

Mr R Tillet
The Old Vicarage
Bramford Speke
Exeter
EX5 5DR

Direct Line: 01392 443911
Helpline: 0344 346 1010*
Fax: (01392) 423792
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Our ref: CASE-0010722244

16 February 2022

Dear Mr Tillet

Thank you for your letter which we received on 2 February 2022 regarding our works in Bramford Speke. I'm sorry that you have had to contact us about this issue and for any inconvenience this has caused.

Road Closure

I'm sorry to hear of the inconvenience caused to Bramford Speke during our recent works. When works are required in the road, we work closely with Devon County Council Regulations to obtain authorisation for a road closure and to discuss a suitable diversion route. Repairs are carried out immediately to repair the burst however, we are not always able to reinstate the works immediately following the repair, as usually we need to ensure that the repair holds and doesn't burst again.. I completely understand that this can be frustrating for local residents whilst the road is closed, and we do endeavour to complete the works within the road closure time frame and open the road as quickly as possible to mitigate further disruption to road users.

Pipe Work Renewal

I have spoken with our Distribution Management Team who have confirmed that there are currently no plans to renew our pipework on Burrige Hill due to the low frequency of failure, and the consequential absence of supply interruptions to our customers. We have a limited number of renewals we can carry out per year and we need to target the areas where customer supplies are regularly impacted and where water quality is at risk.

Our Management Team are aware of the frequency of bursts in Bramford Speke and we track the frequency and associated customer impact on each occasion. Should there be an adverse decline in the service provided, we will of course assess this against our capital programme and submit a mains replacement project if required.

Telephone waiting Times

I'm sincerely sorry that residents were unable to contact our 24 hour helpline 0344 346 2020 due to high wait times. I have discussed this with our Customer Contact Centre who have advised that they are currently experiencing a shortage of staff and have asked me to pass on their apologies. They have advised me that they are actively recruiting call handlers as a priority and this should resolve the wait times on the phone for our customers.

I trust this resolves your query however, if you have any questions in the meantime, please feel free to call me on 01392 443911. I'm available Monday to Friday, between 9am and 5pm. For your information, please find enclosed copies of our Complaints Procedure and Customer Promise leaflets.

Yours sincerely

Alexandra Bond
Customer Manager