

Subject: Invoice to SWW

From: Top Laner <toplanner@goongumpas.com>

Date: 08/05/2015 15:15

To: Sarah Harvey <custrel@southwestwater.co.uk>, "Sarah Newton (MP)"

<Sarah.Newton.MP@parliament.uk>, SWW <customerleakage@southwestwater.co.uk>,

southwest@ccwater.org.uk, mailbox@ofwat.gsi.gov.uk, Jef Reines <jreines@westbriton.co.uk>

CC: JL <johnlayte@gmail.com>, Kath Layte <kath@layte.com>

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

01209 820146 john@layte.com kath@layte.com

9 January 2015

Sarah Harvey
South West Water

Dear Sarah

I attach our invoice regarding our monitoring our water supply during April.

I also attach SWW's 28 April 2014 letter which was sent to Goonhillend Cottage, Winter Cottage and The Annexe Winter Cottage and make the following observations.

1. Whereas the heading may be accurate the first paragraph is not. SWW had not found a leak on the pipe supplying our properties they just suspected there might be one. Following our survey we have proved there is not a leak on the pipe supplying our properties however there is strong evidence that there is a leak or leaks on the service pipes supplying other properties that were connected to our supply despite also having another (known) connection to SWW's main. We believe there are at least 4 other properties involved.
2. The second paragraph states *"South West Water has a legal obligation to our customers, Ofwat and the government to prevent the wastage of water"*. We point out that we are customers and have reported the low water pressure dating back over 40 years and for the last eight years that our supply stops completely for about an hour each day. Instead of investigating as to why? SWW advised that we, Carn View and Harmony Cottage (who had also complained about low water pressure) should lay new supply pipes to the main.
3. Under the heading *"What we consider when paying leak allowances"* there is the line *"- the leak was caused by a third party and you cannot recover your costs from them"*. We have proved that there is no leak on the pipe supplying our properties but the 97,000 litres per week wastage must be going somewhere and has been doing so for at least 8 years but probably much longer.
4. Your attention is drawn to the first paragraph in the box below Mathew Moore's signature *"In the unlikely event that we have advised you that a leak is taking place you have the legal right to reclaim any expenses which you have incurred from us"*. (see 1. Above).
5. Your letter lists some contractors that are able to undertake the work but states that SWW cannot recommend any one nor does it state that we cannot act as our own contractor. Prior to your letter and subsequent to Allister Symonds suggesting we join with Carn View and Harmony Cottage in installing a new (half mile) supply pipe we consulted some contractors and were verbally quoted about £16,000 (probably +VAT). If we had taken them up then a new £16,000 pipe would have been installed which would not have made any difference to the leak whatsoever as there was no leak on our pipe. SWW would thus be liable for refunding us for undertaking ill advised work.

As you know we turned off the stop tap at Tailings End and locked it on 15 March 2015. We erected a notice requesting that anyone who found that their water supply had stopped should contact SWW. We are told that the only property who did so was Tailings End (who apparently found that their outside tap had stopped working). We are aware that four other properties have carried out work on (or installed new) water supplies on their land since 15 March and that this work has contaminated our supply when we turned it back on to

replenish Winter Cottage's roof tank on 27 April 2015. It should be noted that despite the fact that the stop tap at tailings End is turned off a small amount of water (< 3 litres daily) still manages to get through to Winter Cottage, Goonhillend Cottage and the Annexe Winter Cottage which indicates that there is some sort of connection to another water supply which may still have a leak present.

As we have said before in answer to SWW's *"Its nothing to do with us – it's a private supply" – "It may well be a private pipe but the wastage of 97,000 litres per week over many years is surely a public matter and should be dealt with accordingly"*.

Yours sincerely

J & K Layte

— Attachments: —

[sww april invoice.pdf](#)

113 kB

[28april2014swwthreat.PDF](#)

790 kB