

WATRS

Water Redress Scheme

ADJUDICATOR'S DECISION SUMMARY

Adjudication Reference: WAT/ /1190

Date of Decision: 28 March 2019

Complaint

The customer submits the company is supplying water at too high a pressure, causing damage to her internal appliances. She claims for the company to install a break tank system in her home, at its own cost.

Defence

The company denies liability. It asserts there is no maximum water pressure and this is a private issue for the customer to resolve.

Findings

The customer has not proven any failing by the company.

Outcome

The company does not need to take any further action.

The customer must reply by 29 April 2019 to accept or reject this decision.

This document is private and confidential. It must not be disclosed to any person or organisation not directly involved in the adjudication unless this is necessary in order to enforce the decision.

- That the customer experiences high water pressure and this is damaging her appliances is a private matter. It is not responsible for any damage caused due to high water pressure.

How is a WATRS decision reached?

In reaching my decision, I have considered two key issues. These are:

1. Whether the company failed to provide its services to the customer to the standard to be reasonably expected by the average person.
2. Whether or not the customer has suffered any financial loss or other disadvantage as a result of a failing by the company.

In order for the customer's claim against the company to succeed, the evidence available to the adjudicator must show on a balance of probabilities that the company has failed to provide its services to the standard one would reasonably expect and that as a result of this failure the customer has suffered some loss or detriment. If no such failure or loss is shown, the company will not be liable.

I have carefully considered all of the evidence provided. If I have not referred to a particular document or matter specifically, this does not mean that I have not considered it in reaching my decision.

How was this decision reached?

1. It is not in dispute that the company supplies water to the customer's outside stop valve at a pressure of around 6.8 bar (though both parties say the water pressure increases thereafter). I note the company requires this level of water pressure in its mains supply to ensure water reaches all locations.
2. I acknowledge there is no law or policy that limits the pressure of the water supplied. Though I am mindful CCWater states most internal fittings are certified up to 10 bar.
3. Taking into account there is no law or policy to limit water pressure; that the company requires a certain level of pressure to maintain the supply to all locations; and that the water pressure in the mains is within the tolerance of most fittings, I cannot find the company at fault for supplying water at a pressure of 6.8 bar.

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4. The water pressure at the customer's home is much higher than the pressure at the mains. In consideration of the company's explanation, I accept this is due to the effects of gravity increasing the water pressure as it travels through the customer's private pipework.
5. The company is not responsible for the pipework between the outside stop valve and the customer's property. Therefore, the company is not obliged to take action to reduce the water pressure within the private pipework.
6. The customer considers the company is responsible for her experiencing high water pressure; however, I do not find this to be the case. The position of the customer's property and the route of her supply pipe are not the responsibility of the company. The company is only responsible for the water supplied up to the customer's outside stop valve.
7. While I appreciate the customer is unhappy the company has not taken action to assist her, I am unable to find the company has failed to provide its services to the standard to be reasonably expected by not doing so. I therefore find the customer's claim for the company to take action is unable to succeed.

Outcome

The company does not need to take any further action.

What happens next?

- This adjudication decision is final and cannot be appealed or amended.
- The customer must reply by 29 April 2019 to accept or reject this decision.
- When you tell WATRS that you accept or reject the decision, the company will be notified of this. The case will then be closed.

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- If you do not tell WATRS that you accept or reject the decision, this will be taken to be a rejection of the decision.
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Justine Mensa-Bonsu, LLB (Hons), PGDL (BVC)

Adjudicator

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