

Subject: Your South West Water query - Case 152265

From: noreply <noreply@southwestwater.co.uk>

Date: 14/02/2014 11:21

To: "john@layte.com" <john@layte.com>

Services Helpline: 0844 346 2020

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Our ref: KB/Case-152265

14 February 2014

Dear Mr Layte

We have been contacted on your behalf by the Consumer Council for Water on 6 February 2014 regarding the water supply to your property. I appreciate you taking the time to discuss your concerns with my colleague Terry Ludkin, Customer Leakage Technician, and I am sorry I have been unable to speak directly with you today however I am pleased to be able to confirm the details in writing.

In line with South West Water's correspondence guidelines I have enclosed copies of Our Complaints and Compliments and Customer Promise leaflets. I will ensure that a copy of my response is forwarded to the Consumer Council for Water for their records.

I would like to take this opportunity to apologise for the poor service you have received in attempting to resolve your query. I understand the frustration and inconvenience this has caused and I hope my response goes towards resolving the situation.

I have discussed your query with Terry Ludkin and Alan Brand, Leakage Inspector, from our Leakage department. They have confirmed that we replaced the meter on 12 February 2014 with a meter with a logger. I would again like to apologise for the delay in this installation of this logger and hope now the logger has been installed we will be able to closely monitor the water usage as water interruptions.

Thank you for providing the detailed report on when the water pressure has diminished and I would ask if you can monitor this further over the next two weeks so that we can compare these interruptions with our logger to enable to identify any patterns and causes to the problems.

In regards to the suspected illegal connection to your supply pipe, this would be a private issue as South West Water has no jurisdiction regarding customer supply pipes. If our investigations identify an illegal connection to your supply pipe, we will seek recompense from the user for the water used however we would not be able to disconnect them from the private supply pipe.

Further to our correspondence, I hope this clarifies the situation and if there is specific information you wish me to consider, please contact me on 01392 672312. For any general enquiries, please call our 24 hour Helpline on 0844 346 2020.

Yours sincerely

Kristian Barber

Customer Manager

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— Attachments: —

Complaints and Compliments.pdf	350 kB
Customer Promise.pdf	323 kB