

# Your complaint against South West Water

1 message

CCWater Enquiries <Enquiries@ccwater.org.uk>

3 April 2017 at 12:56

To: "john@layte.com" <john@layte.com>

CCWater ref: 1 61028-000040

Date: 3 April 2017

Dear Mr Layte

Please find attached a copy of South West Water's reply to my letter dated 8 February 2017.

## Pipe Ownership

I asked South West Water to outline its current position in relation to the pipe ownership and explain why you had been given conflicting information previously. South West Water maintains it has always deemed this pipe to be private but this contradicts what you mentioned following the on site meeting.

As you are aware, water companies are usually responsible for the water mains and the section of communication pipe to the boundary of the highway in which the main is laid. South West Water agrees with you that the only way to know the exact location of the communication pipe is to excavate the road but it is unwilling to do this because of the significant cost that this would incur. CCWater has no authority to compel South West Water to complete this excavation. South West Water has explained on what information it has relied upon in reaching the conclusion that the pipe is a supply pipe and this is not something that CCWater can determine. I understand that you were advised this in 2014.