

## **Brampford Speke Parish Council**

The Old Vicarage  
Brampford Speke  
Exeter  
EX5 5DR  
28<sup>th</sup> January 2022

Customer Service Department,  
South West Water,  
Peninsula House,  
Rydon Lane,  
Exeter EX2 7HR

Dear South West Water,

I am writing on behalf of Brampford Speke Parish Council to raise concern about repeated water main bursts in the supply to our village.

The latest occurred a few weeks ago and the necessary repair work caused major difficulty for residents, farms, and other businesses because the alternative access route are narrow lanes with few passing places. It didn't help that after the initial repair, the road was left unnecessarily obstructed for several more days until resurfacing took place.

A number of residents have asked us to complain on their behalf. Attempting to do so by phone proved unrealistic (waiting times of 35-45 minutes) and you appear to have no available email address. It's very frustrating to have to resort to paper correspondence to contact you.

Our other concern as a parish council is that there have been several bursts in the supply over the past few years, each requiring closure of the main access into the village (Burrige Hill), with consequent disruption as outlined above. We understand that the main pipework may be Victorian, and would like to know when this will be replaced with something more serviceable.

Please reply to me at the above address and I will forward your response to my fellow councillors.

Yours sincerely

Richard Tillett  
Parish councillor  
Brampford Speke Parish Council

