

**Subject:** Water problems at Goongumpas

**From:** John Layte <john@layte.com>

**Date:** 08/02/2015 18:48

**To:** alcwynparkerprice@gmail.com, SWW <customerleakage@southwestwater.co.uk>, asymonds@southwestwater.co.uk, customercontact@southwestwater.co.uk, tludkin@southwestwater.co.uk, mailbox@ofwat.gsi.gov.uk, West Briton <jreines@c-dm.co.uk>, Jacqui.Walls@dc-media.co.uk, "Sarah Newton (MP)" <Sarah.Newton.MP@parliament.uk>, asymonds@southwestwater.co.uk

**CC:** Kath Layte <kath@layte.com>, Gavin Bellward <gavrbellward@gmail.com>, john@layte.co.uk

*Winter Cottage / Goonhillend Cottage, Goongumpas, Redruth, Cornwall TR16 5JL*

01209 820146 [john@layte.com](mailto:john@layte.com) [kath@layte.com](mailto:kath@layte.com)

8 February 2015

Gwyne Parker-Price  
Carn View  
Goongumpas

Hello Gwyne

Further to our chance meeting in the lane this morning please find attached the map and results of the water usage surveys as promised.

Also attached is a copy of the 28 April 2014 threatening letter from SWW. We did nothing about this at the time as it was our contention that the "leak" may not be a leak and may simply be someone filling a duck pond / swimming pool / etc from an unauthorised (by us) connection to our supply pipe furthermore the statement "We have found a leak" was untrue as SWW had not found a leak and they simply suspected there might be one.

Two SWW employees visited in January 2015 concerning this and one of them, a Mr Kevin Bray (from memory), threatened legal action against us if we did not fix this "leak" forthwith. Because of this threat we agreed to investigate (acting as our own contractor rather than the ones SWW had suggested in their April 2014 letter) and asked for a stop tap and meter to be installed at Tailings End (where SWW say their responsibility ends) so that we could fit (without getting soaked!) our own meters at the boundary of Goon Farm where our supply pipe enters their land (near your own gate and as shown on the map) and thus determine if the "leak" was in Lower Goongumpas Lane or on Goon Farm land (or beyond). Attached is a copy of part of Winter Cottage deeds which shows the position of our water supply and the 1970 wayleave allowing us to maintain the pipe (we were not aware of this part of the deeds until recently but SWW were informed as soon as we found out and given permission to inspect the supply).

SWW showed us where the stop tap was and fitted and a meter was also fitted on 23 January 2015 and we turned off our own stop taps (relying on rain water / roof tanks / drinking water containers) so we could monitor the usage on the pipe (without us) for one week. The results are shown in the attached [Survey 1.PDF](#) file and as can be seen some 97,190 litres "disappeared" in the one week and suggests that at least 35,000,000 litres had been wasted since we first reported the problem to SWW over 7 years ago.

On 2 February 2015 we turned off the stop tap at Tailings End to see what happened. What happened was that the supply to Mel Chalis ceased and, obviously, so did the supply to David Lanyon's land as he had recently connected to Mel's supply. Mel tells me that Elaine Holt (of Goon Farm) told him that she had turned off his supply because "she suspected there was a leak on the pipe" but of course it was us not her that had turned it

off.

As our stored water was running low we turned the stop tap at Tailings End back on (on 5 February 2015) so that we could replenish our tanks and we told Mel we were going to do this so that he could replenish his own tanks (for his animals as well as himself). It only took about 20 minutes to replenish our own tanks (225 litres) but we left the supply on for one hour in case Mel had larger tanks to fill. When we turned off the stop tap at Tailings End it was noticed the meter was still (the 97,000 litre "leak" had miraculously disappeared) and Mel reported that his supply had not been restored whilst the stop tap at Tailings End had been on. Mel (and David Lanyon's tenant) have thus been without mains water since 2 February.

As can be seen from the attached [Survey 2.PDF](#) file we turned the stop tap at Tailings End back on again on 6 February 2015 (and our stop taps off). The next day at 11:05 the meter was reading 1 litre (not a very serious leak on about half a mile of 45 year old pipe!) but at 15:40 the same day the meter was turning fast again. At about 9:15 this morning, as you witnessed, the meter was again still but showing that 1,171 litres of water had been used overnight.

In addition to SWW and Ofwat I have copied this email to The West Briton and our MP as we think it is outrageous that SWW did nothing about this matter when we first reported the problem we were having over 7 years ago (our water supply stops for about 1 hour virtually every day). Their inaction seven years ago has resulted in 35,000,000 litres of drinking water being wasted. Their inaction one year ago (when they installed a meter at Tailings End and discovered a "leak") has resulted in about 5,000,000 litres being wasted. We think SWW (and recently Kevin Bray) were out of order in threatening us with legal action unless we acted as SWW's police force however we did manage to prove in less than two weeks that the "leak" (if it is a leak) is not on our supply pipe, as you witnessed this morning, but must be on an unauthorised pipe or pipes connected to our supply.

Lets hope SWW finally do something about this as we suspect the "leak" still exists (albeit our pipe is no longer helping to fuel it) and put a stop to this wastage of valuable drinking water.

Regards

John

Attachments:

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<a href="#">Water easement winter cottage.pdf</a>	1.1 MB
<a href="#">Survey 1.pdf</a>	182 kB
<a href="#">Survey 2.pdf</a>	184 kB
<a href="#">28april2014swwthreat.pdf</a>	234 kB
<a href="#">Water supply Goongumpas 3.jpg</a>	808 kB