

- <>2007 Meters installed GHE
- <>2008 Meters installed Winter / Annexe
- 2008 Complaint to SWW regarding water pressure zero for approx 1 hour per day
- 2008 SWW state "private pipe" and not their responsibility
- 2009 continue complaint and start recording dates and times zero pressure
- 2012 Allister Symonds becomes involved – states Harmony Cottage and Carn View also complain about low pressure and have been advised to install new pipes to Tailings End – suggests we do the same.
- 2012 July - Request Alister Symonds inspect cattle troughs on Goon Farm to determine if any are connected to our supply rather than Goon Farm's metered supply Alister implied he would do this but it appears he did not as he would have discovered that several troughs were connected to our supply and that they did not comply with regulations and presented a very real danger of back flow contaminating our water. Also request (in writing) he inspect the new water supply to the quarry filed (now The Cabin) to check its legality – Alister states that it is a private matter but if Goon Farm were selling land with a water supply that was not legal then it was a matter for the Police.
- 2012 (July) ask the Police to check if the water supply on the land for sale is legal – Police state it appears to be a civil matter but did inspect on 23 July 2012 (see photo)
- <> Jan 2013 discover easement in Winter Cottage deeds and on 4 March 2013 Email Allister giving him permission to enter Goon Farm land and inspect cattle troughs etc and also point out Goon Farm state that the water supply to the land for sale is legal and fed from behind their meter (Not true as it turned out!)
- We request Allister provide us with a pressurised bowser located just out side Winter Cottage gate and connected to our pipe then turn off the supply to see if any person also using our supply complains – ie if anyone complains then they are legally using the supply and equally responsible for pipe maintenance – if not then they are not legally using the supply.
- 2013 (autumn) Alan Brand and Kevin Bray become involved. We ask Kevin Bray to inspect Goon Farm's troughs and he reports that he had done and there is no problem at Goon Farm and that the water pressure there is far higher than ours and thus a different supply.
- Jan 2014 Kevin Bray searches for a stop tap at Tailings End that turns off our supply and eventually finds one.
- We request SWW install a logging meter but they do not however Alan Brand did install a standard meter which he reported was showing a constant flow of about 5 or 6 litres per minute which he said was a leak and in addition he stated there was another user or users drawing about 200 litres per day.
- As with Allister Symonds we request Alan Brand supply us with a water bowser and turn off the stop tap at Tailings End to see if anyone reports their supply has ceased but he refuses.
- 6 Feb 2014 letter to OFwat
- 28 April 2014 letter from SWW addressed to Goonhillend, Winter Cottage and The Annexe Winter Cottage stating they had found a leak and threatening legal action (£1000 fine) if we did not fix it. The letter suggested several contractors who could undertake the work. We contacted several but it was not possible to obtain a firm quote other than a verbal vague estimate of "about £16,000" to install a new half mile pipe.
- Jan 2015 Kevin Bray verbally threatens legal action if we did not fix this leak forthwith

- We inform Tudor Cornish (SWW) that we would be acting as our own contractors and we wanted the stop tap at Tailings End identified and the meter re-installed so that we can install our own meters (he refused to lend us any) along the half mile of pipe to identify the section with the leak and repair it.
- We inform Tudor that we had enough rain water and drinking water stored to last about a week (at GHE and Winter Cottage) and would first monitor the usage (not including our usage as our stop taps were off) to determine how much water was being used. This revealed that 97,190 litres per week was being used by others!
- Following the one week survey we filled up our roof tanks at Winter Cottage and Goonhillend (The Annexe Winter Cottage has no storage tank) and turned off the stop tap at Tailings End to see what happened and who complained their water had stopped. The Cabin and Mr Lanyon's tenant complained that their water supply had stopped.
- For the surveys that followed see www.goongumpas.com

It is a fact that if SWW had done what we asked in 2008 then about 35,500,000 litres of water would have been saved (worth about £72,500)

It is a fact that if Allister Symonds had done what we asked him to do in 2012 about 17,000,000 litres of water would have been saved (worth about £35,000)

It is a fact that if Alan brand had done what we asked him to do in late 2012 then about 10,000,000 litres of water would have been saved (worth about £18,000)

It is a fact that Alister Symonds' advice to us / Harmony and Carn View (to lay a new pipe) was very bad advice as it cost Harmony and Carn View a great deal of money and would have cost us about £16,000 if we had taken his advice. Obviously it would not have made any difference to the leak which would have remained undetected if it were not for our action.

It is certain that the cattle troughs on Goon Farm have been connected to our supply for many years and have had the very real potential to contaminate our supply especially when the water pressure dropped to zero as it has done for about an hour a day for <> 8 years.

Although SWW have now (allegedly) inspected the cattle troughs in the area it is apparent that there are still some remaining that are not compliant and have the potential to contaminate our water supply.