

Mr Layte  
Goonhill End Cottage  
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St Day  
Redruth  
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TR15 5JL

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Our ref: WRA 30457

17 August 2015

Dear Mr Layte,

**THE WATER SUPPLY (WATER FITTINGS) REGULATIONS 1999  
GOODHILL END COTTAGE, GOONGUMPAS, ST DAY, REDRUTH, CORNWALL, TR15 5JL**

I refer to my letter dated 7 August 2015 and to your subsequent telephone conversations with both Roberta Pym and Jeff Steere in the Water Regulations team, during my absence.

I thought it may be of assistance to clarify the third paragraph of my letter to address any misunderstanding with regard to the duties under the above Regulations. I understand that during your conversation with our Customer Services in January 2015 in relation to leakage issues, you mentioned that you would be installing a rain water harvesting system. I am unsure whether you were intending to provide notification pursuant to the Regulations at that time and if so, I am sorry that you thought that this constituted sufficient notice. Regulation 5 of the Regulations provides very specific requirements for notifications, including a description of the proposed installation, particulars of the premises and the use of those premises, a plan etc and only once sufficient information has been received, can the Water Regulations team of South West Water make a reasoned decision on whether to consent to the installation. It is the customer's duty to comply with these requirements prior to installing a rain water harvesting system.

I hope that the above addresses your concerns but please do not hesitate to contact me via e-mail should you require any further guidance on the interpretation of the Regulations and I will endeavour to respond as soon as I am able.

Yours sincerely



Robert Goulden  
Water Regulations Team Manager

