

Subject: SWW complaint - CCWater ref: 140206-000083
From: Enquiries Southwest <Southwest.Enquiries@ccwater.org.uk>
Date: 11/04/2014 11:33
To: "John Layte (john@layte.com)" <john@layte.com>

Dear Mr Layte

I write following our telephone conversation earlier today (11/04/14). I have passed the points you made to me onto South West Water (SWW).

Having also discussed the matter with my manager to confirm, he agrees that unfortunately the crux of the issue is that whether or not the leak is on your private supply pipe, or the connecting pipe that is tapping into your supply, it is **still your responsibility to investigate as it is a private issue.**

SWW's position is that both the leak and the tapping in ultimately involve your private supply pipe – regardless of whether the leak is on your supply pipe or the connecting pipe that is tapping in. SWW therefore are not obliged to investigate or fix it.

As far as this specific issue is concerned therefore, CCWater cannot act any further. I have provided a link below which details SWW's code of practice on leaks. I have provided this just in case you have not seen it:

http://www.southwestwater.co.uk/media/pdf/a/7/CLDv2_0314_for_web.pdf

I am sorry that this is not the response you want, and I note from our conversation that you will likely pursue this issue further with SWW and Alan Brand. I also note Kristian Barber wrote to you via email on 14/02/14 and provided you with his direct dial should you wish to discuss this issue further: 01392 672312.

I will shortly be closing down your case file. However, should you have any further concerns or queries with SWW that do not relate to this specific issue and the points discussed, please either call me on 01392 428028 or email me at

southwest@ccwater.org.uk

Many thanks

Brendan Green

Complaints Administrator

Consumer Council for Water

Visit our website: www.ccwater.org.uk

Follow us @WaterWatchdog

Please read our leaflet here: <http://www.ccwater.org.uk/wp-content/uploads/2013/12/Your-right-to-complain-about-your-water-or-sewerage-company.pdf>

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