

14/9/SEP

**Subject:** South West Water - Customer Reply  
**From:** Customer Relations <custrel@southwestwater.co.uk>  
**Date:** 14/09/2015 16:51  
**To:** "toplaner@goongumpas.com" <toplaner@goongumpas.com>

14 September 2015

Dear Mr Layte

I am emailing you following our meeting on Tuesday 8 September 2015 and further to our ongoing investigations regarding your water supply. I have also been forwarded your email sent to Robert Goulden on 7 September 2015. As you have previously requested I am also copying Mrs Layte and Mr Bellward into this email.

The latest logger results show no continuous flow or waste of water. The logger makes two recordings each day demonstrating a total average daily usage of approximately one litre. I can confirm that the Waste Water notice issued in April 2014 was correct; the decision to issue this notice was supported by logger results at that time which showed a continuous flow on your private supply pipe.

That said, I recognise the time that you have spent personally in dealing with this matter. To reflect this, and to reach an amicable resolution of this matter now, as a gesture of goodwill, South West Water is willing to make a payment of £1,500.00 in settlement of all of the costs that you have incurred and also to reflect any perceived poor service that you have previously referred to.

We are unable to consider meeting the cost of installing your rainwater harvesting system as this was something that you chose to install and is not deemed to be a reasonable expense. You will, however, be aware that the goodwill payment does more than cover the invoices submitted. South West Water will continue to monitor the meter at Tailings End on a monthly basis and the three charging meters at your properties will be read in line with their normal billing schedule. As discussed, I will also investigate the ownership and status of Lower Goongumpas Lane and I will contact you again once I have any further information that I am able to share with you.

Turning to your concerns regarding contamination caused from animal drinking troughs although there is no evidence currently available to confirm this our Regulations Team are continuing with their investigations in the area. This is however a separate matter.

I hope that I have been able to confirm South West Water's position following the logging of your private supply pipe and if you wish to accept the offer referred to please contact me on 01752 765298 and I will make the necessary arrangements.

Yours sincerely

*Mike Shannon*

Mike Shannon  
Resolution Manager

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