



John Layte <johnlayte@gmail.com>

Re: EMAIL FROM SOUTH WEST WATER - CASE 1243345

1 message

Top Laner <toplaner@goongumpas.com>
To: JL <johnlayte@gmail.com>

15 February 2016 at 14:26

On 15/02/2016 12:06, Customer Relations wrote:

15 February 2016

Dear Mr Layte

Further to our letter dated 2 December 2015 I am able to confirm that our Regulations Team's investigations in the wider area to your property are continuing. Whilst I am unable to give specific details, formal process is being followed with the relevant land owners. These investigations do not affect your private supply.

You have previously questioned the status of the supply pipe from Tailings End to your property. I have discussed the ownership both with our mapping department and with our legal advisers. As far as South West Water (SWW) is aware this is a private supply pipe. If, however, you have any evidence to suggest otherwise please provide this information and we will consider it further.

Regarding your claim for compensation, as previously stated, we have no obligation to pay the invoices you have submitted. The Waste of Water notice issued in April 2014 was correct and the decision to issue this notice was supported by logger results at that time which showed a continuous flow on your private supply pipe. However, we recognise the time you have spent dealing with this matter. To reflect this and reach an amicable resolution SWW is willing to make a payment of £1,500. This payment will be made as a goodwill gesture in settlement of all costs that you have incurred, whether it covers the invoices you have submitted or not, and to reflect any perceived poor service that you have referred to. SWW will not be increasing this amount.

I also reiterate that your complaint against SWW staff has been taken seriously. This was subsequently investigated by the Senior Manager for the department concerned. The Head of Department was advised of the complaint and follow up action. As this is a personnel issue it is not appropriate for us to comment any further.

I trust that I have been able to clarify these matters and I have also taken the opportunity of forwarding this to you by post in case the email does not reach you.

Regards

Mike Shannon

Customer Support

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