

Subject: EMAIL FROM SOUTH WEST WATER - YOUR CASE REF ZA25159

22 March 2016

Dear Sarah

Thank you for your email sent on behalf of your constituent Mr John Layte of Goonhillend, Goongumpus, St Day, Redruth. I am sorry that he has needed to contact you again following the recent meeting that he had arranged with South West Water representatives.

As you may recall, following your earlier correspondence regarding Mr Layte this meeting was arranged as Mr Layte felt that compensation should be paid to both his ex-wife, who lives at Goonhillend Cottage, and his tenant living at Winter Cottage. It would not be prudent to discuss compensation with anyone other than those directly affected and it was for this reason that the meeting was arranged at a time that was convenient with all parties.

I am sorry if Mr Layte feels he is no longer able to discuss his concerns with Mike Shannon. I understand that Mike has remained professional and courteous throughout his ongoing dealings with Mr Layte despite at times being placed in extremely difficult circumstances. It should also be noted that other members of our staff have found it difficult to deal with Mr Layte.

Mr Layte initially contacted South West Water after receiving a Waste Water notice in 2014 and since then we have undertaken lengthy investigations on both South West Water's assets and Mr Layte's private supply pipe. We have already confirmed to Mr Layte that the Waste Water notice was correctly issued and this was supported by logger results which had shown a continuous flow on his private supply pipe. Following investigations by Mr Layte into his private supply pipe, further logger results have confirmed that the continuous flow or waste of water had stopped.

Mr Layte has previously asked us to meet the cost of installing a rainwater harvesting system and has submitted invoices from his business JL Systems for his time investigating the private supply issues totalling £4356. This has been declined; however we did recognise the time that he had spent dealing with the matter and offered him the payment of £1,500 to cover his costs and the perceived poor service that he had received. Mr Layte has not accepted this offer.

Our Water Regulations Team has visited on several occasions in an attempt to ascertain the layout of the private supplies. They are also investigating separate compliance issues in the wider area. Following our investigations Mr Layte has also made complaints regarding the integrity of our regulatory officers who have met with him and he remains unhappy with their findings.

We would be happy to arrange a further meeting with Mrs Layte and the occupier of Winter Cottage to discuss compensation. Tracy Symons, Mike's manager, would be available to accompany Mike in a further meeting with Mr Layte in order to resolve this matter. We will contact Mr Layte to obtain everyone's availability.

I understand that our Customer Manager Chris Broxton has been keeping your office regularly updated regarding this case and I trust that my email also clarifies the situation for you. Please do not hesitate to contact me if I can be of any further assistance.

Yours sincerely

Stephen Bird

Dr Stephen Bird  
Managing Director