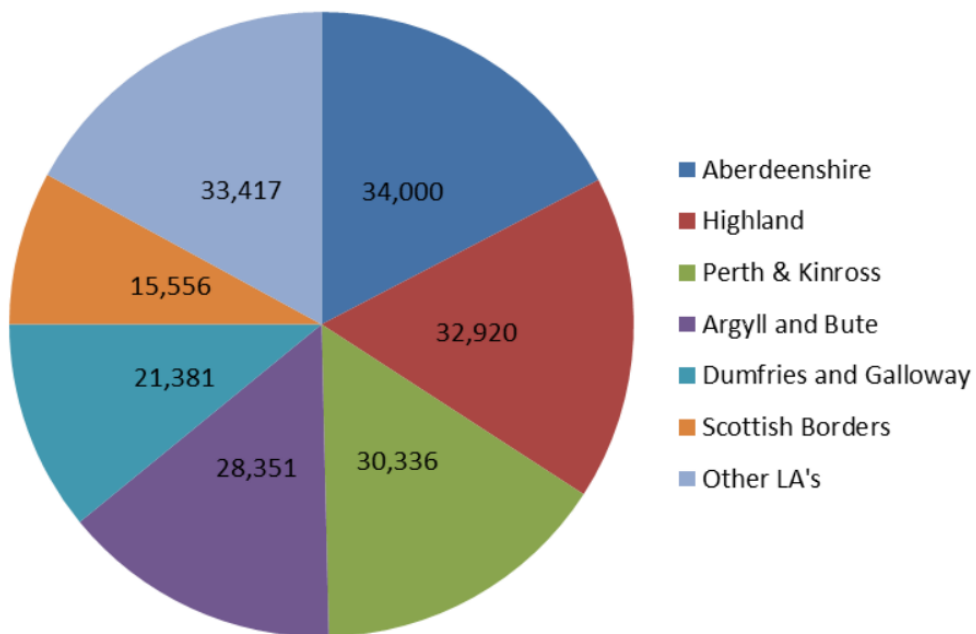


# Who are private water supply users?

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Population on PWS



DWQR, 2017





# What risks do private water supply users face?

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- Health risks through raw water contaminants
- Water shortages



# The research aims

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- To understand what support private water supply users need to help them improve their water quality
- To understand what private water supply users think will help them achieve a sustainable supply of safe drinking water
- To provide evidence to inform Scottish Government strategies to improve the quality of private water supplies



# Barriers to managing a safe and resilient private water supply

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- People are not aware of the risks
- People don't know how to choose the most appropriate treatment
- Installing and maintaining treatments is expensive and people have to take on the entire financial burden



# Barriers to managing safe and resilient private water supply cont.

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- Redress can be hard to secure when things go wrong
- It can be difficult to get an entire community to agree, act and pay for a new private water supply treatment
- Local authorities play a dual role of enforcer and advisor
- Support from local authorities varies depending on where people live





# How can private water supply users be supported to improve resilience and water quality?

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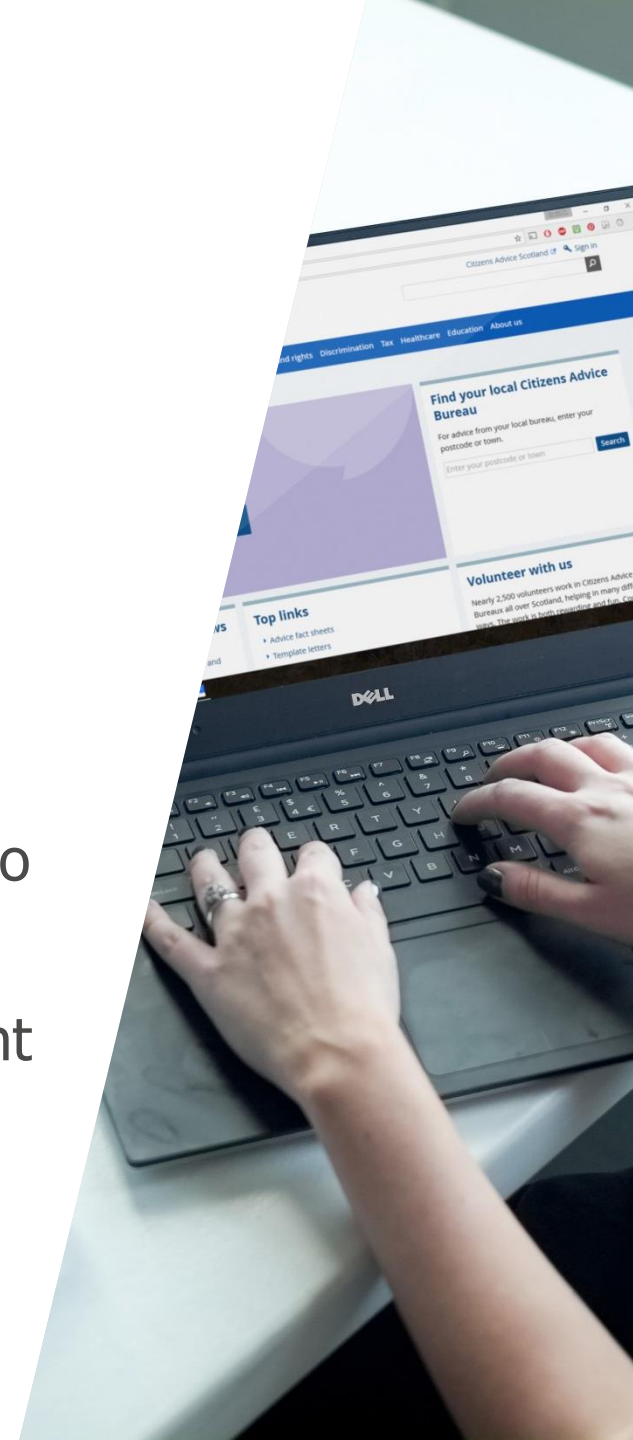
It is essential that we listen to what private water supply users say the barriers to improving their supplies are, and that we keep private water supply users at the centre of decisions



# Recommendations from the research

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- A framework of support for private water supply users is required
- There is a need for consistency in support
- Where appropriate to do so, private water supply users should have the opportunity to connect to a mains supply
- Affordable and appropriate water treatment solutions need to be available







# Questions?

**[www.cas.org.uk](http://www.cas.org.uk)**

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