

17 July 2015

Sarah Harvey
South West Water

Dear Sarah

SH/Case 1243345

Thank you for your email addressed solely to JH Layte (copy attached). We need to point out that your 28 April 2014 letter (threatening legal action if we did not fix a leak SWW had untruthfully **said** they had **found** on the supply to our properties) was addressed to three people only one of which was JH Layte (a copy of your 28 April 2014 letter can be viewed on the www here <http://www.goongumpas.com/docs/28april2014swwthreat.PDF>)

In future will you please address all correspondence to all recipients of your threat. We believe we are all due compensation for the seven or eight years we have pointed out to you the problems with our water supply, that you have failed to address and we are all involved in the surveys that have been conducted since January 2015. These surveys have proved beyond all doubt there is no leak on the service pipe to our properties but there are at least two connections to other service pipes that supply water to other properties. Currently approximately 900 litres per month of (possibly) polluted water is entering our supply pipe (which you have personally refused to have tested). Our respective addresses are -

KM Layte
Goonhillend Cottage
Goongumpas
TR16 5JL

JH Layte
Winter Cottage
Goongumpas
TR16 5JL

GR Bellward
The Annexe
Winter Cottage
Goongumpas
TR16 5JL

If you wish to additionally send an email then our email addresses are -

KM Layte kath@layte.com
JH Layte toplaner@goongumpas.com (or john@layte.com)
GR Bellward gavrbellward@gmail.com

Concerning your 3 July 2015 email (attached)

- The lock on the stop tap at Tailings End is to prevent others from turning on the stop tap and extracting water. You are reminded that our first survey in January

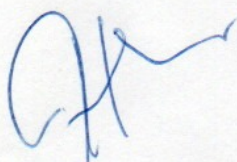
2015 revealed that about 97,000 litres a week was "disappearing" on the pipe. We turned off the supply which resulted in the water stopping at The Cabin and David Lanyon's shed in Higher Goongumpas lane (as well as our properties of course). When we turned the supply back on the 97,000 litre per week "leak" had stopped but there was still a 7000 litre per week usage which may have been legal but may not have been. We turned the supply off again but someone turned it back on again and extracted water. To prevent this happening again we turned off the supply, attached a lock to the stop tap and erected the notice that asked that anyone affected should contact SWW regarding the interruption in their supply. We understand only Tailings End contacted SWW regarding their outside tap which had stopped. Surely this can only mean that the persons responsible for extracting 97,000 litres per week (for at least 7 years) knew that the water was free?

- The 10 litres per week that is still disappearing when the stop tap at Tailings End is turned on is almost certainly due to a cross connection with another user(s) with his/her own SWW connection (either legal or illegal) which is of lower pressure than our own. When the stop tap at Tailings end is turned off water from this cross connection flows into our pipe rather than out of it and amounts to about 900 litres per month. The flow is too low to register on our meters and thus is technically free but is it drinkable? Probably not as it is almost certainly coming from Goon Farm's pipework and the possibility of cross contamination on Goon Farm is high due to animal troughs where the SWW inlet is below water level due to rain water filling the troughs to overflowing. Cross contamination with the dirty water in these troughs could occur if the ball valve failed (plastic deteriorates in sunlight) and then the SWW pressure dropped to zero or below. Although it is very rare for pressure to drop to zero we are sure you are aware we have been complaining for seven or eight years that our pressure dropped to zero for about an hour virtually every day. It is very likely (possibly) contaminated water has been entering our supply for years and you have refused our request to have it tested. You are welcome to drop in for a cup of tea at any time.
- As for removing the lock we have no objection to removing it so that you can carry out tests (after all we have been requesting you do this for years!) but we need to know the exact date and the amount of time you want us to remove the lock so that we can turn off our own stop taps for the period.
- We object to you removing the lock by force and remind you that you have stated many times that it is a private supply and thus not your right to interfere with it (you cannot have it both ways).
- The water quality samplings you have undertaken were meaningless as they were taken when the stop tap at Tailings End was turned on. What was tested was water in our supply that almost certainly originated from Goon Farm. Obviously if we flushed our supply through then it would clear but as soon as the stop tap was turned off again then (possibly) contaminated water would enter our supply again.

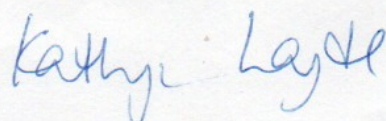
Will SWW please confirm that they will test the water quality entering our supply and confirm they have inspected all animal troughs on all properties adjacent to the pipe from Tailings End to our own properties and beyond and confirm that they all comply with the water regs regarding cross contamination kindly supplied to JH Layte by Richard Harrison (SWW Water Regulation Officer).

We attach our June 2015 survey results and invoice together with our statement for your urgent attention.

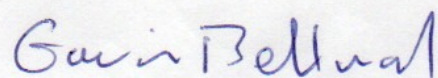
Yours sincerely



JH Layte



KM Layte



G Bellward