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Date: 29 March 2017

To: All Customers

We are sending you this note to follow up the letter we sent you dated 24th February on the subject of the proposed change in the legal status of this company that supplies your drinking water.

First we should like to thank those who were able to attend the open forum at the Shipton Bellinger Village Centre on 4<sup>th</sup> March and contribute to the debate. A copy of the presentation we made is available on the website<sup>1</sup>. Anyone who does not have access to the Internet can obtain a copy by telephoning the office.

We should like to share with those who were unable to be there, the 5 main points that arose out of the discussion on the FAQs in the original letter.

1. Monitoring of Water Quality: There were concerns that the local authority does not have the same level of competence as the Drinking Water Inspectorate. In fact the DWI have a duty to support local authorities if required. The level of sampling and analysis of Cholderton's water will be unchanged. We will be meeting the Wiltshire and Test Valley Environmental Health Departments to discuss quality monitoring very shortly.

2. The Customer Challenge and Advisory Group (CCAG) and its future role: This group has an independent chairman and members drawn from the Environment Agency, Natural England, the local authorities and consumers. The statutory safeguards provided by Ofwat on customer rights and the setting of water charges will no longer apply when the company becomes a private supply. The CCAG will take over this role. Concern was expressed that attendance at meetings by consumer representatives and some local authority members had been poor. We have agreed to make representations to Test Valley BC that they should provide a representative to attend all meetings. We agree also that there should be greater customer representation from both parishes.

**Please will anyone who would like to consider being a member of the CCAG, which is the consumers' voice in the running of the business, contact the office for details.**

3. Long-term continuity: A question was raised about the long-term plans for the business to ensure continuity of water supplies to the community. We explained that there are plans for the formation of a Trust of which the water company will be part. In the meantime the CCAG, with its enhanced membership, would represent consumer interests making certain that they are at the centre of decisions affecting the business.

4. Restricting water supply: We did not make it clear in the original letter that there are NO circumstances where, as a private supply, we will cut off anyone's water. This includes cases where customers are overdue with their payments. We will, however, take the appropriate legal steps necessary to recover overdue debt.

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<sup>1</sup>[http://www.sitesplus.co.uk/user\\_docs/274/File/Presentation%20Shipton%20Bellinger%20Feb%2017\\_compressed%20copy.pdf](http://www.sitesplus.co.uk/user_docs/274/File/Presentation%20Shipton%20Bellinger%20Feb%2017_compressed%20copy.pdf)

5. The Ofwat 28-day consultation on the proposal: The details of the consultation were not available at the time of the meeting. This is now available and will be open for 28 days. It can be found on the Ofwat website using the following link:

<http://www.ofwat.gov.uk/consultation/cholderton-district-water-wessex-water-services/>

For those who do not have access to the Internet, copies of the consultation have been posted on the village notice boards. A copy is also available in the Shipton Bellinger shop. Anyone who wishes to have a personal copy should telephone the office. We will either post it or have it ready for collection. If there is anything you do not understand or wish us to clarify please telephone and we will either answer your question on the spot or telephone you back.

In order to assess the level of customer support we also need to know your views about the proposal for the water company to become a private supply. A small slip is enclosed for you to complete. You have 3 choices, Yes, No or Undecided. Please put the slip in the stamped addressed envelope and send it back to us within the next 15 days.

If you registered your preference with a member of our staff at the end of the meeting on 4<sup>th</sup> March there is no need to complete the slip.

We look forward to hearing from you.

Yours sincerely,

Henry A Edmunds FRES  
Managing Director

Anthony St Q Fry  
Authorised signatory