

2112/15



**SOUTH WEST WATER**

Peninsula House, Rydon Lane, Exeter, EX2 7HR [southwestwater.co.uk](http://southwestwater.co.uk)  
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Mr J H Layte  
Goonhill End Cottage  
Goongumpas  
St Day  
Redruth  
Cornwall  
TR15 5JL

2 December 2015

Dear Mr Layte

I refer to our previous conversation and the subsequent messages that you have left for me. I did email you earlier today however I am also taking the opportunity of sending the same details by mail.

After discussing your concerns with the relevant personnel at South West Water I have been asked to advise that your complaint was taken seriously and logged onto our system. 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 in appropriate for us to comment any further.

I understand that you also spoke at length with Mike Shannon yesterday. As his letter of 14 September 2015 states we have no obligation to pay the invoices you have submitted, but we recognise the time you have spent dealing with this matter. To reflect this and reach an amicable resolution South West Water (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.

Regarding the status of the supply pipe in Lower Goongumpas Lane our investigations are continuing and this will be confirmed under separate cover. Our Regulations Team's investigations in the area are also progressing.

Yours sincerely

Chris Broxton  
Customer 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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