

**Subject:** SH Your South West Water Query

**From:** South West Water <noreply@southwestwater.co.uk>

**Date:** 03/07/2015 09:29

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Our ref: SH/Case-1243345

3 July 2015

Dear Mr Layte

### **Your concerns with the private supply pipe**

I refer to your letter dated 9 June 2015 and our subsequent telephone conversation on 25 June 2015, when I confirmed that I would telephone you on or before Friday 3 July to confirm the results of South West Water's investigations. As the matter has now been discussed further internally, with a view to reviewing the results of the investigations undertaken to date, I thought that it would be helpful if I set out the current position in writing.

### **Possible leak on the supply**

Addressing the matters raised in your letter, this seems to suggest that you recognise there continues to be a waste of water (possibly a leak) of 10 litres per week. However, the use of your supply by third parties connecting to your private pipe work appears to have reduced. We do wish to carry out our own further investigations and in order to do so request that the padlock you have attached to South West Water's check meter is removed immediately. It is in fact a criminal offence to interfere with apparatus belonging to South West Water. If the padlock has not been removed by 5pm on Wednesday 8 July 2015, South West Water (SWW) will have no alternative but to take the necessary steps to remove it.

### **What investigations we have carried out so far**

**Despite a number of visits to the area, to date SWW has not established any illegal connections to its supply nor indeed the third party connections, allegedly made to your private pipe work.** For the avoidance of doubt, the pipe is private of course from Tailings End onwards. We have already explained to you that SWW cannot be held responsible for private issues between customers.

What the investigations have revealed is a number of possible contraventions of the Water Supply (Water Fittings) Regulations 1999 and these are being further investigated by our Regulations department. As part of our ongoing investigations arising from the water quality issues that you have raised, our Regulations team will also be undertaking inspections of other properties in the area and the other properties owned by you.

### **Water Quality Sampling**

Turning to the tests undertaken by South West Water's Scientific Department, it has been proven on more than one occasion that the water supply at the end of the distribution system for which South West Water is responsible is of satisfactory quality. All samples obtained from your property have failed to detect any bacteriological contamination. Slightly elevated concentrations of some aesthetic parameters were detected within a sample collected following flushing at your property, but as previously stated, this would not be uncommon in a situation where the supply is only used sporadically. Any deterioration in water quality appears to be associated with the private supply pipe and its use, down-stream of your boundary stop-tap.

## Your request for expenses

Once our further investigations are complete, we will be in a position to assess any entitlement to reimbursement of expenses reasonably incurred by you following service of the Waste Water notice raised on 28 April 2014.

I will be happy to provide a further update on our investigation by 24 July 2015. If you would like to speak to me, please feel free to call me on 01392 672282 between 9am and 5pm week days.

Yours sincerely

*Sara Harvey*

Customer Manager

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