

29 September 2016

Severn Trent Water



Mrs Stanton  
Green Acres  
Manafon  
Welshpool  
SY21 8BJ

Customer Care  
PO Box 5310  
Coventry  
CV3 9FJ

0800 032 0142

Our Reference: X790607

Dear Mrs Stanton,

Thank you for your continued patience whilst I investigated this case. I'm sorry to hear all the inconvenience this is causing yourself and the local residents.

I've tried to contact you to discuss this but I've not been able to speak with you by phone. I've spoken with our planning manager for the area and he has confirmed we are replacing 37 km of main in Llandinman however, this is yet to have a replacement date.

Pressure loggers have also been installed on the network around your address. We have assessed the logger data and the pressure does have some variance but it's still over regulatory standards. Even when there is a peak demand the pressure showing is again, over our regulatory standards.

As I've not been able to speak with you, please can you provide further information on the exact location of the properties so we can investigate. If I'm not in the office, one of my colleagues will be happy to assist.

Yours sincerely,

Kelsey Martin  
Customer Care Team

I've reviewed your case at Stage 1. Details can be found in the enclosed leaflet