

Mr J Layte  
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Our ref: Case 12433465

9 June 2017

Dear Mr Layte

We have received a contact on your behalf from the Consumer Council for Water (CCW) which has been forwarded to me for a response.

I am taking this opportunity to enclose copies of the documents you requested in your email of 21 December 2016 to Tracy Symons with the exception of item 33 relating to correspondence from Sarah Newton MP. As we have previously confirmed, although Mike discussed central heating systems regulations with you during his visit on 4 March 2016, **no correspondence from Sarah Newton was shared with him.** I can assure you that all these documents were reviewed as part of Tracy's investigations prior to her detailed response to you of 25 November 2016. Please accept my apologies for the delay in providing you with these documents and as a gesture of goodwill for this delay I am forwarding you a cheque for £50 which you will receive within the next five working days.

I would like to apologise for the time that this matter has taken to investigate and that the monthly meter readings were not undertaken as initially agreed after you provided our Customer Support Representative with a key to the padlock on the stop tap chamber. South West Water has previously made an offer of £1,500 to reflect this, and to recognise that the incorrect letter was initially sent to you. I would like to re-offer this payment which will remain open until 17:00 on Friday 23 June 2017.

I trust I have clarified the situation for you and I will also ensure that I forward a copy of my response to the CCW for their records.

Yours sincerely



Chris Broxton  
Escalations and Stakeholder Manager