



SOUTH WEST WATER

South West Water, P.O. Box 4762, Worthing, BN11 9NT southwestwater.co.uk
Telephone 0844 346 1010* Minicom 0800 169 9965 Fax 01392 423792

Mr J Layte
Winter Cottage Goongumpas
Crofthandy
St Day
Redruth
Cornwall
TR16 5JL

Helpline: 0844 346 2020
DX No: 119850 EXETER 10
Direct Fax: (01392) 423792
Minicom: 0800 169 9965
Customer Number: C29674406 01

28/04/14

There is a water leak affecting you and your neighbours' properties
GOONHILLEND COTTAGE, WINTER COTTAGE AND THE BARN WINTER COTTAGE

Dear Mr J Layte

We have found a leak from the service pipe that jointly connects you and your neighbours to the main supply pipe. Because this is a private service pipe, you and your neighbours are responsible for repairing it.

What you need to do

South West Water has a legal obligation to our customers, Ofwat and the government to prevent the wastage of water. Under Section 75(2)(b) of the Water Industry Act 1991 we must advise you to arrange for the leak to be repaired within 30 days of the serving of this notice in order to prevent further wastage of water.

The owner of a property connected to the service pipe is responsible for repairing it if there is a leak. If you are a tenant, it is your responsibility to ensure information regarding a leak at the property is passed on to the Landlord / Letting Agent.

When the leak is repaired, please let us know by sending us the enclosed prepaid reply card or call our services helpline on 0844 346 2020.

What happens if you do not repair the leak

In the event of your failing to have the repairs carried out within the specified period, then the Company would have to exercise its powers under Section 75(9)(a) of the Water Industry Act to take steps to repair the leak and recover the costs from you.

If the leak has become an emergency or the building is unoccupied, we may also have to turn off the water supply.

Under Section 73 of the Water Industry Act 1991, you may be guilty of an offence and liable, on summary conviction by a Magistrates Court, to a fine not exceeding £1,000.

* Calls from BT landlines are charged at 3 pence per minute. Charges may vary according to service provider.



INVESTOR IN PEOPLE

South West Water Limited. Registered in England No. 2366665

A subsidiary of Pennon Group Plc. Registered Office: Peninsula House, Rydon Lane, Exeter EX2 7HR

How we compensate for leaks and repairs

If you repair the leak and you are on a water meter, you may be able to claim a leak allowance to reduce your water and sewerage charges. You can also claim a contribution towards the cost of the repair by completing the leak repair contribution form enclosed with this letter.

What we consider when paying leak allowances

We can only pay a leak allowance if:

- the leak is coming from pipework or fittings that are underground
- the leak was repaired within 30 days
- the leak was not caused by your neglect or deliberate damage
- the leak was caused by a third party and you cannot recover your costs from them.

Please also note that:

- we can only compensate you for the period covering the last two meter readings, even if you have had a leak for longer than that
- you may only receive two leak allowances for the same property. If you have any more leaks, you will have to pay any following water and sewerage charges in full.

How to claim a leak allowance

If you would like to claim a leak allowance, please complete the enclosed claim form and send it back to us. We will then let you know if your claim has been successful.

If you would like to view your account details online please go to myaccount.southwestwater.co.uk to register. You can also apply for a leak allowance online via the 'Other forms and applications' link.

More information

If you would like more information about repairing a leak, we have enclosed a guide to finding and repairing leaks on underground pipes, and a list of recommended companies who can find and repair leaks. If you have any other questions, please visit southwestwater.co.uk or call our water services helpline on 0844 346 2020. Our lines are open seven days a week from 7am to 10pm.

Yours sincerely



Matthew Moore
Billing & Contracts Manager

In the unlikely event that we have wrongly advised you that a leak is taking place you have the legal right to reclaim any expenses which you have incurred from us.

Under the terms of sections 73 and 75 of the Water Industry Act 1991 a water company has the power to serve notice on the customer requiring him or her to take remedial action within a specified period of not less than 7 days. If the remedial work is not carried out within the specified period, the water company has the power to carry out the remedial work itself at the expense of the person on whom the notice was served.

Caution: The customer is warned that the electricity installation should not be earthed to a metal water service pipe. This has not been permitted under the Institution of Electrical Engineers Wiring Regulations since 1966, for any new installations. The Company therefore cannot guarantee that the materials are electrically continuous or will remain so after the above repair work. Advice on earthing should be obtained from the Electricity Supply Company or from an approved electrical contractor.

Customer Supply Pipe Repair Companies

We regret, that due to the competition act South West Water is unable to recommend a contractor, however, for your information the names and telephone numbers of contractors that we know specialise in this field of work, and who may be able to help you detect and repair your leaking service pipe, are detailed below.

Alternatively, telephone numbers can be found in the yellow pages under the sections water engineers, plumbers or builders/ construction companies. We would suggest that you obtain quotes from more than one reputable contractor as prices and response times may vary.

Some of the contractors have freephone numbers and some offer discounts for the elderly or a free quote or call out. In the case of hardship you may wish to contact a local support agency for assistance (i.e. The Care and Repair Service for the elderly and disabled).

You may also wish to check whether your household insurance policy or specific plumbing insurance provides cover for any pipework repair or replacement that you may require. Where insurance cover is available, it may be possible to combine this with a financial contribution from South West Water.

The majority of the contractors on the list undertake leak repairs and renewal of external underground supply pipes and those denoted with an "I" or "H" also offers an internal plumbing service and/or may undertake work in the public highway.

These contractors have confirmed to us that they are happy to travel to your property to provide a quote or undertake work for you.

- Underground Solutions
Polmennor Farmhouse, Polmennor Lane, Carnhell Green, Hayle, TR14 0EA
Tel 01209-831902 or 07773 819558 (I,H)
- Keveth's
19 Trevenson Road, Pool, Redruth, TR15 3PH
Tel. 01726 890242 or 07812 967947 (I,H)
- Pipeworx Ltd
27 Southpark Road, Tywardreath, Par, PL24 2PU
Tel. 01726 816355 or 07866 755458 (I,H)
- Paul Warmisham T/A Tyson Utilities
Unit 12 North Quay, Hayle, TR27 4BL
Tel. 01736 755707 or 07598 876780 (H)

- Graham Howard
81 Bodmin Road, St Austell, PL25 5AG
Tel. 01726 67412 or 07967 512146
- Ray Stephens Groundworks
38 Beeching Park, Callington, PL17 8QS
Tel. 01579 382169 or 07721 840652 (I,H)
- J Todman Plant Hire
Rivendell Neeham Road, St Newlyn East, Newquay, TR8 5LE
Tel 01872 510234 or 07977 549226
- JCC Web Construction
52 Trelander North, Truro, TR1 1PR
Tel No 01872 241916 or 07894113107 (I,H)
- Absolute Groundworks
44 Polwithen Drive, Carbis Bay, TR26 2SP
Tel. 01736 797886 or 078549 47014 9 (I,H)
- R & D Water Engineers Ltd
5 Wheal Agar, Pool, Redruth, TR15 3QL
Freephone 0800 0327 295 (I,H)

These contractors have confirmed to us that they are happy to travel to your property to provide a quote or undertake work for you.

- Underground Solutions
Bolnisi Farmhouse, Poimnorr Lane, Cambell Green, Hayle, TR14 0EA
Tel 01209 831902 or 07773 819558 (I,H)
- Kevell's
19 Trevanion Road, Pool, Redruth, TR15 3PH
Tel. 01738 880242 or 07812 987947 (I,H)
- Pipework Ltd
27 Southpark Road, Twardreath, Par, PL24 2PU
Tel. 01728 818385 or 07889 756458 (I,H)
- Paul Wainman T/A Tyson Utilities
Unit 12 North Quay, Hayle, TR27 4BL
Tel. 01738 758707 or 07888 878780 (H)