Dŵr Cymru
Welsh Water

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Date: 24 July 2013

Mr P Jones
philkto@yahoo.co.uk

Your email of: 31 May 2013

Received on : 31 May 2013

Our Ref: 8000056401

Dear Mr Jones

Further to my letter of 13 June 2013, as promised, I am writing to update you with the results of the visual assessment of the Llanpumpsaint catchment, as part of the Dry Weather Flow (DWF) project.

I can confirm that the identified manholes upstream of the manhole in farmland adjacent to the river were inspected between 19 – 26 June 2013, during the day, and also at "off-peak" times, between 4am and 6am.

The manual inspections identified some of our assets experienced ground water infiltration, and therefore extensive CCTV investigations are still required. This will be carried out by our Network Asset Management Team (NAM), under a separate investigation which will commence after the DWF data has been reviewed.

Please be assured that we will contact you again in the next 8 weeks when we have further information regarding our continued investigations.

In the meantime, may I take this opportunity to emphasise the importance that all incidents are reported to our 24 hour contact centre at the time the incident occurs on 0800 085 3968. We rely on incidents being reported to us, so that an accurate history of events can be logged and help prioritise future investment.

I hope this clarifies the position but should you have any further queries regarding the above please contact me on 0800 3580572.

Yours sincerely

Neil Coleman
Customer Complaints Officer

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We welcome correspondence in Welsh and English.

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