

9 October 2015

Paul Mitchell  
South West Water  
Peninsula House  
Exeter EX2 7HR

Dear Mr Mitchell

**WRA 30457**

Thank you for your 22 September 2015 letter (attached) which contained a 2<sup>nd</sup> copy of your 3 September 2015 Notice (attached).

Your 22 September 2015 letter asks me for a detailed diagram of the “further works” I had undertaken to the (rainwater harvesting) installation (at Goonhillend Cottage). I have not undertaken any further works to that installation since your inspection in April 2015 save for the fact that I have permanently disconnected the (turned off anyway) mains water connection to the rain water distribution tank in the loft as was advised in Richard Harrison’s 16 April 2015 letter (attached). I informed your Jeff Steere in our August phone call that I intended to do this as I did not agree that either of SWW’s other suggestions for backflow protection were practical and one suggestion, if used intermittently (as intended), would result in contamination due to stagnation. On 17 September 2015 I informed Richard Harrison (when he and another visited to inspect the premises to assess its compliance with your regulations) that this had been done. Unfortunately he neither believed that I had permanently disconnected this connection nor was willing to inspect and test that I had; instead he claimed the “*roof space was unsafe*”, “*the rafters were unsupported*” and “*I had installed extra pipe-work so as to deliberately restrict access*”. None of these claims are true and the last one I think borders on defamatory.

Your 22 September 2015 letter now requires that I install a double check valve so as to provide “*Whole site backflow protection*” before your Tuesday 13 October 2015 inspection or your contractors will install one, at my expense, on that day. If they did install such a device it would be in direct breach of both Richard Harrison’s 16 April 2015 letter (attached) and the notice you had previously served me (attached) which clearly states “*Do not fit double check valves as a category 5 backflow protection*”, furthermore your meter reader has told me that a double check valve already exists on the meter so it would be pointless. I state that I have fitted such a device and I think it only fair that you pay me the amount your contractors would have charged me to fit a pointless device or pay me my charge of £215 + VAT (whichever is the greater). For the record it is about two man days work + about £20 for materials so please supply a quote for this work from your contractors and I will consider it if, on 13 October 2015, you can prove I have not fitted such a device.

Your 22 September 2015 letter contains the following paragraph.

*Please take note that should you fail to allow entry to the premises on Tuesday 13 October 2015 as detailed above. SWW intends to apply under Part II of Schedule 6 to the Water Industry Act 1991, for a Justice of the Peace to issue a Warrant to authorise entry to the premises, if need be by force, to exercise SWW’s powers. SWW will seek the costs incurred in connection with the application for and exercise of the warrant from you as part of its reasonable expenses pursuant to Section 75(9)(b).*

This is a bit over the top, access has never been denied in the past, but if you did apply for such a warrant please be aware it would need to be addressed to Mrs K Layte as she is the registered occupier of Goonhillend Cottage and not me (see letter heading). You were granted access on 17 September 2015 by me as she was in Spain at the time and you will be granted access by me on 13 October 2015 as I installed the rain water harvesting system at Goonhillend Cottage and unlike Mrs K Layte know its intricacies but please be aware that nothing has changed since your various inspections between April 2015 and 17 September 2015 regarding the following – access

to the roof is the same as it has always been - access to the near end of the rain water distribution tank is the same as it was when inspected in April 2015 - access to the far end of the rain water distribution tank (necessary to check / test that the mains connection to the ball cock has been permanently disconnected) is the same as it has always been (very difficult, but possible - see attached photos and note there is no pipe-work restricting access and never has been) - There is no floor in the roof so you will need to expose the ceiling joists by removing the top layer of insulation. If you are not willing to crawl across the ceiling joists then you will need crawling boards (Richard Harrison declined to borrow mine on 17 September 2015 so you will need to bring your own on 13 October 2015 and I would suggest they are no longer than 5 feet).

SWW took a video of the inspection on 17 September 2015 and so did I. It is too large to attach to this email but I have uploaded a copy to YouTube. If you want to view it click [HERE](#), search for "South West Water" on YouTube or download a copy from [www.goongumpas.com](http://www.goongumpas.com).

It is about time SWW stopped trying to get out of (a) paying our invoices (b) compensation for about 8 years of faulty / polluted supply (c) expenses for buying in drinking water since January 2015 by trying to find fault with the rain water harvesting system at Goonhillend Cottage which was only installed so as to provide water (for all but drinking water) whilst we turned off the stop tap at Tailings End (to see if any other "users" complained) because SWW had refused to do this or provide us with a bowser so that we could since about 2007.

We have still not had a response to our (attached) 17 July and 7 September emails requesting confirmation that SWW have passed as compliant all cattle troughs that are connected, were connected, or could be connected / re-connected to our supply pipe between Tailings End and our properties. You will appreciate we do not trust our supply for drinking water purposes until such time as we receive a response.



JH Layte

Encs