

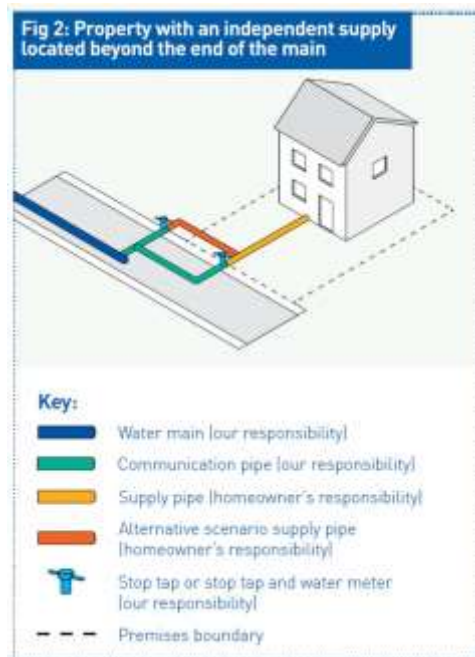
11 July 2017

Stacey Harper
Consumer Council for Water

Dear Stacey

Thank you for your [4 July 2017 email](#) concluding my complaint against Chris Broxton regarding her [9 June 2017 letter](#). As you know from our 5 July 2017 phone call I do not agree with your conclusion as I consider Chris Broxton's [26 June 2017 letter](#) to be even more deceitful than her 9 June 2017 one. I will be writing to Chris Broxton explaining why in due course but a 10 July 2017 draft of my letter can be viewed [HERE](#) now.

More importantly our main complaint against SWW is, and has always been, their insistence that the low / zero water pressure we endured was a private matter as their responsibility ended where their main ends at Tailings End. We have always agreed that the pipe crossing Goon Farm land is a private pipe and our responsibility but believed the pipe from Tailings End to Goon Farm's boundary is a communication pipe and SWW's responsibility. You stated (in our 5 July 2017 phone call) that it was not up to CCWater to determine if a pipe is a private pipe or a communication pipe (as you stated in your [3 April 2017 email](#)) but as I pointed out CCWater does not have to determine this as SWW documentation already does –



This diagram together with Dr Parry's statement in his [22 February 2017](#) letter to CCWater that *"In the event that the pipe travels from Mr Layte's stop tap along Lower Goongumpas Lane and within the boundary of the street then this would be a communication pipe and the responsibility of SWW"* is surely all that CCWater need to disagree with SWW's claim that the pipe is entirely a private supply?

In addition to Dr Parry's statement Mike Shannon, in our 4 March 2016 meeting, stated *"the first part of the pipe from the stop tap / meter in Lower Goongumpas lane is a communication pipe"* although I am told he now cannot recollect stating this and apparently denied being shown a copy of Sarah Newton (MP) [3 March 2016 email](#) at the same meeting (see Chris Broxton's [9 June 2017 letter](#) highlighted text). Unfortunately Mike Shannon denied my request to record the meeting ☹.

It is obvious that in the past SWW have told CCWater that the pipe is private and CCWater has believed this which has resulted in CCWater dismissing our complaint "as a private matter" - as can be seen in the [11 April 2014 letter from Brendan Green](#) and the [15 October 2015 email](#) from Neil

Whiteman to Chris Bloxton you sent me on 5 July 2017 (I will be commenting further on this exchange later, sorry!).

When we first complained about low / zero water pressure back in 2009 – 2010 SWW said it was a private matter as their responsibility ended at the end of their main near Tailings End in Lower Goongumpas lane and the pipe from there was a private pipe. We didn't know how our water got from there to our properties so we had to take their word for it but in early 2013 we discovered a [map and easement](#) in the deeds of Winter Cottage that showed the pipe was laid in Lower Goongumpas Lane until it entered Goon Farm at their boundary. On [4 March 2013 we emailed](#) SWW's Allister Symonds with a copy of this map and easement and included an old aerial photo of Winter Cottage and a list of dates and times our water supply had dropped to zero (Prepared by Mr Bellward of the Annexe Winter Cottage). Although we did not realise the significance of the map showing part of the pipe to be laid in the lane at the time as we knew nothing about communication pipes and SWW's responsibility for them but Allister Symonds should have done. If he doubted the map's accuracy it would have been a simple matter to check by excavating the lane, as we have now done, but it appears he did nothing and kept "mum" about the [map and easement](#). The only response we have had from Allister Symonds since 4 March 2013 is his [9 March 2015 email](#) deleting without reading the [8 February 2015 email](#) (subject Water problems at Goongumpas).

The [4 March 2013 email](#) was sent to CCWater and SWW on numerous occasions and one would have thought that SWW would have realized its significance and investigated the map's authenticity by excavating the lane but again it appears nobody did. When SWW excavated the lane to install the stop tap and meter we had requested in late 2013 the installer (understood to be Kevin Bray) would surely have reported that the map was wrong and the pipe entered private land adjacent to the meter if it did but as it didn't he should have reported that too as it would have ended SWW's claim that it was a private supply pipe four years ago.

As you know we excavated the area around the Lower Goongumpas lane stop tap ourselves on 20 June 2017 and discovered the pipe does go down the lane towards Goon Farm thus verifying the map attached to the [4 March 2013 email](#) was authentic as can be confirmed from our [27 June 2017 email](#) to CCWater.

As I said in our 5 July 2017 phone call I am not happy with any CCWater complaint resolution dismissing our claim that relies on a lie from SWW and believe that any such resolutions must be themselves dismissed.

As I said in our 5 July 2017 phone call I think we should re-make the main complaint now that SWW's claim that the pipe enters private land at Five Acres is untrue but cut it down to the bare bones and submit the lesser complaints separately. Accordingly –

Main complaint against SWW

SWW employees that have had sight / should have had sight of the [map and easement](#) attached to our [4 March 2013 email](#) and have stated "*it is a private matter involving a private supply*" (or similar) should apologise and resign (or be severely reprimanded) and we should be compensated for the vast amount of time we had to spend dealing with this matter because of their incompetence and/or lies.

Provisional list of SWW employees who have stated in letters or emails "*it is a private matter involving a private supply*" (or similar).

1. Kristian Barber in his [14 February 2014 11:21 email](#).
2. Mathew Moore in his [28 February 2014 letter](#) (sent to Winter Cottage + Goonhillend + The Annexe Winter Cottage).
3. Sarah Harvey in her [3 July 2014 09:29 email](#).
4. Mike Shannon in his [14 September 2015 16:51 email](#)
5. Mike Shannon in his [15 February 2016 12:06 email](#)

6. Dr Stephen Bird in his [22 March 2016 letter](#) to Sarah Newton MP
7. Tracy Symons in her [25 November 2016 letter](#) – however it has come to light that the [map and easement](#) together with other [important maps](#) **may have been withheld** from Tracy Symons whilst preparing her letter which explains her belief that the pipe enters Five Acres land at Tailings End rather than traveling down the lane towards Goon Farm as the maps show (please see [10 July 2017 Draft letter](#) to Chris Bloxton for an explanation as to why I believe these maps and easement were withheld from her).
8. Dr Parry in his [20 February 2017](#) letter to CCWater
9. Chris Bloxton in her [11 July 2017 17:40](#) email to me – This email is an incredible pack of lies and nonsense but has obviously just arrived and as yet I have not responded to it but I will be doing so!

Provisional list of SWW employees who have stated verbally “*This is a private matter*” (or similar) but there is no record in writing.

1. Allister Symonds
2. Alan Brand
3. Kevin Bray
4. Richard Harrison
5. Jeff Steere

Obviously all these people base their belief that this is a private supply pipe on some sort of information provided to them by others as they can't possibly know first hand themselves. Your [3 April 2017 email](#) states “*South West Water has explained on what information it has relied upon in reaching the conclusion that the pipe is a supply pipe*”. **Will CCWater please provide me with precisely what information SWW have provided you with.**

Lesser complaints regarding SWW employees will be made separately from the **main complaint**. These all relate to SWW regulations team's false claim of regulation violations concerning the rain water harvesting installation at Goonhillend.

Despite my informing SWW's “Customer Leakage” department both verbally and in writing about this installation in January and early February (see [30 January 2015 email](#) and [2 February 2015 email](#)) SWW's Dr Parry (in his [22 February 2017](#) letter to CCWater) and Robert Goulden's [7 August 2015 letter](#) both claim it was not until April 2015 that SWW's regulation team became aware of it. If “Customer Leakage” was the wrong Department to inform about the rainwater harvesting system they should have told me or informed the Regulations team themselves. **An apology from both Dr Parry and Robert Goulden is required.**

Of the list of violations SWW claimed only one was true. I had wanted to keep the (turned off) mains feed to the rainwater distribution tank in the roof at Goonhillend to use in case of drought but SWW insisted I must install one of two backflow prevention “devices” they suggested **or** permanently remove the mains pipework feeding tank. I was not impressed with either backflow prevention device suggested and explained why. I informed SWW I would be permanently disconnecting the pipework and not installing backflow prevention. When Richard Harrison visited to inspect that I had permanently disconnected the pipework on 17 September 2015 he refused to do so and falsely claimed I had “*deliberately installed pipework to restrict access*” as can be seen in this [YouTube video](#). He then reported back to SWW legal department and claimed I had deliberately prevented him from inspecting the roof space at Goonhillend resulting in this [22 September 2015](#) unacceptable letter from Paul Mitchell and my [9 October 2015 response](#) to it (attached to my [11 October 2015 email](#)). It is totally unacceptable that a SWW employee should accuse a customer of something they are not guilty of and I call for Richard Harrison to be strongly reprimanded if not dismissed. As to Paul Mitchell he should apologise for being so easily deceived and in future I suggest he take anything Richard Harrison tells him with a pinch of salt.

Provisional list of SWW employees I intend to complain about

1. Richard Harrison
2. Jeff Steere
3. Tudor Cornish
4. Matt Nicks
5. Chris Bloxton
6. Robert Goulden
7. Dr Parry
8. Mrs E Hough (For the Company Solicitor)
9. Mark Baker
10. Paul Mitchell

I am not sure whether CCWater should restore the original complaint number (161028-000040) or treat it as a new complaint but as we could not have made a complaint such as this before discovering the pipe was in the lane on [20 June 2017](#) I think it should be treated as a new complaint.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'JH Layte', written on a light-colored background.

JH Layte

Attachments / [www links](#)

See [www links](#) in text