



SOUTH WEST WATER

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Our ref: Case 12433465

26 June 2017

Dear Mr Layte

Thank you for your email of 12 June 2017 following my letter and enclosures sent on 9 June 2017.

I would like to assure you that these documents were fully reviewed prior to Tracy's response of 25 November 2016. These original documents were obtained from your various correspondence and for the avoidance of doubt I have enclosed the documents in question and from where they were obtained.

Subsequent documents have been obtained through your website in order to verify their content. I would also like to assure you that there was no attempt to deceive you.

I have also updated the Consumer Council for Water and have provided copies of these documents for their records.

Yours sincerely

Chris Broxton
Escalations and Stakeholder Manager



*03 numbers are charged at standard rates and will be included in any free minutes in a mobile or landline phone contract.

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Appendix Number	Document	Location
Appendix 1	23 July 2012 photo of police car	Obtained from email sent at 1913 on 21/12/16
Appendix 2	4 March 2013 (11:55) email to Allister Symonds	Attached to Mr Layte's email sent at 1507 on 6/2/14 to CCW
Appendix 3	6 February 2014 (15:07) email to Brendon Green (CCwater)	in 'Customer Accounts for Customer Queries' inbox archived 2014 items
Appendix 4	14 February 2014 (11:21) email from Kristian Barber	Saved on k drive and CRM Case 152265
Appendix 5	28 April 2014 Notice to repair a leak	Saved on each account on Rapid
Appendix 6	Gaon Farm pipework schematic (2014)	included with correspondence to Milke Saldivar of 24/2/15
Appendix 7	30 Jan 2015 (15:32) email to Tudor Cornish and Matt Nicks	attached to Mr Layte's email sent on 23/12/16 at 1637
Appendix 8	2 February 2015 (16:14) email to Tudor Cornish	attached to CRM Case 1243345
Appendix 9	8 February 2015 (18:48) email to Gwynne Parker Price	attached to CRM Case 1243345
Appendix 10	16 April 2015 letter from Richard Harrison to Mr Layte	Attached to Mr Layte's email sent on 11/10/15 at 2218
Appendix 11	24 April 2015 (16:24) email to Customer Leakage (SWW)	attached to CRM Case 1243345
Appendix 12	Goon Farm pipework schematic (March 2015)	same as point 6.
Appendix 13	8 May 2015 email to Sarah Harvey (SWW)	attached to CRM Case 1243345
Appendix 14	9 June 2015 email to Sarah Harvey (SWW)	attached to CRM Case 1243345
Appendix 15	3 July 2015 (09:29) email from Sara Harvey (SWW)	saved on k drive and CRM Case 1243345
Appendix 16	8 July 2015 (1 st) letter from Richard Harrison to Mr Layte	provided by Richard Harrison and saved on k drive
Appendix 17	8 July 2015 (2 nd) letter from Richard Harrison to Mr Layte	provided by Richard Harrison and saved on k drive
Appendix 18	17 July 2015 (16:48) email to Sarah Harvey (SWW)	attached to CRM Case 1243345
Appendix 19	7 August 2015 letter from Robert Goulden to Mr Layte	saved on k drive and CRM Case 1243345
Appendix 20	17 August 2015 letter from Robert Goulden (SWW) to Mr Layte	saved on k drive and CRM Case 1243345
Appendix 21	25 August 2015 letter from E. Hough	saved on k drive and CRM Case 1243345
Appendix 22	3 September 2015 letter from Mark Baker to Mr Layte	included in Mr Layte's email sent at 2218 on 11 October 2015 and saved on Case 1243345
Appendix 23	7 September 2015 (11:30) email to Robert Goulden (SWW)	attached to CRM Case 1243345
Appendix 24	14 September 2015 2015 (16:51) email from Mike Shannon	attached to CRM Case 1243345
Appendix 25	22 September 2015 SWW's letter from Paul Mitchell to Mr Layte	Attached to Mr Layte's email sent at 2218 on 11 October 2015
Appendix 26	11 October 2015 (23:17) email J.Layte's 9 October response to Paul Mitchell's 22 September 2015	re-sent by Mr Layte at 0852 on 12 October 2015 - saved on Case 1243345

Appendix 27	12 October 2015 (08:51) Due to reports that the above 11 October 2015 email had not arrived a second copy was sent on 12 October 2015 (08:51)	saved on Case 1243345
Appendix 28	19 October 2015 letter from Chris Broxon (SWW) to Mr Layte	saved on Case 1243345
Appendix 29	1 December 2015 email from Chris Broxon to Mrs Layte and Mr Bellward	saved on K Drive and Case 1243345
Appendix 30	2 December 2015 letter from Chris Broxon to Mr Layte	saved on K Drive and Case 1243345
Appendix 31	15 February 2016 (12:06) email from Mike Shannon to J.Layte	saved on K Drive and Case 1243345
Appendix 32	23 February 2016 (10:23) email from Sarah Newton to Customer Relations	saved on Case 1243345
Appendix 33	3 March 2016 (09:45) email from Sarah Newton (MP) to J.Layte	Document not provided to Mike Shannon
Appendix 34	22 March 2016 letter from Dr Stephen Bird (SWW) to Sarah Harvey (MP)	saved on K Drive and Case 1243345
Appendix 35	4 April 2016 (14:30) email from yourself to toplaner@goongumpas (me)	saved on K Drive and Case 1243345 - only one email sent - from Chris Broxon
Appendix 36	4 April 2016 (14:30) email from Chris Broxon (SWW) to toplaner@goongumpas (me)	saved on K Drive and Case 1243345 - only one email sent - from Chris Broxon

Documents requested in Mr Layte's email of 21 December 2016 (19:13)

1. 23 July 2012 photo of a police car attending the land that Goon Farm had for sale at the time with a "private" water supply that we suspected was connected to ours (see last sentence of www.rightmove.co.uk/property-for-sale/property-42804449.html) As you know it turned out that it was connected to ours! We had asked Allister Symonds to check but he refused and said "If Goon Farm is selling land with an illegal connection to yours then it is a matter for the Police". I contacted the Police who said that it was a civil matter but the legality of the water supply should be checked by the buyer's solicitor in the event of a sale however they did attend the site soon after my contact (see photo). In your letter you say the "first record SWW have of our complaint was 29 August 2013". I suggest you contact Allister Symonds and ask him when the first verbal contact was but I think this photo proves that it must have been before 23 July 2012. For the record we first complained (verbally) about the low / zero water pressure in 2008/9 and Allister Symonds we think became involved in 2010/11 but definitely in 2012. Photo attached

Copy of photograph attached –from Mr Layte's email sent at 1913 on 21/12/16. This was the first time this photograph had been seen however it has no relevance to Tracy's investigations.

2. 4 March 2013 (11:55) email to Allister Symonds. This email mentions that Goon Farm's owner has stated that Goon Farm is now on a metered supply and the stand pipe on the land they had for sale (see above) was legal and fed from behind Goon Farm's new meter. Goon Farm sold the land in 2014 and it became known as "The Cabin". The water supply sold with it was not legal and was connected to our supply as we suspected. The buyer's solicitor did not check whether the supply was legal and it was one of the water supplies we found to be connected to ours in January 2015 when we started our survey (see www.goongumpas.com). If only Allister Symonds had done as we asked and checked this supply and the troughs on Goon Farm then I would not be writing this now ☹.

Copy attached – attached to Mr Layte's email sent on 6 February 2014 at 1507 to CCW and also in Mr Layte's email to Sara Harvey sent on 24 April 2015 at 16:24

3. 6 February 2014 (15:07) email to Brendon Green (CCwater), Ofwat, Customer Contact (SWW), T.Ludkin (SWW). A copy of the 4 March 2014 (15:07) email to Allister Symonds was attached to this email.

Copy attached – located in 'Customer Accounts for Customer Queries' inbox archived 2014 items

4. 14 February 2014 (11:21) email from Kristian Barber (SWW) to john@layte.com Important.

Copy attached - Saved on k drive and CRM Case 152265

5. 28 April 2014 Notice to repair a leak SWW stating (wrongly) that they have found. Posted to occupiers of Winter Cottage, Goonhillend and The Annexe Winter Cottage. Now considered "An incorrect Notice" according to your 25 November 2015 letter (attached). It is noted your letter states the £1,500 compensation offered was because of this "incorrect Notice" but if that were the case why was it (and is now in your letter) being offered to only one of the 3 recipients?

Copies attached:

C29674406 – Mr Layte – Winter Cottage

C10886127 – Mr Layte – Goonhillend
C 24933421 – Mr Bellward – Winter Cottage Annexe

Saved on each account on Rapid

6. Goon Farm pipework schematic (2014) handed to Alan Brand on one of his visits. **Important.**

Copy attached – included with correspondence to Mike Saldivar of 24 February 2015 (Mr Layte's Invoice 1046)

7. 30 Jan 2015 (15:32) email to Tudor Cornish and Matt Nicks. **Very important.**

Copy attached – attached to Mr Layte's email sent on 23 December 2016 at 1637 – not previously seen although spreadsheet of daily meter readings was previously sent. It does not provide any new information.

8. 2 February 2015 (16:14) email to Tudor Cornish. **Very important.**

Copy attached – attached to CRM Case 1243345

9. 8 February 2015 (18:48) email to Gwynne Parker Price (Carn View owner), Alister Symonds (SWW), Customer Contact (SWW), T.Ludkin (SWW), Ofwat, Sarah Newton (MP), J.Reins (West Briton), Jaqui Walls (DC Media). A copy of the Winter Cottage Deeds map showing water supply from Tailings End in the lane, across goon farm land to Winter Cottage (with a copy of the easement for the private part) was attached to this email at Gwynne Parker Price's request.

Copy attached – attached to CRM Case 1243345

10. 16 April 2015 letter from Richard Harrison to Mr Layte. Lists "violations" regarding the rainwater harvesting system at Goonhillend only one of which had any merit but he should have been concentrating on real, dangerous to public health, violations from the non-compliant troughs on Goon Farm that we pointed out to him as well as others in the area. As mentioned above two of these troughs are still non-compliant (see photos) and there are probably many others in the area.

Copy attached - Attached to Mr Layte's email sent at 2218 on 11 October 2015 – attached to CRM Case 1243345

11. 24 April 2015 (16:24) email to Customer Leakage (SWW) Sarah Harvey (SWW), Ofwat, Sarah Newton (MP), J.Reines (West Briton), Devon and Cornwall Police. A copy of the 4 March 2014 (15:07) email to Allister Symonds was attached to this email.

Copy attached – attached to CRM Case 1243345

12. Goon Farm pipework schematic (March 2015) handed to Mike Shannon on one of his visits. **Important.** This is a slightly updated version of the one handed to Alan Brand in 2014 in the light of new information.

Copy attached – same as point 6. – no difference in the two copies

13. 8 May 2015 email to Sarah Harvey (SWW), Customer Leakage (SWW), Ofwat, CCwater, Sarah Newton (MP), J Reines (West Briton). **Important.**

Copy attached – attached to CRM Case 1243345 (although Mr Layte dates his email 9 January 2015)

14. 9 June 2015 email to Sarah Harvey (SWW), Customer Relations (SWW), Customer Leakage (SWW), CCwater, Ofwat, Sarah Newton (MP), J Reines (West Briton). **Important.**

Copy attached – attached to CRM Case 1243345

15. 3 July 2015 (09:29) email from Sara Harvey (SWW) to toplaner@goongumpas (J.Layte, K Layte and Gavin Bellward). **Important.**

Copy attached – saved on K drive and CRM Case 1243345

16. 8 July 2015 (1st) letter from Richard Harrison to Mr Layte. This letter suggests there is a category 3 risk of backflow from the downstairs shower tray and the upstairs bath taps because they are connected to the mains and gives 28 days to comply with the regulations!!!!!! But they are not connected to the mains - both hot and cold are gravity fed from the rainwater roof tank which admittedly was at the time was still connected to the mains with the turned off supply whilst a way of disconnecting it was being contemplated but even so water cannot defy gravity and get to the roof tank which I would have thought a 6 year old would know but Richard Harrison is a SWW Regulations officer! These "violations" are numbered 3 and 4 in his letter. I do not know what 1 and 2 are as that page is missing.

Copy attached – provided by Richard Harrison and saved on K drive – the previous copy document sent was a copy from the website however the original was already held on our records and included in our investigations.

17. 8 July 2015 (2nd) letter from Richard Harrison to Mr Layte. This letter contained "violations" 2 and 3 but dated April 2015 not July. By July violation 2 (marking pipework) had been done and violation 3 requiring permanent removal of mains connection to the rainwater roof tank was being contemplated but was not completed until September due to its complexity because of access problems.

Copy attached – provided by Richard Harrison and saved on K drive – the previous copy document sent was a copy from the website however the original was already held on our records and included in our investigations.

18. 17 July 2015 (16:48) email to Sarah Harvey (SWW), Customer Leakage (SWW), Ofwat, Sarah Newton (MP), J.Reines (West Briton), CCwater, Devon and Cornwall Police. **Important.**

Copy attached – attached to CRM Case 1243345

19. 7 August 2015 letter from Robert Goulden to Mr Layte. This letter claims that SWW first became aware of the rainwater harvesting system at Goonhillend "Following involvement in another matter at your premises and details were passed to the Water Regulations Department in April 2015". For the record my 30 January 2015 (15:32) email to Tudor Cornish (SWW) and Mark Nicks

(SWW) gives details of the rainwater harvesting system both current and intended and it is not my fault that these details were not passed to the Water Regulations Department in January 2015.

Copy attached – saved on K drive and CRM Case 1243345

20. 17 August 2015 letter from Robert Goulden (SWW) to Mr Layte. **Important.**

Copy attached – saved on K drive and CRM Case 1243345

21. 25 August 2015 letter from E. Hough (for the Company Solicitor Pennon Group PLC) to Mr Layte. **Important.**

Copy attached – saved on k drive and CRM Case 1243345

22. 3 September 2015 letter from Mark Baker to Mr Layte. **Important.**

Copy attached – included in Mr Layte's email sent at 2218 on 11 October 2015 and saved on Case 1243345

23. 7 September 2015 (11:30) email to Robert Goulden (SWW), Customer Leakage (SWW), Sarah Newton (MP), Sarah Harvey (SWW), CCwater, Customer Relations (SWW), Allister Symonds (SWW), Devon and Cornwall Police. This email is one of several that attaches a diagram of a compliant animal trough and a request that SWW confirm that all animal troughs in the area comply. As can be seen from the attached 6 December 2016 photo at least two of them don't 15 months after this request. **very important.**

Copy attached – attached to CRM Case 1243345

24. 14 September 2015 2015 (16:51) email from Mike Shannon (SWW) to Toplaner@Goongumpas (J.L) containing the text "As you have previously requested I am also copying Mrs Layte and Mr Bellward into this email" but as can be seen they were not. See 1 December 2015 email from Chris Broxton below. This email mentions our concerns about non-compliant animal troughs in the area and states "*there is no evidence currently available to confirm this*" Which of course is bunkum as Richard Harrison and two other SWW inspectors had been shown two such animal troughs at least six months previous to this and Richard Harrison had declared two of them non-compliant and pointed out a third (which we were not aware of) as also non-compliant. **Important.**

Copy attached – saved on K drive and attached to Case 1243345

25. 22 September 2015 SWW's letter from Paul Mitchell to Mr Layte. (**copy attached**). There is hardly a sentence in this threatening letter that is the truth as Mr Mitchell has obviously been seriously misinformed by someone and he should learn not to write such letters before checking his information is fact not fiction. **Very important indeed.** (copy attached)

Copy attached - Attached to Mr Layte's email sent at 2218 on 11 October 2015

26. 11 October 2015 (23:17) email J.Layte's 9 October response to Paul Mitchell's 22 September 2015 letter copied to numerous recipients including David Cameron (PM), Sarah Newton (MP).

Christopher Loughlin (SWW), Robert Goulden (SWW), Mark Baker (SWW), Alister Symonds (SWW), Customer Relations (SWW), customerleakage (SWW), Jeff Steere (SWW), Devon and Cornwall Police, mailbox@ofwat, Spotlight (BBC), J Reienes (West Briton), + a request to forward to Paul Mitchel as his letter has no email address. **Very important.**

Copy attached – re-sent by Mr Layte at 0852 on 12 October 2015 as initial email sent the previous day did not transmit – saved on Case 1243345.

27. 12 October 2015 (08:51) Due to reports that the above 11 October 2015 email had not arrived a second copy was sent on 12 October 2015 (08:51) to the same recipients. **As above very important.**

Same email as re-sent above (initial email did not reach us)

28. 19 October 2015 letter from Chris Broxon (SWW) to Mr Layte.

Copy attached – saved on K Drive and Case 1243345

29. 1 December 2015 email from Chris Broxton to Mrs Layte and Mr Bellward finally supplying them with a copy of Mr Shannon's 14 September 2015 email that states they were copied into it but they were not.

Copy attached – saved on K Drive and Case 1243345

30. 2 December 2015 letter from Chris Broxon to Mr Layte.

Copy attached – saved on K Drive and Case 1243345

31. 15 February 2016 (12:06) email from Mike Shannon to J.Layte.

Copy attached – saved on K Drive and Case 1243345

32. 23 February 2016 (10:23) email from Sarah Newton to Customer Relations (SWW) FAO SWW Chief Executive – Dr Stephan Bird. **Important.**

Copy attached – saved on Case 1243345

33. 3 March 2016 (09:45) email from Sarah Newton (MP) to J.Layte which includes a letter detailing the Government's view on backflow prevention regulations pertaining to central heating header/expansion tanks. A copy of this email was presented to Mike Shannon at our 4 March 2016 meeting as I thought it important as regards to your Regulations Officer Richard Harrison's failure to warn me of the risk of backflow from this tank at Goonhillend and Jeff Steere's statement at the 13 October 2015 meeting that my installing a backflow prevention to this tank was unnecessary as there were no Regulations requiring it. Mike Shannon did not read the Government's regulation as he said "he had not brought his reading glasses with him". His colleague started to read it to him but Mike Shannon interrupted before he reached the part of it regarding Central heating header tanks stating it was "unimportant and nothing to do with the purpose of the meeting". He ended the meeting at that point and was clearly annoyed that Mrs Layte had been unable to attend. He left without taking a copy of the file I had prepared for him (which included a copy of this email) meaning you will not have had a copy when considering my complaint regarding this so I have attached a copy to this email for your perusal.

As advised, and confirmed above, no information was provided to Mike.

34. 22 March 2016 letter from Dr Stephen Bird (SWW) to Sarah Harvey (MP) relating to this case (albeit a rather distant relation!). Ill-informed nonsense and I will be writing to him after Christmas pointing out his mistakes. Interestingly Dr Bird states "We have already informed Mr Layte that the Waste Water notice (28 April 2014 above) was correctly issued" whereas your 25 November 2016 letter (attached) states that it was "incorrectly issued".

Copy attached – saved on K Drive and Case 1243345

35. 4 April 2016 (14:30) email from yourself to toplaner@goongumpas (me), Kath Layte and Gavin Bellward confirming a meeting is required with Mr Bellward, Kath Layte and myself attending to discuss compensation being paid to all three of us as you sent the 28 April 2014 Notice (now described as an "incorrect Notice" in your 25 November 2016 letter) to all three of us yet offered the £1,500 compensation only to me to conclude this matter. Note you refused my request for a meeting in our phone call of 7 December 2016.

Copy attached – saved on K Drive and Case 1243345

36. 4 April 2016 (14:30) email from Chris Broxton (SWW) to toplaner@goongumpas (me), Kath Layte and Gavin Bellward confirming a meeting is required with Mr Bellward, Kath Layte and myself attending to discuss compensation being paid to all three of us as you sent the 28 April 2014 Notice (now described as an "incorrect Notice" in your 25 November 2016 letter) to all three of us yet offered the £1,500 compensation only to me to conclude this matter. Note you refused my request for a meeting in our phone call of 7 December 2016. This email appears identical and was sent at an identical time as the above one from yourself but was apparently sent by Chris Broxton. Did he send this or did you send it on his behalf?

Same as above – only one email sent – from Chris Broxton