

**Subject:** Your complaint against South West Water  
**From:** CCWater Enquiries <Enquiries@ccwater.org.uk>  
**Date:** 04/07/2017 14:00  
**To:** 'John Layte' <john@layte.com>

CCWater ref: 170621-000022  
Date: 4 July 2017

Dear Mr Layte

I am writing to you today following your complaint regarding the documentation provided by South West Water.

### **South West Water's response**

I now have a copy of the response from South West Water and I can see that they have:

- confirmed that it held all documentation prior to November 2016,
- provided a summary of all documentation and where on South West Water systems it is located,
- confirmed that some documentation was access via your website,
- explained that South West Water did not attempt to deceive you.

### **Complaint conclusion**

South West Water's explanation is reasonable and there is no ground for a further challenge. Complaint 170621-000022 will now be closed. I understand that you have written separately about the pipe you uncovered in the lane which has been attached to your main case of 161028-000040 and will be reviewed shortly.

South West Water has confirmed that they are treating this as part of your main complaint and so you can include this in any WATRS application you make. For more information on WATRS, please refer to my e-mail of 12 June 2017.

### **Feedback on our service**

Following the conclusion of your complaint you may be called for feedback by a market research company called Future Thinking. If you would prefer not to be contacted please let me know.

Yours sincerely

Stacey Harper  
Senior Customer Caseworker  
Consumer Council for Water

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Visit our website: [www.ccwater.org.uk](http://www.ccwater.org.uk)

Twitter: @WaterWatchdog

Please read our leaflet: <http://www.ccwater.org.uk/documents/2015/03/your-right-to-complain-about-your-water-or-sewerage-company.pdf>

Please note my office hours are: Monday 8-2, Tuesday 10-6, Wednesday 7-3, Thursday 1-7, Friday 1-7.

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