

## **Review of the responses given by South West Water at the Scrutiny Committee meeting on 17 March 2025**

### A summary of the outstanding issues:

- Question 20A: Questions about 'assessed' charges for people without water meters and who live in shared properties. SWW said they would answer these questions in writing after the meeting and directly to the Cllr who asked them. Do you know if this happened?

#### Response:

Please find a link to our assessed charges process: [sww-household-charges-scheme-2025-26.pdf](#). It is a comprehensive document.

- Question 27: SWW offered a 'teach in' session where you could explain in more detail how the water industry was regulated. Do you know if this was ever arranged or have we still to do this?

#### Response:

We have yet to offer a 'teach in' session for all local authorities and our plan is to do this. Please bear with us whilst we plan this.

- Question 29: Re. Tiverton Sewerage Treatment Works.....SWW would investigate further the odour issues from this site that were being reported by the local residents and report back. Cllr Adam Stirling has been in touch about this. Is there a response to this yet please?

#### Response:

I personally reviewed the issue of odours at Tiverton Sewage Treatment Works and responded to David Parker direct on this matter. Please see attached. We have also responded to a number of other queries raised on this matter direct with Councillors.

I can confirm we have received the query from Cllr Adam Stirling regarding Tiverton which we are currently collating information for a reply.

- Question 33: 2 Councillors would be offered the opportunity to see what SWW was doing with Exeter University in the microplastics lab. Do you know if this invitation has been progressed?

#### Response:

We sent an invite to all local authorities on 3 April 2025 for a visit to our research collaboration CREWW to view our micro-plastics lab as well as our other research projects. Please see our original email out to all local authorities (attached). We have a record of Cllr S Keable attending.

- Question 36: Problems at Shutlake in Hemyock.... SWW agreed to respond after the meeting. Did that happen?

Response:

I do not believe we had responded to this and were expecting some more information on which to provide a response. Please could this be directed to our council enquiries email address as follows: [CouncilEnquiries@pennon-group.co.uk](mailto:CouncilEnquiries@pennon-group.co.uk).

- Question 37: Re. management of accidents.....SWW would take away the question of the service level they operated when a spill had occurred. Is there an update on this?

Response:

I can see this question has been answered in the minutes as far as practicable. The only other piece of information to add is that if we have a report of a suspected pollution from a member of the public, via our own telemetry or via the Environment Agency our aim would be to attend and assess within 2 hours. This will depend on other priorities at the time.

I can confirm we have received the query from Cllr Adam Stirling regarding Tiverton which we are currently collating information for a reply.