



Yorkshire Water
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Marina Briggs – Clerk
Carlton in Coverdale Parish Council

Via email only: carlontownpc@yahoo.com

1 July 2024

Dear Marina,

**New water supply in Carlton in Coverdale
Consumer Council for Water (CCW) case reference 240605-000049**

Thank you for your email dated 18 June 2024, regarding the above matter.

I have spoken with my colleagues to understand the background to this matter, as well as considering the wider implications of your request. I understand that you would like Yorkshire Water to create a new mains supply in Carlton in Coverdale free of charge, waiving our fee of £1,064,579 (including VAT). I also note that you have made a complaint to the Consumer Council for Water (CCW) as you are dissatisfied that we have not yet waived our fee, and that you have done this on the advice of Minister Moore and Prime Minister Sunak.

In brief, unfortunately we are unable to satisfy your request. We have already reduced our costs significantly when providing our current quote and are unable to reduce this further, I will explain why in further detail below.

Water Supply in Carlton in Coverdale

Yorkshire Water are a water supply company and we have a responsibility to provide our customers with safe, clean drinking water. However, this responsibility does not extend to individuals who are not our customers, that is to say, those who have a private water supply.

Across our region, there are a number of customers who are not in receipt of our services and they receive their water supply in various forms, but these are generally from private water suppliers,

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known as water undertakers. My understanding of the position in Carlton in Coverdale is that the Parish Council is responsible for the treatment and supply of spring water for the residents. This means that the Parish Council are the water undertaker for the village.

As you'll likely be aware, in 2010, The Private Water Supplies (England) Regulations were introduced which placed an onus on private water undertakers to comply with minimum standards. Since this time, as assets have aged, we've received a number of requests similar to yours in which we have been asked to take on assets or supply mains water free of charge.

Bill payers' money

As a regulated company, we have been obliged to spend bill payers money fairly and with business acumen, and as such we are required to charge for our services at a reasonable cost. It would not be fair or reasonable to use our bill payers' monies to carry out this work for Carlton in Coverdale free of charge. Further, as there are a number of private water undertakers in the region, if we were to supply Carlton in Coverdale with a mains supply free of charge, we would be setting a precedent to do this for other private water undertakers.

Doing this would essentially be asking all bill payers across the region to pay for a supply for the village, instead of the village paying for this itself. We would also be obliged to inherit the financial risks of the existing infrastructure. The cost of this, if we were to do it for all private water undertakers, would be well in excess of £100m. This is not fair to our existing customers.

Quote received

The quote that the village has been supplied at this time has been reduced to its minimum, in addition to the advice and support the village has been provided to date from my colleagues in our Water Strategy, Planning and Investment department free of charge.

The quote received has waived fees for a number of additional charges, such as the infrastructure charge for each new connection. We have done this as we recognise the difficult position that the village is in, but we cannot reduce this quote further due to the above reasons.

Complaint process

Although I understand the difficult position that you are in, we cannot uphold your complaint. If you disagree with our decision, you can escalate your complaint by following our complaints process.

If you remain dissatisfied at the conclusion of our internal complaints process you can, as advised by Minister Moore and Prime Minister Sunak, escalate this to one of our Regulators the Consumer Council for Water. A copy of our complaints process is available on our website

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www.yorkshirewater.com/compliments-complaints/complaints If you can't view this online we can send a copy by post.

*Yours sincerely,
Nicola Shaw*

Nicola Shaw CBE
Chief Executive, Yorkshire Water

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