

Subject: EMAIL FROM SOUTH WEST WATER - CASE 1243345

From: Customer Relations <custrel@southwestwater.co.uk>

Date: 11/07/2017 17:40

To: "john@layte.com" <john@layte.com>

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11 July 2017

Dear Mr Layte

Thank you for forwarding South West Water a copy of your email sent to the Consumer Council for Water on 27 June 2017. I am sorry that you remain unhappy following our previous correspondence.

Central Heating Systems

I would like to confirm that during all the visits to your premises undertaken by our Regulations Officers your central heating system was compliant with the appropriate requirements. I can also advise that if any contraventions are identified during a visit from a Regulations Officer they will always take the time to explain the risks and possible remedies. Equally if a customer has any questions about their central heating system the Regulations Officer will always do their utmost to provide an answer.

I understand that the original plumbing arrangements for your primary circuit was a typical gravity fed feed and expansion (F&E) cistern, comprising of a float valve to control the level of the water, with the correctly set up air gap. This arrangement is no different to any other open vented type system installed in premises across this country and beyond. A correctly arranged F&E cistern is a perfectly safe and acceptable method of installation and backflow arrangement for an open vented primary circuit.

It appears that you subsequently installed a second cistern to supply the original F&E cistern believing that this was required. However there was no regulation requiring you to install a second cistern being that your F&E cistern was compliant and Jeff Steere confirmed this with you. The information provided to you by your MP confirmed that backflow protection is required to prevent the water in primary circuits from returning into the water supply; you already had this protection in place.

Your comments regarding your meeting with Mike Shannon have once again been noted.

I understand your concerns regarding risk to customers' health from unprotected non-compliant (by today's regulations) central heating header tanks. All gas boilers and appliances have to be installed by Gas Safe registered plumbers who are strictly regulated. Heating system installers are trained in the requirements for the various types of heating systems, including backflow prevention arrangements, and have to demonstrate competence before they are allowed to join the Gas Safe Register.

Pipe from Tailings End water meter

Your findings following your own excavations have been noted. South West Water has always maintained this is a single supply pipe to your three properties however we have never claimed to know the exact trajectory it takes as it is a private pipe. The likelihood is that it follows the hedge along the road towards Goon Farm as opposed to diagonally across private land. We would never know for certain unless we excavated and this is not our responsibility to do that. However, we have since discovered from the deeds supplied by you that the pipe travels to Goon Farm before continuing to your property.

The further statements in your email have been noted however these have been responded to within earlier correspondence and I do not propose to make any further comment. South West Water will not be undertaking the work that you have requested and has done everything possible to assist you in resolving this private matter. Consequently the Company will not therefore be responding to any further contacts from you relating to this subject.

Information request

We have also received a further contact on your behalf from the Consumer Council for Water requesting a copy of an email dated 29 August 2013 that was referred to in Tracy Symons' letter of 25 November 2016. I can confirm that Tracy's letter made no reference to an email dated 29 August 2013, her letter stating:

"Your letter indicates that your complaint has been going on for the last eight years. SWW records do not agree with this. We have a record of your request for separate meters on 25 August 2008 due to the pipe serving more than one property. We then have a record from 29 August 2013 where you suspected an illegal connection to your supply."

This referred to your telephone call to South West Water of 19 August 2013 and our subsequent telephone call to you of 29 August 2013. During both conversations you mentioned that you felt there had been an illegal connection to your supply.

Once again I trust that I have clarified the situation for you.

Yours sincerely

Chris Broxton

Chris Broxton
Escalations and Stakeholder Manager

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