

TELEPHONE CALL TRANSCRIPT EVIDENCE BUNDLE

Frederick Road / Public-Body Communications

43 recording identifiers
Sanitised presentation copy - expletives visibly redacted

Prepared for	Martin Newbold
Bundle date	15 August 2026
Primary source archive	2026 Transcription Log(1).zip
Additional transcript	2026-08-14-Communication-with-CCW-03000343333-R20230707-010021.timestamped.txt
Archive SHA-256	044e019bbea8bfe211ff6b3b1b4eaf219291e6f42fc679d2a5dbd6babf06eaac
CCW transcript SHA-256	a3a5b25acc4c4dff0a96afee8fc8beed974d0a93c658ef3c2c2f31fc8441d125

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1. Preparation, Integrity and Limitations

Selection. The supplied ZIP archive contains 116 files representing 42 recorder identifiers. Where several variants existed for the same recorder identifier, this bundle uses one preferred transcript: a non-empty timestamped version where available, with a more descriptive filename preferred over a generic duplicate. The separately supplied CCW transcript adds a 43rd recorder identifier.

Expletive treatment. At the user's instruction, expletives are not reproduced. Each detected expletive is replaced at its original location with [EXPLETIVE REMOVED]. Nothing else is intentionally rewritten for tone or style.

Transcription accuracy. Spelling, names, grammar, duplicated phrases, apparent automatic-transcription artefacts and substantive allegations are otherwise preserved from the selected source transcript. Their inclusion records what appears in the supplied transcript; it does not establish the truth of any allegation.

Timestamps. Timestamps appearing in transcript text are retained as supplied. The recorder identifier includes a recorder date/time code. The supplied DATE_AND_RENAMING_MAP states that manually labelled 2026-08-04 recordings carried recorder IDs dated 2023-06-27 and proposes a +1134-day correction. Where no explicit 2026 date appears in a source filename, this bundle shows an indicative date using that supplied correction and labels it as unverified.

Integrity. A SHA-256 hash is shown for every selected source transcript in the Source Manifest. The original source archive and separate CCW transcript hashes are shown on the cover. The original files should be retained unchanged alongside this presentation copy.

Use in proceedings. This formatting is designed to make the material easier to paginate, cite and review.

Admissibility, authenticity and evidential weight are matters for the relevant court, tribunal or decision-maker.

Where formal reliance is intended, the original audio files and a witness statement explaining provenance should normally accompany or support the transcript bundle.

2. Redaction Key

[EXPLETIVE REMOVED] = a spoken expletive removed from this presentation copy at the user's request. The placeholder is intentionally retained so the location and existence of the omitted word remain apparent.

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3. Evidence Index

Call	Recorder ID	Indicative/source date	Organisation / route	Redactions
01	R20230622-224257	2026-07-30	House of Commons / Professional Standards enquiry route	0
02	R20230623-000106	2026-07-31	Parliamentary Commissioner for Standards	0
03	R20230626-032712	2026-08-03	Office of Helena Dollimore MP	0
04	R20230627-034653	2026-08-04	Environment Agency	2
05	R20230627-041952	2026-08-04	Drinking Water Inspectorate voicemail	0
06	R20230627-050635	2026-08-04	Southern Water	1
07	R20230627-053515	2026-08-04	Independent Water Networks (IWNL)	4
08	R20230629-225432	2026-08-06	Independent Water Networks (IWNL)	9
09	R20230629-235454	2026-08-06	Organisation not conclusively identified in supplied filename	2
10	R20230630-002659	2026-08-07	Environment Agency incident hotline	1
11	R20230630-004123	2026-08-07	Environment Agency	5
12	R20230702-223732	2026-08-09	East Sussex County Council	0
13	R20230702-224620	2026-08-09	Parliamentary Commissioner for Standards	0
14	R20230702-224719	2026-08-09	Environment Agency	1
15	R20230702-225453	2026-08-09	Drinking Water Inspectorate voicemail	0
16	R20230702-225721	2026-08-09	No substantive transcript text supplied	0
17	R20230702-225758	2026-08-09	Local authority switchboard / public-health routing call	0
18	R20230702-230615	2026-08-09	Telephone routing / unavailable recipient	0
19	R20230702-230918	2026-08-09	Public-body water pollution enquiry	2
20	R20230702-233202	2026-08-09	East Sussex County Council - planning/assessment route	0
21	R20230702-234907	2026-08-09	County Hall switchboard	0
22	R20230702-235156	2026-08-09	Local authority switchboard / complaints routing	2
23	R20230702-235458	2026-08-09	County Council switchboard / routing	0
24	R20230703-000635	2026-08-10	Environment Agency	0
25	R20230703-001548	2026-08-10	Environment Agency	0
26	R20230703-001854	2026-08-10	Department for Environment, Food & Rural Affairs (Defra)	0
27	R20230703-002503	2026-08-10	Southern Water	0
28	R20230703-003359	2026-08-10	Organisation not conclusively identified in supplied filename	0
29	R20230703-003439	2026-08-10	Organisation not conclusively identified in supplied filename	0
30	R20230703-004946	2026-08-10	Unanswered / no substantive recipient identified	0
31	R20230703-005503	2026-08-10	Water-company / network enquiry - recipient not conclusively identified	1
32	R20230703-061403	2026-08-10	Public-body / technical evidence call - recipient not conclusively identified	2
33	R20230703-074802	2026-08-10	Independent Water Networks / Power On group routing	0
34	R20230703-200115	2026-08-10	Water-infrastructure contact - recipient not conclusively identified	0
35	R20230703-202427	2026-08-10	No substantive transcript text supplied	0
36	R20230703-202445	2026-08-10	Minimal transcript / no substantive call content	0
37	R20230704-001435	2026-08-11	Power On / IWNL infrastructure contact	11
38	R20230705-061556	2026-06-24	Southern Water	0
39	R20230706-050432	2026-06-13	Environment Agency	1
40	R20230706-064824	2026-08-13	Southern Water - Claire Joblin	0
41	R20230706-065236	2026-08-13	Southern Water - manager voicemail	0
42	R20230706-065506	2026-08-13	Southern Water	1
43	R20230707-010021	2026-08-14	Consumer Council for Water (CCW) - Claire	6

4. Sanitised Transcripts

Each call begins on a new page. Source-line numbers in the left margin are bundle line references only; timestamps within the text are retained from the supplied transcript.

Call 01 - R20230622-224257

Organisation / route	House of Commons / Professional Standards enquiry route
Date label	2026-07-30 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	Professional Standards - R20230622-224257.timestamped.txt
Source SHA-256	f7385abb4a516652ac9ec9284fcc272c32bb94234dda599da190307dc42726bf
Source size / lines	9,250 bytes / 108 source lines
Expletive redactions	0

0001 [0.00 - 3.00] Thank you for calling the House of Commons Inquiry Service.

0002 [3.00 - 5.00] The inquiry line has closed.

0003 [5.00 - 10.00] You can email your inquiry to hcinquiries at parliament.uk

0004 [10.00 - 18.00] or write to House of Commons Inquiry Service, House of Commons, London, SW1A0AA.

0005 [18.00 - 22.00] We aim to answer most email inquiries within one working day.

0006 [43.00 - 53.44] Thank you for calling the House of Commons Inquiry Service.

0007 [53.44 - 55.44] The Inquiry Line has closed.

0008 [55.44 - 61.64] You can email your inquiry to hcinquiries at parliament.uk or write to House of Commons

0009 [61.64 - 68.48] Inquiry Service, House of Commons, London, SW1A0AA.

0010 [68.48 - 72.68] We aim to answer most email inquiries within one working day and all written inquiries within

0011 [72.68 - 79.68] If you know the name of your member of parliament or person you would like to speak to, please

0012 [79.68 - 82.68] hold for the switchboard.

0013 [82.68 - 84.68] Thank you for calling the Parliamentary Contract Centre.

0014 [84.68 - 87.68] Please note, our calls will be recorded.

0015 [86.00 - 90.00] Our calls will be recorded for training and monitoring purposes.

0016 [102.00 - 106.00] Good morning, you're through to the Parliamentary Contact Centre. This is Arthur speaking, how can I help?

0017 [106.00 - 112.54] I'm yes, I wonder if you'd be so kind to help me. I've been trying to contact the standards commissioner

0018 [113.46 - 116.56] standards commissioner at Parliament dot UK and

0019 [116.98 - 122.90] I'm having that email bounce back stating that it's not a correct email

0020 [129.00 - 132.40] Well I have tried. You're going to try and get you through to another?

0021 [132.40 - 134.40] I have tried but there's nobody there.

0022 [134.40 - 142.40] OK, well, all right then. Commissioner for Standards.

0023 [142.40 - 147.90] Yeah, this is standardscommissioneratparliament.uk.

0024 [147.90 - 149.90] I have been using it, it works fine.

0025 [149.90 - 156.90] But today it's bounced back my message this morning saying that it's 404 and couldn't find it.

0026 [156.90 - 160.90] The standards commissioner at parliament.uk?

0027 [160.90 - 161.90] Yeah.

0028 [161.90 - 166.90] That's strange because that is the correct email.

0029 [166.90 - 167.90] Well it's not working madam.

0030 [167.90 - 173.90] Do you perhaps have an alternate email address you could send one from?

0031 [172.00 - 174.00] Well, why would I need that?

0032 [176.00 - 180.00] Well, it could be that they're just not accepting emails from your email address.

0033 [180.00 - 184.00] Well, if that's the case then I will send the police to their office.

0034 [186.00 - 187.00] Okay.

0035 [187.00 - 192.00] Because that's ridiculous. Why would my email be restricted from sending to them?

0036 [195.00 - 197.00] I don't know, have you sent a lot of emails?

0037 [197.00 - 200.20] I don't know have you sent a lot of emails?

0038 [200.20 - 203.00] erm probably 640

0039 [203.00 - 207.72] as they require evidence via it

0040 [207.72 - 211.28] yeah that would probably be why

0041 [211.28 - 214.28] well so they don't accept evidence then

0042 [215.00 - 220.00] Well, it's probably if you send 640 emails.

0043 [220.00 - 228.00] Well, how am I going to report 640 MPs if I don't send 640 emails, madam?

0044 [228.00 - 231.00] Yeah, you're reporting every MP?

0045 [231.00 - 233.00] Yep, that's correct.

0046 [233.00 - 237.00] Um, yeah, that probably would be right then.

0047 [237.00 - 242.00] So basically the system doesn't work and the Commissioner is useless then?

0048 [242.00 - 244.00] Because you can't be contacted?
0049 [244.00 - 245.28] I wouldn't know, I'm not...
0050 [245.28 - 248.48] Well, he can't be contacted, can he? So what is going on?
0051 [251.28 - 254.28] I wouldn't know, I'm not part of it. That would just be my best guess.
0052 [255.00 - 259.48] Well, why is this email address and this commissioner not contactable?
0053 [258.00 - 260.00] commissioner not contactable?
0054 [263.00 - 265.00] I wouldn't know, I'm not part of...
0055 [265.00 - 269.00] Well you are because you're part of Parliament and this is part of the MPs
0056 [269.00 - 273.00] and you're part of these MPs that are actually not abiding by the law
0057 [273.00 - 276.00] and effectively you're not doing anything to solve it.
0058 [278.00 - 281.00] I mean we're here at the Parliamentary Switchboard to transfer people...
0059 [281.00 - 287.00] Yeah, no I appreciate that but nobody is there because you're on a belated holiday
0060 [287.00 - 294.00] and quite frankly your MPs are running muck because nobody is governing them
0061 [296.00 - 299.00] Well I'm afraid that's just not something I can help with
0062 [299.00 - 303.00] Well it should be because you're supposed to have a standards commissioner
0063 [301.00 - 305.32] to have a standards commissioner email that works and you don't?
0064 [307.68 - 313.64] The email is still functioning, it is still working but it could be that they're just not allowing you to send any more emails.
0065 [314.08 - 318.76] I wouldn't know but I would perhaps try and send an email from a different address just to check a certain address.
0066 [318.76 - 322.84] Well I'll ring the police and ask the police why they're not accepting it then shall I?
0067 [323.72 - 328.12] Because I'm not the one committing a crime here, your departments are.
0068 [328.12 - 328.72] I mean at the end of the day all I'm expecting from your standards commissioner at this stage
0069 [336.72 - 342.52] is a reference number to indicate that it took my complaint, an allegation.
0070 [342.52 - 345.04] If it can't even do that it's not functioning is it?
0071 [344.00 - 351.96] functioning is it? I mean I wouldn't be able to comment on that. Well I would because basically
0072 [351.96 - 358.60] I've sent an email and I've sent it an email which is an addition to this well I sent it
0073 [358.60 - 369.84] yesterday and it sent me back a bounce saying that this email address is not correct. I mean I would
0074 [369.84 - 371.84] then try sending one for a different email address.
0075 [372.48 - 374.48] Well no, I'm going to call the police
0076 [374.76 - 375.56] on you all
0077 [375.56 - 377.92] because quite frankly this is unbelievable.
0078 [378.76 - 382.60] You can't block email addresses from the public who pays your salaries.
0079 [387.20 - 389.20] I mean, I'm not saying that...
0080 [387.00 - 396.00] I'm not saying that I know that they have. I'm saying I would check whether it's an email address problem or if it's your email because that email is...
0081 [396.00 - 401.00] Well I've got AI looking at this at the moment and it tells me it's your email address.
0082 [404.00 - 407.00] The Standards Commissioner at Parliament.uk
0083 [407.00 - 411.48] It says it's delivered me 550 undeliverable email
0084 [411.48 - 425.28] f77 nfyau pkiu dmwmcu@va.uk403
0085 [427.00 - 431.96] My email was sent at 9.04 on the 31st of July 2016
0086 [430.00 - 440.54] July 2006 26 and basically this has been sent back to me from your generic
0087 [440.54 - 445.16] standards commissioner at Parliament email address which is not functioning
0088 [445.16 - 448.60] when are you going to do something about it?
0089 [450.60 - 455.84] Well I can assure it isn't and I'll put it online that it's not functioning if
0090 [455.84 - 462.16] if you don't do something about it and I have over 64,000 people look at the pages I post to
0091 [462.16 - 466.16] and one of them is 4.5 million so do you want me to do that or do you want to resolve this?
0092 [468.24 - 470.32] um yeah you see why I should post it online
0093 [472.96 - 474.80] well you're not resolving it are you
0094 [473.00 - 480.76] Well, you're not resolving it are you? At the end of the day I'm reporting that your standards at parliament.co.uk is not functional.
0095 [483.32 - 491.56] I have the error messages and I can prove what I'm saying. I will put it online to 4.5 million people if you do not resolve this.
0096 [493.40 - 495.72] Okay, well I think I might have to end the call.
0097 [496.04 - 497.88] Well how is that going to help?
0098 [497.88 - 509.88] I can't, the email is operational, I suggested trying to summon from a different email, and that's probably because you sent over 600 at one time, it automatically blocked your

email.

0099 [509.88 - 516.88] Well that would be ridiculous wouldn't it, because sending 640 emails, how are you going to report every MP if you can't do that?

0100 [516.00 - 518.60] can't do that.

0101 [528.60 - 535.88] Well my only options are to put it on half a million people's Facebook pages

0102 [535.88 - 542.28] as that you are not receiving standards complaints or I get the police and I get

0103 [542.28 - 549.00] the police come round to you. Because quite frankly this is not correct you

0104 [549.00 - 554.40] should be acting in accordance with your mandate and investigating why this

0105 [554.40 - 557.08] doesn't work.

0106 [559.00 - 561.76] I'm gonna have to end the call, but I hope you have a wonderful day. Bye bye.

0107 [561.76 - 564.88] Well that isn't investigating why it's not working is it?

0108 [564.88 - 565.88] Stupid woman.

Call 02 - R20230623-000106

Organisation / route	Parliamentary Commissioner for Standards
Date label	2026-07-31 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	Paliamentory-Standards-R20230623-000106.timestamped.txt
Source SHA-256	fd6d5b7bb3049b593e10e72c0d4ac07675f5b3e0026bf86b5b3fa018406076ef
Source size / lines	7,046 bytes / 72 source lines
Expletive redactions	0

0001 [0.00 - 10.84] The Parliamentary Commissioner for Standards considers complaints about MPs alleged to
 0002 [10.84 - 14.44] have breached the House of Commons Code of Conduct.
 0003 [14.44 - 20.04] Visit parliament.uk for more information about the complaints process.
 0004 [20.04 - 24.92] The House of Commons requires that a complaint about an MP must be in writing.
 0005 [24.92 - 38.92] To make a complaint contact Standards Commissioner at parliaments.uk or write to
 Office of the Parliamentary Commissioner for Standards, House of Commons, Westminster, London,
 SW1A0AA.
 0006 [38.92 - 44.92] If you cannot complain in writing and require a reasonable adjustment to access the
 complaint system...
 0007 [43.00 - 48.00] to access the complaint system, leave a voice message providing all of the
 following.
 0008 [48.00 - 53.00] Your name, postal address, phone number, MP's name you believe has breached the
 code,
 0009 [53.00 - 56.00] which numbered code rule you think that MP has breached,
 0010 [56.00 - 60.00] a clear explanation of how, and evidence to support your allegation
 0011 [60.00 - 63.00] and details of the reasonable adjustment you require.
 0012 [63.00 - 69.00] If you provide this information, we will call you back on the phone number you
 provide.
 0013 [69.00 - 74.52] Mr. Greenberg I've been calling you all morning and there doesn't appear to be
 anybody in your office
 0014 [74.52 - 79.80] I am Martin you boulder 15, Velliside Road Hastings TN 35 5 alpha Delta
 0015 [80.44 - 87.72] Telephone number 014 24 4 3 0 3 7 3 please call me back. I am writing in a formal
 0016 [86.00 - 92.36] I am writing in a formal allegation under section D, rules 11 and 2 of the House of
 0017 [92.36 - 98.92] Commons Code of Conduct. I've already sent you a great deal of correspondence which
 I
 0018 [98.92 - 105.56] have tried to send a further communication asking you for a reference number which
 has
 0019 [105.56 - 118.44] come up with a 550 undeliverable mail this is reference f77 nfy aupk iudmwm
 0020 [118.44 - 131.56] cuova.uk403 on the 30th of July 2006 at approximately 9.36 p.m. I sent
 0021 [129.00 - 137.16] I sent a substantial complaint published to an email address which was your email
 address you
 0022 [137.16 - 150.38] then have physically reduced that to a failure and I have already sent a big
 evidence packet
 0023 [150.38 - 163.34] to you in regard to 604 MPs who are not complying with the Acts and the rules in
 my allegation
 0024 [163.34 - 171.66] under section D rules 11 and 2 of the House of Commons Code of Conduct. Clearly
 the provisions
 0025 [171.66 - 173.98] relied on the primary allegation.
 0026 [172.00 - 178.56] on the primary allegation section D rule 11. Rule 11 provides that members must
 0027 [178.56 - 183.44] not undertake action causing significant damage to the regulation and integrity
 0028 [183.44 - 189.04] of the House of Commons as a whole or its members generally. I recognize that
 0029 [189.04 - 194.68] ordinary satisfaction with MPs casework correspondence or decision not to
 0030 [194.68 - 201.44] assist would be ordinarily fall within the Commissioners jurisdiction. This
 0031 [201.44 - 206.00] This submission concerns something materially wider.
 0032 [206.00 - 210.92] It concerns the documented pattern which MPs and Parliamentary Officers have ride
 upon
 0033 [210.92 - 216.58] up to express including Parliamentary Privilege, strict Parliamentary Protocol,
 Parliamentary
 0034 [216.58 - 218.58] roll.
 0035 [215.00 - 223.00] protocol, parliamentary rule and constituency rules and constituency convention,
 as reasons
 0036 [223.00 - 229.54] for declining to address, refer, properly signposts and resolve safeguarding and
 traceability
 0037 [229.54 - 233.10] concerns involving Emily Newbold.

0038 [233.10 - 238.34] It is numbered instances these expressions have been presented as through their amount

0039 [238.34 - 245.14] through legislation and formal prohibited however. Parliamentary own procedure guidance

0040 [245.14 - 249.80] states that parliamentary privilege does not apply to correspondence which constituents

0041 [249.80 - 256.24] or ministers and the House of Commons library states that constituent etiquette conventions

0042 [256.24 - 260.02] are not formally parliamentary rules.

0043 [258.00 - 263.92] rules. Despite the request I have not been provided with the provides act of

0044 [263.92 - 269.68] Parliament or standing order resolution of the House code provision and or other

0045 [269.68 - 274.92] formal authority said to prohibit an MP from receiving safeguarding information

0046 [274.92 - 280.52] acknowledging it referring it to a responsible authority or providing

0047 [280.52 - 286.68] accurate safeguarding signposting. I alleged that widespread representation of

0048 [286.68 - 289.20] convention as legal and parliamentary

0049 [289.20 - 292.82] prohibition particularly in response to

0050 [292.82 - 295.34] unresolved safeguarding concern is

0051 [295.34 - 297.94] capable of causing significant damage to

0052 [297.94 - 300.02] the public confidence and integrate

0053 [300.02 - 302.50] integrity of the House and its members

0054 [302.50 - 305.02] general

0055 [301.00 - 309.80] the House and its members generally. Alternatively, on additional allegation section D, rule 2,

0056 [309.80 - 316.36] rule 2 requires members to base their conduct on the consideration of the public interest.

0057 [317.40 - 322.76] The evidence raises the question of whether the public interest was properly considered when

0058 [322.76 - 328.28] parliamentary offices relied on procedural explanations instead of addressing or referring

0059 [328.28 - 333.64] the following unanswered questions. Where is Emily Newbold? Which education

0060 [333.64 - 339.36] establishment is she attending? Which authority is responsible for her welfare?

0061 [339.36 - 346.04] What is her safeguarding status? Through which education

0062 [344.00 - 352.64] health or care system can she presently be traced? This or the safeguarding concern began

0063 [352.64 - 358.24] when Emily was a child. The fact that she may now be treated in an as-aul does not represent

0064 [358.24 - 363.80] or representively resolve the safeguarding failures and answer the continuing questions

0065 [363.80 - 368.88] about her location, welfare and traceability. I therefore ask the Commissioner to consider

0066 [368.88 - 374.00] rule 2 alongside rule 11 with the evidence demonstrates conduct an

0067 [374.00 - 378.80] identified member rather than merely decision by an office not to undertake

0068 [378.80 - 385.04] ordinary constituency casework. I rely on evidence which I have supplied to you I

0069 [385.04 - 390.88] rely on the information which you have denied

0070 [387.00 - 394.36] information which you have denied to have received and clearly I am expecting

0071 [394.36 - 399.48] you to provide me with a reference number in which you will be investigating

0072 [399.48 - 404.96] this complaint. Thank you very much for your time I appreciate it.

Call 03 - R20230626-032712

Organisation / route	Office of Helena Dollimore MP
Date label	2026-08-03 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	Helena Dolimore MP 3-30pm R20230626-032712.timestamped.txt
Source SHA-256	c4b96a0629b82ed35d6383da8c74c0cc8acc26286aea2d7365899b3a018aa6bf
Source size / lines	2,513 bytes / 26 source lines
Expletive redactions	0

0001 [0.00 - 29.92] Hello, it's Helena Dollimore, the Member of Parliament for Hastings, Rye and the Villages.

0002 [29.92 - 34.42] Thanks for calling my office. My team are busy helping other people at this time.

0003 [34.42 - 41.42] So please drop me an email on helena.dolomore.mp at parliament.uk

0004 [41.42 - 44.42] or leave a voicemail if you're not able to email.

0005 [43.00 - 49.68] able to email. My office is open during office hours and if you contact us outside of those

0006 [49.68 - 55.20] hours we will get back to you when we're in the office. Thank you, bye.

0007 [55.20 - 61.54] Please leave your message after the tone. To record your message again press hash at

0008 [61.54 - 66.04] any time. Hello Helena, it's Martin Newbody. I'm calling

0009 [66.04 - 71.16] regarding my missing daughter. I have sent you an email and I'm not sure whether your

0010 [71.16 - 79.08] office is manned because you're in summertime and not in Parliament. Clearly I'm concerned

0011 [79.08 - 84.32] my daughter is missing and I'm now aware that the government in East Sussex was paid £35,000

0012 [84.32 - 88.00] for her abduction. As such they must know where my daughter is.

0013 [86.00 - 92.30] As such, they must know where my daughter is and clearly it would be criminal for them

0014 [92.30 - 96.66] to not operate a safeguarding issue on the matter.

0015 [96.66 - 103.46] I tried to call adult services having received a letter from the NHS stating that her NHS

0016 [103.46 - 110.78] record is no longer valid and I tried to contact the police who are equally not interested.

0017 [110.78 - 120.58] This comes after my daughter's mother was effectively manslaughtered or murdered, depending

0018 [120.58 - 122.66] which way you look at it.

0019 [122.66 - 129.22] And clearly I am very upset that nobody is doing anything and as my MP I expect you to

0020 [129.22 - 131.02] do something.

0021 [129.00 - 136.48] you to do something and find my daughter especially as you and the East Sussex

0022 [136.48 - 142.28] government have received 35,000 pounds for her adoption I look forward to your

0023 [142.28 - 147.98] call or your email and I look forward to you setting up a dialogue with my

0024 [147.98 - 154.20] daughter so that we can sort this mess out you can look for more information on

0025 [154.20 - 160.74] the stealing of Emily dot world where I publicly put all my correspondence thank

0026 [160.74 - 166.42] you very much and I hope you're having a good holiday

Call 04 - R20230627-034653

Organisation / route	Environment Agency
Date label	2026-08-04 (date stated in source filename)
Selected source file	2026-08-04-Environment Agency 03708506506 R20230627-034653.timestamped.txt
Source SHA-256	28c0dec9972fd2224c81d036d6a355d2a4e1e25d41da1959501d910ba347b5e3
Source size / lines	15,485 bytes / 190 source lines
Expletive redactions	2

0001 [0.00 - 9.12] you on the 31st regarding a report that gave you in regard to the water table in
0002 [9.12 - 15.60] Frederick Road which was contaminated with hydrocarbons and other contaminants
0003 [15.60 - 20.92] which are higher than the permissible level and informed you that basically
0004 [20.92 - 25.76] Southern Water was connecting that to the Southern Water supply despite a
0005 [25.76 - 31.58] report that I've sent you and Southern Water stating by AI that this
0006 [31.58 - 38.94] contamination will enter into the water pipes and effectively kill people so
0007 [38.94 - 43.10] can you tell me why you've done nothing and why you do not feel that you have
0008 [43.10 - 46.86] the responsibility for the water table
0009 [43.00 - 48.36] have the responsibility for the water table when clearly this is publicised on your
website
0010 [48.36 - 52.36] that you have sole responsibility for this.
0011 [52.36 - 59.52] Unfortunately, it's come through to the reporting line as in that we only make
reports and we
0012 [59.52 - 64.24] can't give feedback but I can give you another number that you could possibly
discuss this
0013 [64.24 - 65.24] with somebody.
0014 [65.24 - 66.76] Well, I have discussed it with her.
0015 [66.76 - 71.76] I even rang Lawson this morning and tried to ask him for help from Southern Water.
0016 [71.76 - 79.36] But you are responsible as the environment health agency for the water in the water
table
0017 [79.36 - 82.76] which is contaminated under this land they're putting houses on.
0018 [82.76 - 87.76] I mean like I say unfortunately I can't give you any information I only
0019 [86.00 - 89.00] I can't give you any information, I only take reports.
0020 [89.00 - 91.00] So I can't take any more reports.
0021 [91.00 - 98.00] Well I've already given you the report, and I've given you the reference number WCO
5348056
0022 [98.00 - 101.00] which is with Southern Auto which doesn't want to deal with it.
0023 [101.00 - 104.00] Yeah. I mean obviously I can give you a number that you might be able to...
0024 [104.00 - 108.00] Well I'm just being fobbed off madam and I don't think that's acceptable for
public health for you.
0025 [108.00 - 112.00] I'm sorry but this is like I say this is an incident reporting line.
0026 [112.00 - 116.40] I don't know anything but other than taking a report.
0027 [116.40 - 119.80] This is the only job that I do, is I take the report.
0028 [119.80 - 122.12] I am unaware of this situation.
0029 [122.12 - 124.16] So I have got a phone number for you
0030 [124.16 - 126.08] that might be able to discuss it with you.
0031 [126.08 - 126.92] Right, go on.
0032 [126.92 - 128.00] That's all I can do.
0033 [128.00 - 131.00] Okay, so it's 03...
0034 [129.00 - 134.44] So it's 0370850...
0035 [134.44 - 136.44] Hang on, hang on.
0036 [136.44 - 138.44] 0370, yep.
0037 [138.44 - 144.44] 8506506.
0038 [144.44 - 146.44] And who is that?
0039 [146.44 - 149.44] That's the central switchboard.
0040 [149.44 - 153.44] And they can probably get you in touch with somebody who you can speak to
regarding this.
0041 [153.44 - 158.56] this. Like I say, unless it's a report that I can take, I can't help you in any
way and
0042 [158.56 - 159.56] I'm sorry for that.
0043 [159.56 - 164.32] Well, I can't help that but you will be liable for this if this is connected and
people die.
0044 [164.32 - 165.64] It's a public health issue.
0045 [165.64 - 169.24] But I can't do anything about that.

0046 [169.24 - 172.92] Yeah, I know, I appreciate that. I appreciate what you're telling me. But all I'm telling

0047 [172.92 - 173.92] you, all I'm-

0048 [173.92 - 174.92] I personally-

0049 [172.00 - 178.28] But all I'm telling you, all I'm informing you, this is a public health matter and it's not being addressed.

0050 [179.00 - 182.28] The water authority is going to connect in 10 days.

0051 [182.84 - 187.96] This will effectively be murder because I've informed you that this is going on.

0052 [188.92 - 194.72] I thoroughly appreciate what you're telling me. It is not, I am not personally responsible for it.

0053 [194.72 - 198.04] Well you are because you are the incident report line.

0054 [198.04 - 202.92] take a report and if you want me to make a report I can do that for you.

0055 [202.92 - 208.60] Yep do it then please. I'm going to end this call. What what do you want to make a report on water pollution then?

0056 [208.60 - 214.04] Yep. Okay let's do that we can do that otherwise unfortunately I'd have to end

0057 [214.04 - 218.60] a call and you'd have to try the other number.

0058 [215.00 - 220.16] to try the other number so where is the water where's the pollution from right

0059 [220.16 - 225.80] the pollution is from a hospital site at Mount Pleasant Hospital which is in

0060 [225.80 - 232.12] Frederick Frederick Road it doesn't have a postcode because it's not got a

0061 [232.12 - 244.44] property I can give you TQ 8 2 actually 8 3 0 5 0 1 1 0 3 1 or TQ 8 3 0 1 1 0

0062 [244.44 - 256.50] right so so I've got TQ 830511031 could you repeat the rest one yeah TQ that's

0063 [256.50 - 261.68] the long one TQ 830511031

0064 [258.00 - 264.00] 8305011031

0065 [264.00 - 273.00] 011 031, right let me just pop that into my map then and then what I can actually do is have a look and get a location

0066 [273.00 - 278.00] because obviously we're a national line so we don't always know where people are referring to

0067 [278.00 - 280.00] so it's just zooming in now

0068 [280.00 - 287.00] Right, yes I can see that there. So that would have been a, so that's just off of Frederick Road, is that correct?

0069 [287.00 - 293.00] Yeah, it's got an address of one Frederick Road but if I gave you the postcode you wouldn't find it.

0070 [293.00 - 296.00] Right, okay and that's an ex-hospital site.

0071 [296.00 - 297.00] It is, yeah.

0072 [297.00 - 298.00] Is that right?

0073 [298.00 - 299.00] Yeah, that's correct.

0074 [299.00 - 301.00] Okay. And what is the pollution again?

0075 [301.00 - 303.00] The pollution is coming from the

0076 [301.00 - 307.64] The pollution is coming from the crude oil derivatives which was held in tanks at the

0077 [307.64 - 309.40] top half of the site.

0078 [309.40 - 311.56] Okay, oil derivatives.

0079 [311.56 - 319.36] And there was two of them and two delivery trucks that used to deliver the horrible substance

0080 [319.36 - 325.28] which is the last final derivative of crude oil into the site and didn't give a [EXPLETIVE REMOVED] where

0081 [325.28 - 330.56] the [EXPLETIVE REMOVED] it went on the ground or whether the tanks leaked or anything because it wasn't

0082 [330.56 - 332.56] about in those days.

0083 [344.00 - 352.82] and so it's going to be connected on the 10th. Explain. There are 100 houses

0084 [352.82 - 359.80] going to be connected on the 10th of this month, two days time. The Borough

0085 [359.80 - 367.84] Haplo report 2006 contains figures. What report was that? Borough Haplo. Borough Haplo.

0086 [367.84 - 372.64] Let me write that down. So it's Borough Haplo. You have got this report, I have sent you this.

0087 [372.64 - 380.04] I personally haven't got this or access to this report because obviously I'm at the very bottom of the chain just taking the report

0088 [380.04 - 382.68] So I wouldn't have any access to any of this information

0089 [382.76 - 387.82] Okay, so excuse me. Sorry if I ask the questions that you think I should already know

0090 [387.00 - 396.20] should already know. Okay, it's the Burrow Hapold. Hapold, yep. Report 2006 reported figures of pyrene

0091 [396.20 - 414.76] 8.405 milligram per kilogram. 0.5 okay yeah. PAH hydrocarbons x flash 700 milligrams per kilogram.

0092 [417.00 - 421.40] for a EZ flash I should say

0093 [424.72 - 431.00] and how many milligrams sorry again 700 milligrams per kilogram
0094 [430.00 - 431.00] Yep.
0095 [431.00 - 436.00] Lead 982 mg per kilogram.
0096 [436.00 - 437.00] Yep.
0097 [437.00 - 453.00] And the really important one is naphthalene, N-A-P-H-T-H-A-L-E-N-E, it's 92.22 mg per kilogram.
0098 [453.00 - 458.00] 92.22 mg per kilogram.
0099 [458.00 - 474.68] and Benzo A Pyrene and this was 8.98 milligrams per kilogram
0100 [473.00 - 497.12] And arsenic 42.5 mg per kilogram.
0101 [497.12 - 509.60] Now the QTS report in 2017 is important because it has a Riberio report in it which is effectively
0102 [509.60 - 518.00] giving information about what was in the water table and that gives us sulphate of 600...
0103 [516.00 - 520.16] that gives us sulfate of 654 milligrams per kilogram
0104 [521.60 - 526.48] which is presumably comes from the naphthalene which turns into sulfate in water
0105 [527.60 - 534.80] arsenic 50 milligram per kilogram lead sorry can i just can i just hold you back a minute i'm just
0106 [534.80 - 541.84] still typing per kilogram of um on the sulfate yeah sulfate 654
0107 [541.84 - 555.34] 654 yeah I've got that one the next one. Milligram per kilogram arsenic. Arsenic thank you. 15
0108 [555.34 - 558.46] milligram per kilogram.
0109 [559.00 - 572.18] Lead 55, sorry 556 milligram per kilogram.
0110 [572.18 - 580.52] Nickel 13 milligram per kilogram.
0111 [580.52 - 584.88] 130 milligram per kilogram
0112 [590.00 - 597.24] yeah benzo a pyrene 63.5 milligram per kilogram
0113 [601.12 - 605.92] sorry what was the figure again 63
0114 [602.00 - 617.28] the figure again 63.5 yeah and phenethyrene which is P H E N A N T H R E N E which is
0115 [617.28 - 637.28] 92.9 milligrams per kilogram and EPH C8 to C40 170 so 1718 milligram per kilogram
0116 [637.28 - 644.28] Right, so I've got those and what I'm going to do now is...
0117 [645.00 - 653.08] do now. Right hang on shall I just conclude with saying... I can't put any more in the report that's
0118 [653.08 - 658.28] something that needs to be discussed with further on do you know what I mean I've got I just need to
0119 [658.84 - 665.08] Yeah but we're running out of time madam in eight in two days this is not my fault I contacted
0120 [665.08 - 670.84] everybody on the 31st and this is eight days and the six days have already gone without anybody
0121 [670.84 - 677.80] doing anything? My point is if I can get an outline of the problem I can get this written
0122 [677.80 - 683.24] up very quickly and get it to somebody who may understand this. Okay but this is in the
0123 [683.24 - 689.88] water table it's in the ribo layer so basically any groundwork they've done isn't going to
0124 [688.00 - 696.88] groundwork they've done isn't gonna work yeah it's very important to get
0125 [696.88 - 700.80] across because it's not anything to do with what's the soil it's in the water
0126 [700.80 - 704.52] level and this is what everybody's getting wrong
0127 [706.00 - 713.44] right so I've got I've got these figures that you've given me yeah they got where
0128 [713.44 - 718.28] it's coming from but all I need to do is for the sake of this report is get this
0129 [718.28 - 722.14] information to the people who will understand and probably have
0130 [722.14 - 727.78] acknowledgement of what's going off with it I'd appreciate that you know you want
0131 [727.78 - 734.70] to get it out there but I want to do this quickly yeah okay
0132 [731.00 - 736.60] Okay, but look, these pipes have been in the ground for a long time with no water going through them,
0133 [736.60 - 741.88] which means the plausible risk in them is much higher because there is no flowing water.
0134 [749.32 - 752.68] And they're the wrong, they have not got barrier pipes according to
0135 [753.72 - 757.40] southern water and they cannot be filtered out.
0136 [761.00 - 763.00] Okay, got that.
0137 [768.00 - 769.00] Yeah.
0138 [769.00 - 770.00] Okay.
0139 [771.00 - 772.00] Uh huh.
0140 [772.00 - 776.00] And Southern Water have suggested that they should have replaced...
0141 [774.00 - 781.00] suggested that they should have replaced the pipes with barrier pipes.
0142 [789.80 - 796.80] But even then it is a risk.

0143 [804.00 - 810.00] Okay, yep, I've got that. So can I take your name please?
0144 [810.00 - 812.00] Yep, Martin Newbold.
0145 [814.00 - 817.00] Do you want the Southern Water Reference Number?
0146 [817.00 - 819.00] No, no Bill.
0147 [817.00 - 824.34] No, no bill if there's a report there bill bill knows that can I take an email for you? Yeah Martin you bold
0148 [827.86 - 829.86] Dot MN at gmail.com
0149 [837.88 - 842.18] Lovely website one use that instead and the
0150 [842.18 - 847.18] the phone number you've called in on, is that a good one for them to contact you on?
0151 [847.18 - 848.18] Yeah, that's fine.
0152 [848.18 - 849.18] Lovely, right?
0153 [849.18 - 850.18] Let me just pop that one in.
0154 [850.18 - 856.06] And as I said, I have a complete unredacted report from AI which was generated off of
0155 [856.06 - 861.42] these documents because of the fact that it found that this was in a water table which
0156 [861.42 - 862.42] absolutely...
0157 [860.00 - 864.60] that this was in a water table, which absolutely shocked me because everybody was telling us
0158 [864.60 - 866.88] that it was all in the earth.
0159 [866.88 - 872.88] Yeah. And do you work for a particular company that's dealing with this?
0160 [872.88 - 878.48] No, I work for... I'm an author and I work for Hastings Badger Protection Society as
0161 [878.48 - 879.48] well.
0162 [879.48 - 880.48] Alright, okay.
0163 [880.48 - 887.12] But I'm particularly worried about this site because we were told by the planning inspector
0164 [887.12 - 890.96] that they would physically deal with it appropriately and it doesn't appear to
0165 [890.96 - 894.80] have been dealt with appropriately at all because if they confuse where the
0166 [894.80 - 899.76] contaminants were in the first place and they've been just moving soil
0167 [899.76 - 903.20] about it isn't going to solve this.
0168 [903.00 - 910.84] Okay, no it's not. Right, I'm just going over the report so what I'm going to do now is
0169 [910.84 - 914.56] I'm going to, with all that you've told me and I've got the recorded call as well so
0170 [914.56 - 917.08] I can always refer back to that and get that filled in.
0171 [917.08 - 921.24] No, that's fine. I have no problem you using that recorded call at all.
0172 [921.24 - 926.60] Yeah, well I can get that to anything that I may have missed out so I can go over and
0173 [926.60 - 932.68] get that and then what I can do is I will get all this done and I will let our officers
0174 [932.68 - 937.24] know. They may already, well they probably will already know about these things.
0175 [937.24 - 945.64] I mean what really surprised me is that Southern Water haven't even been known that this was
0176 [945.64 - 947.00] a contaminated site.
0177 [946.00 - 949.80] contaminated site which is appalling.
0178 [949.80 - 951.80] Oh yeah, yeah.
0179 [951.80 - 954.80] I'm just going to put that in there.
0180 [954.80 - 958.80] Because they could have given good guidance couldn't they?
0181 [958.80 - 959.80] Yeah.
0182 [959.80 - 964.80] Southern Water on a where of.
0183 [964.80 - 967.80] Yeah, okay.
0184 [967.80 - 970.80] And they were notified on the 31st as well.
0185 [970.80 - 975.80] Okay, so I will crack on with that now and get that sent off.
0186 [975.80 - 977.80] I'll try and call this other number as well.
0187 [977.80 - 979.80] Yeah, I hope you don't.
0188 [979.80 - 980.80] Okay, thank you.
0189 [980.80 - 982.80] Alright then, well thank you for your call, bye.
0190 [982.80 - 983.80] Bye.

Call 05 - R20230627-041952

Organisation / route	Drinking Water Inspectorate voicemail
Date label	2026-08-04 (date stated in source filename)
Selected source file	2026-08-04-Environment Agency 03708506506 14-37 47 mins R20230627-041952.timestamped.txt
Source SHA-256	660ae20eb3d4e74e5a093dd857467162d2ee19b4fa8c0fa1e139d196fa1823f4
Source size / lines	2,595 bytes / 27 source lines
Expletive redactions	0

0001 [0.00 - 5.52] water inspectorate. We are sorry that we are unable to take your call at present.
0002 [5.52 - 10.88] Please leave your name, contact number and the nature of your inquiry after the
0003 [10.88 - 16.80] bleep and we will get back to you. Please leave a message after the tone. When you
0004 [16.80 - 22.98] have finished please hang up. Hello it's Martin Newborough. I'm calling about the
0005 [22.98 - 32.58] contamination of drinking water in Frederick Road which is at TQ 8305011031.
0006 [32.58 - 40.14] This was a whole old hospital site and there are hydrocarbons in the water
0007 [40.14 - 46.78] table according to the Riberia report which I
0008 [43.00 - 50.30] report which I have sent to the environment agency. The information we've
0009 [50.30 - 55.46] gleaned from your reports has been really helpful. It has indicated to us
0010 [55.46 - 62.82] that there is a possibility of the water in the water table that's contaminated
0011 [62.82 - 69.22] leaching into water pipes which will contaminate drinking water. Now there is
0012 [69.22 - 73.80] problem because there is going to be a connection event on the 10th by Southern
0013 [73.80 - 79.78] Water who has all these reports that I've sent them and basically is aware
0014 [79.78 - 89.06] of what they're doing. Clearly the situation is not getting addressed
0015 [86.00 - 91.72] not getting addressed and it's been sent to the regional environmental officer
0016 [91.72 - 97.56] even though they are responsible for the water under the land the only
0017 [97.56 - 102.92] remediation has been done has been land-based activities not thing to do
0018 [102.92 - 109.12] with the water table clearly this is unsatisfactory because their connection
0019 [109.12 - 119.26] of the supply to these houses could effectively be a contamination incident
0020 [119.26 - 124.48] for the rest of the network because if that stuff gets into the rest of the
0021 [124.48 - 131.76] network it could potentially be a public health issue and
0022 [129.00 - 141.92] and I have notified Southern Water on WC05348056 and their public health team.
0023 [141.92 - 147.16] I would be grateful of any information you can give me you can contact me on
0024 [147.16 - 152.44] my email at martinnewbold.mn at gmail.com and I'll supply you with the
0025 [152.44 - 161.96] reports and or you can contact me on my landline 01424 430 373. I look forward
0026 [161.96 - 168.64] to hearing from you and I hope that they can find some solution to this thank you.
0027 [172.00 - 174.00] Thanks for watching!

Call 06 - R20230627-050635

Organisation / route	Southern Water
Date label	2026-08-04 (date stated in source filename)
Selected source file	2026-08-04 - 0330 303 0368 Southern Water 15-49 for 37 mins R20230627-050635.timestamped.txt
Source SHA-256	bcf1810e53b5187a6d0f89a8d25d87706739047d33ce651475161d57dbedf8e2
Source size / lines	20,382 bytes / 256 source lines
Expletive redactions	1

0001 [0.00 - 27.00] Water quality team.

0002 [43.00 - 68.00] If you are contacting us about home-side restrictions that apply in Hampshire or the Isle of Wight,

0003 [68.00 - 70.00] Some customers may be exempt.

0004 [70.00 - 75.00] Visit southernwater.co.uk slash host hyperband for full details.

0005 [75.00 - 77.00] Who is exempt or to report a breach.

0006 [77.00 - 82.00] Thank you for using WaterWise. Your actions may feel real different.

0007 [86.00 - 115.00] We are experiencing higher than normal cold bodies.

0008 [115.00 - 120.00] We know you're waiting and will answer your call as soon as we can.

0009 [120.00 - 126.00] Please continue to hold and we will transfer you to the next available agent as soon as possible.

0010 [129.00 - 136.00] Thank you for your patience.

0011 [136.00 - 143.00] We are ready to go.

0012 [143.00 - 150.00] Thank you for your patience.

0013 [150.00 - 163.00] We are receiving higher call volumes than normal.

0014 [163.00 - 167.00] to your queries on our website at southernwater.co.uk.

0015 [167.00 - 170.00] However, if you would rather speak to someone,

0016 [170.00 - 174.00] please continue to hold and we will transfer you to the next available...

0017 [172.00 - 177.00] will transfer you to the next available agent as soon as one becomes available.

0018 [202.00 - 209.00] If you are contacting us about hose line restrictions that apply in Hampshire or the Isle of Wight,

0019 [209.00 - 212.00] some customers may be exempt.

0020 [212.00 - 214.00] Visit Southernwater.co.uk

0021 [215.00 - 222.00] Visit Southernwater.co.uk slash host fiber man for full details who is except or to report a breach.

0022 [222.00 - 227.00] Thank you for using water widely. Your actions make a real difference.

0023 [245.00 - 260.00] We are experiencing higher than normal cool 40.

0024 [258.00 - 260.24] is higher than normal call volume.

0025 [260.24 - 262.70] We know you're waiting and will answer your call

0026 [262.70 - 264.44] as soon as we can.

0027 [264.44 - 267.00] Please continue to hold and we will transfer you

0028 [267.00 - 271.20] to the next available agent as soon as possible.

0029 [301.20 - 302.20] Thank you for your patience.

0030 [302.20 - 302.70] We are receiving...

0031 [301.00 - 305.00] Thank you for your patience. We are receiving higher call volumes than normal.

0032 [305.00 - 311.00] You may be able to find answers to your queries on our website at southernwater.co.uk.

0033 [311.00 - 320.00] However, if you would rather speak to someone, please continue to hold and we will transfer you to the next available agent as soon as one becomes available.

0034 [344.00 - 351.00] If you are contacting us about hose pipe restrictions that apply in Hampshire or the Isle of Wight,

0035 [351.00 - 353.00] some customers may be exempt.

0036 [353.00 - 360.00] Visit southernwater.co.uk slash hosepipe-a-man for full details who is exempt or to report a breach.

0037 [360.00 - 365.00] Thank you for using WaterWiseE. Your actions make a real difference.

0038 [387.00 - 406.00] We are experiencing higher than normal cool body.

0039 [406.00 - 409.00] and we will answer your call as soon as we can.

0040 [409.00 - 415.00] Please continue to hold and we will transfer you to the next available agent as soon as possible.

0041 [430.00 - 437.00] Thank you for your patience.

0042 [437.00 - 450.00] We are receiving higher call volumes than normal.

0043 [450.00 - 456.00] You may be able to find answers to your queries on our website at southernwater.co.uk.

0044 [456.00 - 465.00] However, if you would rather speak to someone, please continue to hold and we will

transfer you to the next available agent as soon as one becomes available.

0045 [473.00 - 502.00] If you are contacting us about hose pipe restrictions that apply in Hampshire or the Isle of Wight,

0046 [502.00 - 504.00] Some customers may be exempt.

0047 [504.00 - 506.00] Visit Southernwater.co.uk

0048 [506.00 - 508.00] slash post by the band for full details

0049 [508.00 - 510.00] who is exempt or to report a breach.

0050 [510.00 - 512.00] Thank you for using water wisely.

0051 [512.00 - 514.00] Your actions make a real difference.

0052 [546.00 - 554.00] We are experiencing higher than normal call volume. We know you're waiting and will answer your call as soon as we can.

0053 [554.00 - 560.00] Please continue to hold and we will transfer you to the next available agent as soon as possible.

0054 [589.00 - 600.08] Hello Fiona you're speaking to Martin you but can I have your reference number please?

0055 [600.08 - 603.88] Yeah WC 0-

0056 [602.00 - 606.72] yeah WC 05348056

0057 [610.56 - 612.56] 5348056

0058 [612.56 - 614.56] yeah

0059 [623.60 - 625.60] about sighting Frederick Road

0060 [625.60 - 635.60] Thank you, so it's 130 Frederick Road and that is TN355AU

0061 [635.60 - 644.60] Might be, but the TQ points probably better is TQ8305011031

0062 [644.60 - 646.60] I don't know what that is

0063 [645.00 - 652.00] I don't know what that is. It's below Farley Bank on Frederick Road.

0064 [652.00 - 657.00] Thank you. Can you confirm your contact number please?

0065 [657.00 - 660.00] Yeah, it's the same as what I'm calling you on.

0066 [660.00 - 667.00] 075426411410. Yeah.

0067 [667.00 - 678.00] Right, the last update we had was yesterday from our water quality team.

0068 [678.00 - 679.00] Yep.

0069 [679.00 - 690.00] Okay.

0070 [688.00 - 696.94] I haven't had that I have provided more information with the two reports I've

0071 [696.94 - 709.00] also contacted East East I contacted the water authority because the

0072 [709.00 - 719.04] Riberio level is owned by the environment agency and as such they have

0073 [719.04 - 723.80] responsibility for the contaminants in them in there.

0074 [727.20 - 734.72] Yep they told me that they had put the communication out to the

0075 [731.00 - 736.60] put the communication out to the regional team as of yesterday but

0076 [736.60 - 748.32] they've had nothing back and they were going to chase it up because there's no

0077 [748.32 - 754.20] work of anything other than moving soil about going on around the site which is

0078 [754.20 - 756.88] alarming

0079 [756.88 - 767.88] Right, because it would need to be the environment agency that would need to get in contact to come out and take the samples.

0080 [767.88 - 768.88] Yeah.

0081 [768.88 - 772.88] Before we would actually get involved.

0082 [772.88 - 775.96] Well, I've also, well, there's already been...

0083 [774.00 - 781.08] So, well, there's already been Baro-Hapo reports and these are quite clear the results that

0084 [781.08 - 784.56] are in there from 2017.

0085 [784.56 - 786.28] Right.

0086 [786.28 - 798.84] You know, there's a Baro-Hapo report 2006 and a QTS report 2017 which effectively elaborates

0087 [798.84 - 804.00] on the central environmental concern in its statement that the Ribera, the Ribera Aero

0088 [804.00 - 809.24] report records contamination in the groundwater or water table contamination below groundwater

0089 [809.24 - 815.52] can remain mobile or continue leaching after surface works. Removal or covering visible

0090 [815.52 - 818.96] saw would not it by itself demonstrate the contaminant.

0091 [817.00 - 820.72] it by itself demonstrate the contamination in the water table have

0092 [820.72 - 823.78] been resolved so none of its been resolved because all they've done is

0093 [823.78 - 831.88] pushed soil around it doesn't obviously or we cannot prove that your drinking

0094 [831.88 - 837.72] water is going to be contaminated by it but I would say that there's a very good

0095 [837.72 - 841.08] chance that it will

0096 [841.08 - 845.08] Is it the new builder today?

0097 [845.08 - 846.08] Yeah it is.

0098 [846.08 - 856.38] Yeah, I have contacted Drinking Water Inspectorate on 033 00 416 501 for some

advice because

0099 [856.38 - 862.00] a lot of this report that the AI came from was referring to documents that they published

0100 [860.00 - 867.00] was referring to documents that they publish

0101 [871.12 - 878.12] you're due to on the 10th

0102 [890.00 - 893.00] right

0103 [895.40 - 898.96] and they're not doing anything

0104 [903.00 - 906.68] from that US state yet, it's still under IWNL.

0105 [906.68 - 912.56] So the only thing that I can advise is for you to basically go back to the Environment

0106 [912.56 - 918.00] Agency because we cannot do anything because we haven't taken ownership of that US state.

0107 [918.00 - 921.00] Yeah, okay, that's fine.

0108 [921.00 - 923.00] That is at least helpful.

0109 [923.00 - 925.00] So that means you aren't connecting?

0110 [925.00 - 931.00] We won't take ownership of it, but at the moment we haven't taken ownership of it.

0111 [931.00 - 938.00] under IWNL. So the residents of the new builder stage, they will be notified by the developers

0112 [938.00 - 945.00] when we take ownership. But at the moment, the wastewater and the fresh water is with

0113 [945.00 - 947.00] IWNL.

0114 [946.00 - 955.26] we went out okay okay and so effectively they're not there people should be

0115 [955.26 - 960.74] involved in this and they're not being involved in it yeah okay

0116 [960.74 - 967.74] We should be contracting not ourselves at the moment because we have not taken ownership of that new estate.

0117 [971.74 - 975.74] That's why you're basically getting shunned from Pillar to Post.

0118 [981.74 - 983.74] I'm so sorry Martin.

0119 [990.74 - 992.74] I

0120 [989.00 - 995.72] I can tell you I'm... well I could tell you, but I'm not going to. Right, so...

0121 [999.16 - 1003.08] This IWNL, this is... who exactly?

0122 [1013.80 - 1015.80] Something water network, something isn't it?

0123 [1019.00 - 1026.00] intermediate water network

0124 [1031.12 - 1038.12] one of the actual

0125 [1032.00 - 1034.60] It'll be a totally different postcode for tomorrow.

0126 [1034.60 - 1035.44] No, it's fine.

0127 [1035.44 - 1038.56] I just thought, obviously I just put this into the search engine

0128 [1038.56 - 1040.44] and it didn't know what I was talking about, so.

0129 [1040.44 - 1041.44] Because it is a new build.

0130 [1041.44 - 1043.44] It doesn't show up on our system.

0131 [1043.44 - 1044.56] So they will have done what?

0132 [1044.56 - 1045.84] The closest?

0133 [1045.84 - 1046.84] Hmm.

0134 [1046.84 - 1049.32] So let's get the deep code.

0135 [1049.32 - 1051.80] OK.

0136 [1051.80 - 1055.28] I mean, I can't believe it's got this far, really,

0137 [1055.28 - 1058.20] without someone waking up to what was going on.

0138 [1058.20 - 1064.98] It's only really luckily that for some reason I gave AI the reports because I was feeling

0139 [1064.98 - 1067.28] really [EXPLETIVE REMOVED] off with the fact that nobody was dealing with it.

0140 [1067.28 - 1069.56] Couldn't work out why.

0141 [1069.56 - 1073.14] And it came out that it was in the water table and it was bang.

0142 [1073.14 - 1074.14] That's the reason why.

0143 [1074.14 - 1076.68] They haven't worked it out have they?

0144 [1075.00 - 1081.80] worked it out have they? They haven't worked out what their Iberio part of the report is

0145 [1081.80 - 1086.60] and this is what's gone wrong with it. So they've been running tractors left right and

0146 [1086.60 - 1092.12] sensors I've been complaining they're not doing what they need to be doing because obviously

0147 [1092.12 - 1097.56] I'm concerned about the health risks of it and all they're doing is shifting earth around.

0148 [1097.56 - 1101.88] I couldn't understand why they're not dealing with it.

0149 [1103.32 - 1104.52] But I think that's why.

0150 [1104.52 - 1108.28] It's independent water networks.

0151 [1109.80 - 1110.60] Hang on.

0152 [1115.64 - 1116.84] Seems like I've got it.
0153 [1117.16 - 1119.96] That's alright, don't worry, I can get it from that.
0154 [1118.00 - 1122.00] worry I can get it from that.
0155 [1122.00 - 1126.00] But yeah, so they are the people that you will need to get in contact with.
0156 [1126.00 - 1128.00] Yeah.
0157 [1128.00 - 1134.00] Because they are still the water and storage provider for the area.
0158 [1134.00 - 1136.00] We haven't taken ownership yet.
0159 [1136.00 - 1142.00] How do they use water from the main then?
0160 [1142.00 - 1148.00] I don't know how it comes about but I do know.
0161 [1148.00 - 1155.00] Because I know they had a standpipe and I'm just wondering how they pay for the standpipe if it's not off of Southern Water.
0162 [1155.00 - 1163.00] They may pay for it through Southern Water but we are not.
0163 [1161.00 - 1167.00] We have two southern waters but we haven't taken ownership of those properties yet.
0164 [1167.00 - 1170.00] We haven't got any accounts set up for those yet.
0165 [1170.00 - 1172.00] No, no, no. I appreciate that.
0166 [1172.00 - 1182.00] The only reason I'm pre-empting it because I know about it is because you're planning to do a lot of road works over August to connect this.
0167 [1182.00 - 1190.00] So basically we will be connecting everybody back up and at that point we will have taken ownership
0168 [1190.00 - 1196.00] but it could take a little while for that ownership to pass through.
0169 [1196.00 - 1206.00] We will then notify the developers that we have now taken ownership and that everybody needs to contact us.
0170 [1204.00 - 1212.00] everybody needs to contact us, that's the count, so that we can then fill their water.
0171 [1212.00 - 1220.00] Okay, well that's good, you can't even attach anything to their form, how helpful are they?
0172 [1225.44 - 1232.08] Right, so as far as your concerns, you haven't taken it over and you can't
0173 [1232.08 - 1236.08] really give us much more information than that other than...
0174 [1236.08 - 1238.08] I can't, I'm afraid.
0175 [1238.08 - 1244.08] Well, that's all I can tell you is that the Environment Agency has contacted the local team
0176 [1244.08 - 1249.08] when I contacted you on the 31st, I think they contacted the day after.
0177 [1247.00 - 1252.00] I think they contacted the day after them, but they haven't heard anything back either.
0178 [1252.00 - 1254.00] Right.
0179 [1254.00 - 1256.00] Which is rather odd.
0180 [1258.00 - 1261.00] Did you say Paul Hampton is aware of this?
0181 [1263.00 - 1266.00] No, I don't know who Paul Hampton is.
0182 [1266.00 - 1272.00] He's the public health person for your office.
0183 [1272.00 - 1279.00] No, I wouldn't know because I don't have contacts with them. All I've got is the information from the water quality team.
0184 [1281.50 - 1286.00] And as I say, looking on my map, we haven't taken ownership yet.
0185 [1286.50 - 1287.00] Okay.
0186 [1288.00 - 1290.50] So do you think you will or by the 10th?
0187 [1290.00 - 1297.00] the 10th? They may start work on the 10th to get everybody connected up to the main
0188 [1297.00 - 1305.00] supply, I don't know how long that will take. And we will then notify the developers that
0189 [1305.00 - 1312.00] we've taken ownership but at the moment we haven't installed the IWNL.
0190 [1312.00 - 1317.00] Yeah, okay.
0191 [1317.00 - 1323.00] Right, I'll get this information to them and see what they come up with.
0192 [1323.00 - 1330.00] But it doesn't look very positive useful information on here I must admit.
0193 [1330.00 - 1334.00] Because they've won a house number and there isn't one.
0194 [1334.00 - 1336.00] So
0195 [1333.00 - 1346.80] isn't one is there you said it was a you didn't you have you got a plot number
0196 [1346.80 - 1351.00] I don't I I just have
0197 [1351.00 - 1355.00] it just says Frederick Road
0198 [1355.00 - 1358.48] but it gives me the postcode
0199 [1358.48 - 1362.28] Tango November 35 5 Alpha Bravo
0200 [1362.28 - 1369.28] that's probably number one what it was I expect
0201 [1370.28 - 1373.08] right I'll get something out to him and see what he says
0202 [1373.08 - 1380.08] because it looks like you can ask for an engineer visit
0203 [1376.00 - 1383.00] you can ask for an engineer visit. Yeah. Let's see what we can get on this. I'll put some

0204 [1387.60 - 1393.60] stuff on Facebook, let's see if we can use that. Right, okay, I'll leave it with you.

0205 [1393.60 - 1400.04] But I am extremely worried about this because to be honest, it's extremely dangerous stuff

0206 [1400.04 - 1407.34] that they're dealing with and the quantity of the stuff that's there, the high levels

0207 [1407.34 - 1409.34] of it are dreadful.

0208 [1409.34 - 1415.86] Yeah. Go back to the environment agency as well and give them...

0209 [1415.86 - 1419.26] Yeah, I'll do that tomorrow because I have phoned them today.

0210 [1419.00 - 1428.00] And just let them know that that is the postcode for the actual flight and that we haven't

0211 [1428.00 - 1430.00] taken ownership yet.

0212 [1430.00 - 1432.00] Okay, yeah I will.

0213 [1432.00 - 1433.00] Okay.

0214 [1433.00 - 1434.00] Alright.

0215 [1434.00 - 1437.00] I'll do that tomorrow and explain that to them that you haven't taken ownership.

0216 [1437.00 - 1439.00] Okay brilliant, thank you for your time, I appreciate it.

0217 [1439.00 - 1441.00] You're very welcome, I hope you've been satisfied.

0218 [1441.00 - 1444.00] God, I hope something gets done.

0219 [1444.00 - 1450.00] I mean, if you could just make a recommendation to use barrier pipes, that might help.

0220 [1451.00 - 1453.00] But I don't even think they work.

0221 [1455.00 - 1456.00] No.

0222 [1456.00 - 1458.00] They're not 100%, put it like that.

0223 [1458.00 - 1462.00] And certainly filtration won't work because it's sulfates.

0224 [1462.00 - 1468.82] you know it's um what do they call it it's a naphthalene sulfate

0225 [1474.34 - 1485.74] which is pretty nasty I mean the biggest one of the EPH is this 117 1718 milligrams

0226 [1485.74 - 1490.96] per kilogram of EPH CH to C40s that's really nasty

0227 [1494.50 - 1499.18] That really is not going to do anybody any good so if that gets into the water system

0228 [1499.18 - 1506.66] That's really going to cause real difficulty and the fact that the 654 milligrams of this sulfate which I presume

0229 [1505.00 - 1511.40] this sulphate which I presume is the naphthalene sulphate because it's

0230 [1511.40 - 1516.20] suggested that there's a on the QTS report only that there's a sulphate

0231 [1516.20 - 1522.20] which I would think it's probably naphthalene the most likely and if

0232 [1522.20 - 1530.72] that's the case that's really nasty as well because that will affect babies and

0233 [1530.72 - 1534.80] children which is one of the things on the early report that they were saying

0234 [1534.80 - 1541.84] that this is not good for families and you know these some of these houses are 400 000 pounds can

0235 [1541.84 - 1560.64] you imagine it yeah oh wow i just wish they'd do it i just wish oh

0236 [1548.00 - 1552.90] I just wish they'd do it. I just wish all I wanted them to do was to do it properly. Do you know what I mean?

0237 [1552.90 - 1554.90] I you know

0238 [1555.26 - 1560.22] And I said right from the beginning to the planning inspectorate that they would not do it properly and they haven't

0239 [1560.90 - 1562.64] Clearly haven't because they would have come to you

0240 [1562.64 - 1570.10] Wouldn't they and said what do you require or to the drinking water people or one of the other people that basically you would have expected?

0241 [1572.04 - 1576.32] They could have got advice from but it seems like they wanted to hide it

0242 [1578.00 - 1582.66] and I think that's what's been going on

0243 [1582.66 - 1587.78] all the time unfortunately

0244 [1587.78 - 1591.82] right I'm going to let you to it thank you very much for your time appreciate it

0245 [1591.82 - 1592.82] if I can find any more

0246 [1591.00 - 1596.76] appreciate it if I can find any more I'll come back to you but my feeling is

0247 [1596.76 - 1600.00] that you're right until you connect it there's not a lot you can do I think

0248 [1600.00 - 1604.48] you're right about that as well and I'll try and get this other lot out and see

0249 [1604.48 - 1607.28] what they're gonna do

0250 [1607.28 - 1614.28] Thank you very much Martin, you take care and speak with your owner today and please

0251 [1614.28 - 1617.28] again accept my sincere apologies that this is going on, it's awful.

0252 [1617.28 - 1622.28] No I know it is awful but there's lots of awful things going on believe me, if you knew

0253 [1622.28 - 1628.28] half of what I was dealing with you wouldn't believe it, you just wouldn't believe it.

0254 [1628.28 - 1633.28] It's really sick, that's all you can say about it.

0255 [1633.28 - 1635.28] Anyway, I'm going to go, alright.

0256 [1634.00 - 1642.40] I'm gonna go all right. All right thank you very much Martin. Take care. Take care bye.

Call 07 - R20230627-053515

Organisation / route	Independent Water Networks (IWNL)
Date label	2026-08-04 (date stated in source filename)
Selected source file	2026-08-04 - 02082258340 IWNL 16-08 for 43 mins R20230627-053515.timestamped.txt
Source SHA-256	e46a06e6c785365f019503d48e71cb2e3ad7d8a9b1255c0158d7c9c14675b79f
Source size / lines	36,016 bytes / 425 source lines
Expletive redactions	4

[illegible]

0039 [668.00 - 673.00] We are receiving an unusually high number of calls, but we will be with you as soon as possible.

0040 [679.00 - 682.00] I just need to have enough paper hearts on my phone call.

0041 [718.00 - 727.00] Thank you for your continued patience. We are receiving an unusually high number of calls, but we will be with you as soon as possible.

0042 [731.00 - 744.52] Yes, Martin Newbold.

0043 [744.52 - 748.00] Martin Newbold, is that correct?

0044 [748.00 - 753.92] Yeah, I've been contacting you in regard to the land which is currently under development

0045 [753.92 - 757.96] at Frederick Road in Hastings.

0046 [757.96 - 770.04] is TQ reference TQ 8305011031 it currently has a connection date for

0047 [770.04 - 777.44] southeast water on the 10th and unfortunately during

0048 [774.00 - 785.36] Unfortunately, during a check of all the information, I put all of the reports through AI and AI

0049 [785.36 - 792.44] missed or found something we'd all missed, which is that the contamination isn't in the

0050 [792.44 - 798.32] soil, it's in the groundwater, in the ribereo layer.

0051 [798.32 - 806.32] This is extremely serious because some of the pollutants which are active on that site are

0052 [806.32 - 809.80] sulfates which cannot be detected in the water.

0053 [809.80 - 813.80] Right, okay.

0054 [813.80 - 816.20] They're only detected as sulfates.

0055 [816.20 - 818.80] The reporting.

0056 [817.00 - 824.64] the reporting that was on the site was from two separate reports we just get

0057 [824.64 - 837.40] them up for you yeah and the yeah okay the sources for the information are a

0058 [837.40 - 843.68] borough Hapo report 2006 and this has reported figures we'd like me to give

0059 [843.68 - 855.92] to you yeah yeah the reported figures are pyrene 8.405 milligrams per kilogram

0060 [856.52 - 863.84] have you got that yeah PAH high

0061 [860.00 - 869.20] PAH hydrocarbon in brackets EZ flash 700 milligrams per kilogram

0062 [875.76 - 878.76] yeah these are high

0063 [879.68 - 885.68] and I just wanted to check but are you part of the contracting team for the development?

0064 [885.68 - 892.80] No, I've been writing to the contracting team for nearly two years asking them why they're

0065 [892.80 - 900.32] not remediating this site properly and I've contacted Southern Water who've given me your

0066 [900.32 - 904.88] details and suggested that you can send an engineer down.

0067 [903.00 - 907.88] send an engineer down to check what's going on because they have a connection

0068 [907.88 - 915.64] date of the 10th and the contaminants that are here are way above the national

0069 [915.64 - 924.36] limits. Now the QTS report is even worse because it talks about these being in

0070 [924.36 - 933.52] the ribereo layer which is in groundwater and there's new evidence from

0071 [933.52 - 943.04] the drinking water inspectorate that these contaminants can pass through

0072 [943.04 - 946.40] water pipes

0073 [946.00 - 954.18] particularly things like sulfates of which there's six hundred and forty

0074 [954.18 - 960.22] fifty four milligrams per kilogram and arsenic 15 milligrams and lead five

0075 [960.22 - 966.16] hundred and fifty five fifty six milligrams per kilogram and the worst

0076 [966.16 - 974.98] one is the EPH C8 40s C40s which is 1780 milligrams per kilogram this is going to

0077 [974.98 - 978.98] kill someone if this gets into the water supply.

0078 [978.98 - 979.98] Right, OK.

0079 [979.98 - 981.82] And I just wanted to check, Martin,

0080 [981.82 - 983.66] but are you a tenant of the estate?

0081 [983.66 - 987.22] No, I live locally, and I'm worried about our water supply

0082 [987.22 - 989.14] being connected to this.

0083 [989.00 - 994.00] contaminated water services.

0084 [994.00 - 998.00] Right, okay. And have you got an account with Independent Water Network?

0085 [998.00 - 1001.00] I do, but I'm not going to give it to you.

0086 [1001.00 - 1006.00] I'll give you my email and I'll give you all my other contact points, but I'm not giving you that.

0087 [1006.00 - 1010.00] I don't mind you contacting me, but you don't need that for this.

0088 [1010.00 - 1014.00] Yeah, I was just asking so I could link the query onto your account.

0089 [1014.00 - 1015.00] Yeah, no.

0090 [1015.00 - 1019.00] But with this, could you provide me with your email address?

0091 [1019.00 - 1020.00] Yeah, Martin Newbold.

0092 [1020.00 - 1025.00] Can you spell the email for me please?

0093 [1025.00 - 1033.54] Martin M A R T I N new bold N E W B O L D and then my first and last so that's

0094 [1033.54 - 1035.78] dot
0095 [1032.00 - 1035.44] my first and last so that's dot mn at gmail.com
0096 [1035.44 - 1043.12] And with your contact number is it this one that you're currently calling?
0097 [1043.12 - 1044.64] Yeah that's fine you can call me on that.
0098 [1045.92 - 1046.24] Okay.
0099 [1047.52 - 1053.44] I mean what I'm really worried about is this drinking water inspectorate gives clear
0100 [1053.44 - 1063.76] information about these high-level doses of hydrocarbons into the delivery of the water
0101 [1063.76 - 1070.20] networks and this is really serious because if Southern Water connect this without any
0102 [1070.20 - 1076.96] remediation this will not be able to be took out by filtering.
0103 [1075.00 - 1082.00] Right, okay. So before I move on, just let you know Martin, in the Penna Water Networks
0104 [1082.00 - 1087.00] and the regional water company, which I believe in this case is Southern Water, we do carry
0105 [1087.00 - 1091.00] out regular testing of the quality of the water supplied to you and just so you know,
0106 [1091.00 - 1097.00] we are confident that the water complements with the water quality regulations. However,
0107 [1097.00 - 1102.00] if you are not confident that it is safe, then you can choose not to drink it. What
0108 [1102.00 - 1106.88] Yeah but you shouldn't be you shouldn't be doing this in the first place if
0109 [1106.88 - 1112.12] you're not you've spent so much money remediating the ground and no
0110 [1112.12 - 1121.56] remediation is done of the water supply at all. You know this is not just
0111 [1118.00 - 1125.32] You know this is not just this is not just the water from drinking water this
0112 [1125.32 - 1131.68] is the soil water this could be getting into as well and this could be
0113 [1131.68 - 1136.68] this is potentially leaching into all of these services which have got no barrier
0114 [1136.68 - 1143.32] on them. Now bear in mind that bear in mind that all these pipes are laying in
0115 [1143.32 - 1150.52] the water table for periods of long time where they're not even connected and these are going
0116 [1150.52 - 1157.16] to take up these hydrocarbons. I mean to put it bluntly these pipes have been in the ground
0117 [1157.16 - 1162.44] for a long time with no water going through them which means the plausible risk in them is much higher
0118 [1162.44 - 1173.08] because they're
0119 [1161.00 - 1164.44] risk in them is much higher because there's no flowing water.
0120 [1164.44 - 1165.44] Yeah.
0121 [1165.44 - 1167.20] There's just water in them.
0122 [1167.20 - 1173.86] So really someone needs to be dealing with this and why I do not understand why nobody's
0123 [1173.86 - 1180.12] contacting Southern Water because they've told me nobody has even mentioned to them
0124 [1180.12 - 1186.40] that this is a contaminated site and they should be fitting barrier pipes and even they
0125 [1186.40 - 1193.40] are not a permeation of risk they don't get it all.
0126 [1193.40 - 1198.40] Yeah, no I understand what you mean. What I'm going to do Martin is I'm going to send
0127 [1198.40 - 1202.40] an email to a water quality team and just to inform them of this information that you've
0128 [1202.40 - 1203.40] provided me now.
0129 [1203.40 - 1206.40] Yeah, I mean if you contact me I'll...
0130 [1204.00 - 1208.00] If you contact me I'm happy to provide you with the reports.
0131 [1208.00 - 1214.00] I've provided them to the Environment Agency who's pushing this as well.
0132 [1214.00 - 1220.00] I've supplied them to the Southern Water who are aware of the situation as well.
0133 [1220.00 - 1226.00] So I'll happily share you. If you contact me and ask me for them, I'll happily send them to you.
0134 [1226.00 - 1230.00] Because this was a surprise to me.
0135 [1230.00 - 1237.00] So I can't really put a cross on anybody else's case because we haven't seen it either.
0136 [1237.00 - 1240.00] Which is not good.
0137 [1240.00 - 1245.00] And I hope that we were better than that but we're not.
0138 [1245.00 - 1249.00] And of course AI found this so I have to celebrate.
0139 [1247.00 - 1251.60] I found this so I have to celebrate AI because to be honest without that we
0140 [1251.60 - 1257.74] would not have done this and hopefully or it would be a lot worse because

0141 [1257.74 - 1260.90] nobody would know about it.
0142 [1260.90 - 1263.90] Yeah so what I'm going to do Martin is...
0143 [1263.90 - 1266.90] This gives you the opportunity to do something about it doesn't it?
0144 [1266.90 - 1273.90] Yeah I'm going to send you an email with well basically it's an email with a link to a contact form.
0145 [1273.90 - 1275.90] If you could provide the report on there what I'll do is I'll...
0146 [1275.90 - 1279.26] Yeah I think I have sent you a contact form.
0147 [1280.78 - 1281.62] Alright, okay.
0148 [1281.62 - 1282.46] Yeah, yeah.
0149 [1282.46 - 1284.98] It may not be directed to me directly.
0150 [1284.98 - 1286.78] Yeah I've got a hi, thank you for taking time
0151 [1286.78 - 1288.50] to contact regarding engineer visit.
0152 [1288.50 - 1291.54] We will be back shortly within five working days.
0153 [1291.54 - 1292.38] So I have got.
0154 [1290.00 - 1294.88] five working days so I have got that back from that's under do you want the
0155 [1294.88 - 1300.24] reference number you want the yeah I have yeah that's been they've been
0156 [1300.24 - 1305.68] really helpful with that I WNL contact two four six three four seven one three
0157 [1305.68 - 1317.48] sorry three no four seven three what I'll do is I can't reply to that that's
0158 [1317.48 - 1325.20] know how good is it. Oh these [EXPLETIVE REMOVED] non-reply email addresses. If you reply to me with an
0159 [1325.20 - 1331.60] email address I can reply to, I'll happily send you the report. Oh dear.
0160 [1331.60 - 1335.00] Is it okay as well? Could you just provide me with a postcode?
0161 [1333.00 - 1348.00] just provide me with a postcode so I understand the area? Yeah TN 35 5 AB I think. And did you say that this is the development under Frederick Road?
0162 [1348.00 - 1361.00] This is the Iberian layer underneath the site. Oh sorry I meant the site directly. Yeah this used to be a hospital site yeah?
0163 [1361.00 - 1370.72] and effectively they used to power the heaters with this weird crude oil derivative
0164 [1370.72 - 1378.04] what we know now is pretty fatal they didn't know that when they did it and of course consequently
0165 [1376.00 - 1380.36] know that when they did it and of course consequently they used to drop it everywhere and the tanks
0166 [1380.36 - 1386.64] were rusty and nobody shrugged you know because it just people just died and they didn't know
0167 [1386.64 - 1394.36] why but this is obviously where it's come from and the arsenic I think has come from
0168 [1394.36 - 1396.36] because it's a chest hospital.
0169 [1396.36 - 1397.36] Yeah.
0170 [1397.36 - 1403.44] Okay I'm just writing down an email for Water Quality team.
0171 [1403.44 - 1409.44] I will do as well, is I'll send an email for the quality report if you could provide that for me.
0172 [1409.44 - 1411.44] Yeah, no, I'm happy to do that.
0173 [1411.44 - 1417.44] There's two reports, there's a report from AI which I was flabbergasted with because I wasn't expecting it.
0174 [1417.44 - 1420.44] And I had to question it.
0175 [1419.00 - 1423.68] and I had to question I questioned it twice over it because I thought crikey
0176 [1423.68 - 1428.92] has it got it wrong and it now that started referring to things like the
0177 [1428.92 - 1433.32] Iberia and everything it started referring to the drinking water
0178 [1433.32 - 1436.72] regulations and oh my god man
0179 [1436.72 - 1443.72] yeah with AI they go for a lot more than what's necessary isn't it
0180 [1443.72 - 1449.72] Well I'm glad it did because at least it's checked the thing and as I said it gives you
0181 [1449.72 - 1454.96] an opportunity to do something with it to make it safe if at all possible.
0182 [1454.96 - 1461.96] Yeah and it's managed to check that for you so what I'll do is I've just sent it over
0183 [1461.96 - 1463.96] that email just let me know if you did receive that.
0184 [1462.00 - 1468.32] email just let me know if you did receive that and I am sending an email as well to our water quality team
0185 [1468.32 - 1472.80] oh I've got another one which is a do not reply yes and no reply
0186 [1475.52 - 1477.84] yes you may have to click on that link sorry
0187 [1479.76 - 1484.40] uh click the link yeah I'll send this to the water quality team they'll be in touch to decide
0188 [1484.40 - 1490.08] and oh I can attach files to this can I yes you can oh they're quite big
0189 [1492.00 - 1497.00] It should be okay. I'll attach this one. As long as they are PDF. Are they PDF files?

0190 [1497.24 - 1500.56] Yeah, they are PDF. This one is okay. It's only done one
0191 [1502.12 - 1507.08] Didn't allow me to do another one. Okay. Well, I can't then supply you the PDF
0192 [1505.00 - 1512.08] then supply you the PDF so I'll send you the report from AI and if you want the
0193 [1512.08 - 1515.12] other bits you can have that as well
0194 [1515.12 - 1519.12] I'll reply back to that email if there is anything else
0195 [1519.12 - 1525.40] yeah hang on let's just put the information in it that what's there that gives
you a
0196 [1525.40 - 1528.40] better idea
0197 [1535.00 - 1537.58] So yeah, that's it for that.
0198 [1537.58 - 1539.00] And I'll get the...
0199 [1542.56 - 1545.20] Because obviously this is all quite serious.
0200 [1546.68 - 1547.76] All right, that's okay.
0201 [1547.76 - 1548.60] Where's that gone?
0202 [1549.56 - 1550.40] That one.
0203 [1548.00 - 1555.00] that one, yep. Let me know if you have something open, I'll just send that to
you. Yeah let
0204 [1555.32 - 1559.52] me just check that's gone, hang on, I'm just going to send you the, I'm just
going to drop
0205 [1559.52 - 1566.52] the other bits into it which are the chemicals, which should probably save you
reading the
0206 [1568.64 - 1575.64] map through, right there we go, and it also explains that I've made a report to
EA, which
0207 [1578.00 - 1581.84] in regards to this as well because obviously they own the um
0208 [1581.84 - 1587.84] riberia level area so that's their responsibility effectively
0209 [1589.44 - 1593.04] it's going to cause some fun
0210 [1591.00 - 1595.48] right submit
0211 [1595.48 - 1599.32] that's one if you send me another one I'll
0212 [1599.32 - 1603.80] get the other one but it's much bigger yeah I can hold hang on I can
0213 [1603.80 - 1607.24] oh yes it did alright cool and
0214 [1607.24 - 1612.16] actually get this down then okay I didn't know it did that so
0215 [1612.16 - 1615.32] that's pretty good because
0216 [1615.32 - 1618.80] yeah it's listed
0217 [1618.80 - 1624.64] Give me another option to do another one. So hang on let's go there. So that's
the that's the complete unreacted active report
0218 [1625.68 - 1628.44] And there's a there is a zip file
0219 [1629.12 - 1631.96] Which is pretty big. Let's see how big it is
0220 [1634.00 - 1658.16] download anyway it's taking a while to come down so it's going to be 65 meg
because it
0221 [1658.16 - 1664.28] It contains all the Burrahapa reports and everything and the other bits and bobs
that
0222 [1664.28 - 1669.56] we got because I'm a, because I didn't explain, I'm a director of the Badger
Society so people
0223 [1669.56 - 1674.58] tend to give us this stuff and the lady that took the action in regards to this
dumped
0224 [1674.58 - 1678.96] it all on Dom before he died and we've only just got through to some of it.
0225 [1677.00 - 1681.80] we've only just got through to some of it to deal with it and there's a real
0226 [1681.80 - 1691.48] problem because the council doesn't hold a list of contaminated sites and
0227 [1691.48 - 1703.24] apparently they've got 500 of them and some of them have got ammo on them ammo
0228 [1703.24 - 1712.76] ammunition yeah because they can when they clear the beaches they put all the
0229 [1712.76 - 1719.12] ammunition on the ground up by the caravan park in Hastings and it's a
0230 [1719.12 - 1723.84] huge thing they dug out to dump
0231 [1720.00 - 1724.82] Thing they dug out to dump it in and when they build on that there's gonna be
real problems
0232 [1726.48 - 1728.48] Because I don't know where it is
0233 [1739.28 - 1744.50] Now it's on the caravan part the other side of all
0234 [1747.08 - 1749.08] Yeah, yeah
0235 [1750.00 - 1754.24] Fine, okay. Just keep us updated with anything with more concerns.
0236 [1754.24 - 1759.76] Look, I'm going to submit that. It's going to take a while I think because it's
65 meg.
0237 [1759.76 - 1762.24] No problem.
0238 [1762.24 - 1764.24] God knows how long it's going to take.
0239 [1763.00 - 1769.00] how long it's gonna take. I'm on fast broadband so it should work but I think
0240 [1769.00 - 1773.32] it's a doubt. Unfortunately we've all got scammed with that didn't we because
it's
0241 [1773.32 - 1780.28] fast going down and it's not going up. Oh what's this? Login it says. Login

right.

0242 [1780.28 - 1785.08] It shouldn't contact you about all telling you to log in.

0243 [1785.08 - 1786.08] Okay.

0244 [1786.08 - 1789.08] What do I need to do?

0245 [1789.08 - 1795.52] It doesn't look like it has been sent over either yet.

0246 [1795.52 - 1798.52] Did that come to you?

0247 [1798.52 - 1799.52] Not yet.

0248 [1799.52 - 1804.92] I haven't received this but I have sent over now that unredacted report over to our water

0249 [1804.92 - 1805.92] quality team.

0250 [1805.92 - 1806.92] Yeah.

0251 [1806.92 - 1807.92] any updates to that.

0252 [1806.00 - 1808.40] I'll let you know if there is any updates to that as well.

0253 [1808.40 - 1808.90] Yeah.

0254 [1808.90 - 1810.90] I am just waiting for that other email or...

0255 [1810.90 - 1812.90] Yeah, no, no, it's fine.

0256 [1813.74 - 1821.80] I just understood, I thought, it was my misunderstanding as well, I thought Southern Water used to run it

0257 [1821.80 - 1823.50] and obviously things have changed, haven't you?

0258 [1823.50 - 1825.90] You're now taking over the pre-connection.

0259 [1826.20 - 1830.40] But, they're, unfortunately, this is going to cause problems

0260 [1830.40 - 1833.80] because I don't know how they're going to resolve this in the short time

0261 [1833.80 - 1837.80] because the only thing they've done is remediation of the land.

0262 [1839.80 - 1840.80] OK.

0263 [1840.80 - 1845.80] And this is really bad because they should have looked at this being professionals

0264 [1845.80 - 1848.80] in the same way we should have done.

0265 [1848.80 - 1850.80] And unfortunately...

0266 [1849.00 - 1856.52] And unfortunately, we didn't and they didn't and now we've got a bit of a problem I think

0267 [1857.84 - 1864.40] My real issue is that obviously if they're connecting this and this does is already doing what I think it's doing

0268 [1864.88 - 1870.56] When they can when the water is connected to it. It's going to flood that into the

0269 [1871.48 - 1873.48] main water supply

0270 [1879.00 - 1883.00] I'll sort it as soon as possible then. Would you be happy for me to provide your contact details as well?

0271 [1883.00 - 1887.00] Yeah, yeah, no, no, it's fine. I'm quite happy to talk to anybody about it.

0272 [1887.00 - 1893.00] I want to try and resolve it. You know, there's a lot of money worth of houses up there and they've got to try and find a solution to it.

0273 [1893.00 - 1894.00] I just wish...

0274 [1892.00 - 1895.64] find a solution do it I just wish they'd done it sooner you know what I mean it

0275 [1895.64 - 1899.64] could have all been made a lot easier

0276 [1915.64 - 1920.52] only that you should really advise with the drinking water inspectorate in

0277 [1920.52 - 1925.48] regard to the permissible levels in water because they're saying that this

0278 [1925.48 - 1930.16] stuff leaches into water pipes and it leaches into sewage pipes and they're

0279 [1930.16 - 1936.08] both prohibited for introduction of chemicals into them.

0280 [1936.08 - 1938.08] Yeah.

0281 [1935.00 - 1942.00] So you need to be aware of that, obviously because it's not just the drinking water,

0282 [1942.00 - 1950.56] if the grey water is contaminated as well, that's going to equally be a problem, because

0283 [1950.56 - 1952.56] it won't go through the treatment plants.

0284 [1952.56 - 1953.56] Yeah.

0285 [1953.56 - 1954.56] It's quite a difficult one actually.

0286 [1954.56 - 1955.56] It might take some time for us to be resolved because we will most likely have sent out

0287 [1955.56 - 1956.56] some of the information that we've got.

0288 [1956.56 - 1967.56] It's quite a difficult one actually. It might take some time for us to be resolved because we will most likely have sent out some people to have a look at this as well.

0289 [1968.56 - 1976.56] I think what the trouble is, is they all thought it was ground contamination and it isn't.

0290 [1977.56 - 1979.56] The QTS report is quite clear.

0291 [1978.00 - 1989.00] The GTS report is quite clear in respect to the Riberio layer and it being in the Riberio layer and I don't think they knew what the Riberio layer was.

0292 [1989.00 - 1994.00] So consequently they didn't realise it was groundwater and the water course.
0293 [1994.00 - 1999.00] Yeah and I was looking at the report as well so it does seem to be very detailed.
0294 [1999.00 - 2001.00] My water quality...
0295 [2001.00 - 2004.00] That's my AI, my AI is brilliant I tell you.
0296 [2004.00 - 2006.00] Oh is this the AI?
0297 [2006.00 - 2013.32] yeah as I said but AI was so amazing what it did with this because it
0298 [2013.32 - 2017.48] normally redacts everything and it had a complete nut a hit it had a complete
0299 [2017.48 - 2022.40] nut a hiccup with it which is quite funny I've never seen it do that
0300 [2021.00 - 2027.00] Oh, that's okay. I was going to say this looks quite detailed. I didn't realise it was the AI one.
0301 [2027.00 - 2029.00] Okay.
0302 [2029.00 - 2038.00] But yeah, it is pretty detailed because it went through the whole directory because there's a directory of communications in this as well,
0303 [2038.00 - 2046.00] which gives all the old information. But the two reports are in it as well.
0304 [2046.00 - 2053.00] well. I wonder what happened to that? I wonder why that went login? Does that mean it hasn't
0305 [2053.00 - 2060.00] uploaded? I think it may have gone to the login because with the contact forms it's
0306 [2060.00 - 2063.00] basically to see if we can link this to a specific account but that's ok if you don't
0307 [2063.00 - 2066.00] want to link it to your account personally.
0308 [2064.00 - 2068.40] into your account personally we could just do it as it is I can't see anything uploaded
0309 [2068.40 - 2075.28] at the moment what you can do is just see if you can try again later maybe click on
0310 [2075.28 - 2086.16] the link again I'll click back let's try it again right let's go yep submit and with
0311 [2086.16 - 2090.96] this file that you're uploading is this the the one that you've completed yourself this
0312 [2090.96 - 2097.96] This is all of the attached reports.
0313 [2098.12 - 2105.12] Yeah, this is all of the reports that basically the AI read.
0314 [2107.00 - 2109.00] is this a 27 page file?
0315 [2109.00 - 2111.00] that's the report it made
0316 [2111.00 - 2113.00] and this is a zip file
0317 [2113.00 - 2115.00] of all the documents
0318 [2115.00 - 2117.00] if you've got an email address
0319 [2117.00 - 2119.00] it will go better on an email address
0320 [2119.00 - 2121.00] because I can send it off my drive
0321 [2121.00 - 2123.00] I wonder if I can do that
0322 [2123.00 - 2125.00] no I'd have to do it on email
0323 [2125.00 - 2127.00] unfortunately I won't be able to provide you
0324 [2127.00 - 2129.00] with a direct email link
0325 [2129.00 - 2131.00] because with our emails this is just for entering
0326 [2131.00 - 2133.00] into the company
0327 [2133.00 - 2135.00] yeah but if I can't use an email address
0328 [2135.00 - 2142.00] use an email address I can't use a gmail drive link
0329 [2149.16 - 2152.16] yeah that's fine that's fine just tell them I've got the report
0330 [2150.00 - 2154.12] fine just tell them I've got the reports that the that main report is on and I
0331 [2154.12 - 2160.00] will provide they're in a zip file but it's 69 Meg which is not going to go on
0332 [2160.00 - 2165.96] your form I think that's why it's having a happy happy happy
0333 [2166.20 - 2174.10] he's got no I am doing that but yeah I've got it on a Google Drive that's why
0334 [2174.10 - 2179.24] I use Google so I can put it off the Google Drive and pop it into someone's
0335 [2179.24 - 2184.84] communication if they want to contact me over it but as it stands we're up
0336 [2184.84 - 2190.92] against time because there's a connection event on the 10th
0337 [2190.92 - 2192.92] on the 10th
0338 [2192.92 - 2196.92] hmm and it's supposed to be
0339 [2193.00 - 2198.00] and it's supposed to be transferred to Southern Water at that point I believe
0340 [2198.00 - 2203.00] Ah right, ok, that's no problem. We'll see if we can get the sort of abstinence bubble
0341 [2203.00 - 2210.00] With our water quality team they do actually, they're pretty fast with regarding any updates
0342 [2210.00 - 2215.00] so they should be able to get back to me within the next two days actually
0343 [2215.00 - 2219.00] and then I'll get back to you if they haven't gone back to you already directly
0344 [2219.00 - 2221.00] Is that ok?

0345 [2221.00 - 2228.00] Yeah that's fine, I mean as I said if you want the report, what's this mail delivery?

0346 [2228.00 - 2231.00] Errrr, ok, no sending out.

0347 [2231.00 - 2238.00] Ok, right, erm, so we are...

0348 [2236.00 - 2241.00] We are... you're sure you're aware of what's going on there now?

0349 [2241.00 - 2242.00] Yes.

0350 [2242.00 - 2249.28] It is in the water supply, it is in the Riberio layer as described by the reports, which are

0351 [2249.28 - 2254.04] PUCCA reports, they're not something I've produced, they are the reports that were on

0352 [2254.04 - 2255.04] the planning system.

0353 [2255.04 - 2264.12] So, unfortunately I don't think the MPs or the councillors know what a Riberio level

0354 [2264.12 - 2265.12] is.

0355 [2265.12 - 2268.70] and they all thought it was in the soil

0356 [2268.70 - 2273.62] and consequently they've remediated the soil which has been absolutely hopeless

0357 [2273.62 - 2278.16] yeah I have explained this as well to them

0358 [2278.16 - 2281.16] this is in the Barbaria Leader

0359 [2279.00 - 2284.20] Barbaria later later as well I've highlighted that in the email so they should be able to tell exactly

0360 [2289.40 - 2293.56] Because that's what's happened with the with the council that what they've done is they've just assumed

0361 [2293.56 - 2297.40] It's the it's the on the ground because it's like every other one they've done I suppose

0362 [2300.32 - 2305.72] But I have sent that email now to them Martin with your contacts or the email and your phone number

0363 [2305.72 - 2308.72] If there is anything further they will definitely contact you.

0364 [2308.72 - 2310.72] Okay, yeah, no trouble at all.

0365 [2310.72 - 2313.72] If I can help I will, but you know...

0366 [2313.72 - 2314.72] Yeah, no problem.

0367 [2314.72 - 2317.72] I think you need all the reports to be able to put it together

0368 [2317.72 - 2321.72] because then you'll see what we saw.

0369 [2321.72 - 2323.72] And I tell you, I couldn't believe AI...

0370 [2322.00 - 2327.36] and I tell you I couldn't believe AI kicked this out because it it it normally

0371 [2327.36 - 2331.76] what's the right word for it? it reduces things in size?

0372 [2331.76 - 2335.76] yeah it normally does reduce like the amount of detail

0373 [2335.76 - 2340.48] and this was it went to town with it and I and then it said oh well this is going

0374 [2340.48 - 2346.00] to potentially be a public health hazard and I thought oh [EXPLETIVE REMOVED]

0375 [2346.00 - 2350.16] okay right it's got to go I've got to get it to everybody then don't I?

0376 [2350.16 - 2354.16] So that's what I'm trying to do at the moment. Okay, so you've got the main report. That's good

0377 [2354.80 - 2358.16] That will hopefully be enough to make them have a look

0378 [2358.88 - 2362.72] Because it's got all the data. It's got all the data statistics and where it's coming from in it

0379 [2362.72 - 2367.22] Anyway, so it should be quite easy to chase it back if they haven't got the dog

0380 [2365.00 - 2368.36] easy to chase it back if they haven't got the documents but the only thing I

0381 [2368.36 - 2373.44] was saying why I wanted to send you the zips there is images of where the

0382 [2373.44 - 2384.04] contamination was yeah which came which came out of our limited company in

0383 [2384.04 - 2386.08] photographs

0384 [2395.00 - 2400.00] because they can contact you because you do have a zip file with all the other main reports as well

0385 [2400.00 - 2403.00] so they can contact you on the email directly

0386 [2403.00 - 2406.00] Yeah that would be fine because that would help

0387 [2406.00 - 2408.00] Make sure you keep an eye out

0388 [2408.00 - 2410.00] And hopefully some...

0389 [2408.00 - 2415.00] and hopefully something can be done. I mean I presume from what Southern Water have said

0390 [2415.00 - 2419.00] that they weren't contacted, nobody has put barrier pipes in there.

0391 [2419.00 - 2424.00] Yeah it's most likely because we haven't been contacted ourselves now, but since you have let us know

0392 [2424.00 - 2429.00] we'll have a look into this in further detail and see if there's anything that we can do.

0393 [2429.00 - 2432.00] We might actually send us communications to Southern Water as well.

0394 [2432.00 - 2448.00] I mean I would think it probably, what did they say? They said that the EA said

that they were contacting the local team and they were hopeful the local team would do something about it as well.

0395 [2450.00 - 2453.00] That was today as well. So that went yesterday.

0396 [2451.00 - 2460.48] well so that went yesterday and they were chasing it I think and that's about

0397 [2460.48 - 2468.12] and apparently I was asked by Southern Water to explain they don't take over

0398 [2468.12 - 2474.08] the site until the 10th because they don't I can't do anything with it at the

0399 [2474.08 - 2480.80] moment it's all in your hands and the environment agency's hands.

0400 [2480.80 - 2486.40] Yeah, well we'll see, since you've given us this now, we'll take it onto our hands and we'll see what we can do.

0401 [2486.40 - 2488.40] If there's anything further we will let you know.

0402 [2488.40 - 2496.00] But as I said if you need those reports I would strongly suggest that you have a look at them.

0403 [2494.00 - 2498.44] that you have a look at them because it's what that report is all based on

0404 [2498.44 - 2502.58] yeah you might catch something you might additionally catch something that we

0405 [2502.58 - 2504.88] haven't caught

0406 [2512.88 - 2517.32] yeah no Southern Water have been great they're fine I don't have a problem with

0407 [2517.32 - 2520.96] anybody contacting me if they're gonna try and help the situation that's really

0408 [2520.96 - 2525.96] what I'm trying to do. Amazing, that's no problem at all but just keep an eye out for

0409 [2525.96 - 2530.96] your email or just phone call if we do bring you up for this, is that ok? Ok, no problem.

0410 [2530.96 - 2535.96] Well let me know if you need any more detail, yep? Yes, no problem at all. I'll definitely

0411 [2535.96 - 2538.96] let you know because I do have your email address now and that is...

0412 [2537.00 - 2540.00] If you have your email address now and that is linked on my email account...

0413 [2540.00 - 2544.00] You should have... there is another form as well. Hang on. There is a...

0414 [2544.00 - 2547.00] Hang on, there is a form... there's another number.

0415 [2547.00 - 2550.00] Er, yep, there's two numbers. If you want the other number...

0416 [2550.00 - 2553.00] Yeah, go on. I'll try the same as well.

0417 [2553.00 - 2561.00] There's a 2463511 and there's a 2463473.

0418 [2561.00 - 2566.00] Yes, no problem. I've got those both now. I'll have a look at those as well.

0419 [2566.00 - 2568.00] Okay, that's good.

0420 [2568.00 - 2573.00] Alright, well have a good afternoon and I hope it's productive for you.

0421 [2573.00 - 2578.00] Oh, thank you so much. Have a great rest of your afternoon as well, have a good day.

0422 [2578.00 - 2580.00] You take care now, Mark.

0423 [2580.00 - 2582.00] You too, well take care, bye.

0424 [2580.00 - 2582.48] You too, well take care, bye.

0425 [2582.48 - 2583.78] Thank you, bye bye.

Call 08 - R20230629-225432

Organisation / route	Independent Water Networks (IWNL)
Date label	2026-08-06 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230629-225432.timestamped.txt
Source SHA-256	713d5ad2198e73669fa496ccfa7b6f059816fb6913ed07c1bfa44ed458e70e62
Source size / lines	46,592 bytes / 580 source lines
Expletive redactions	9

0001 [0.00 - 7.52] We are sorry for any inconvenience caused.

0002 [7.52 - 11.12] Thank you for calling Independent Water Networks.

0003 [11.12 - 14.20] Calls may be recorded for training and monitoring purposes.

0004 [14.20 - 19.00] If you would like to provide an up-to-date meter reading or process an account closure,

0005 [19.00 - 24.92] this can be done via your online account on our website, iwnl.co.uk.

0006 [24.92 - 30.56] If you would like to make a payment via our 24-7 payment line, please press 0.

0007 [30.56 - 35.00] If you'd like to speak to our financial support team, please press 1.

0008 [35.00 - 39.28] For all other queries, please hold and your call will be handled by our next available

0009 [39.28 - 40.28] advisor.

0010 [40.28 - 45.00] If you are registering a new account, completing this process may take up to 10 minutes.

0011 [43.00 - 46.00] This process may take up to 10 minutes.

0012 [86.00 - 93.00] Thank you for your continued patience.

0013 [93.00 - 104.00] We are receiving an unusually high number of calls, but we will be with you as soon

0014 [104.00 - 105.00] as possible.

0015 [129.00 - 153.68] Thank you for your continued patience.

0016 [153.68 - 159.68] We are receiving an unusually high number of calls, but we will be with you as soon as possible.

0017 [202.00 - 207.00] Thank you for your continued patience.

0018 [207.00 - 213.00] We are receiving an unusually high number of calls, but we will be with you as soon as possible.

0019 [245.00 - 260.00] Thank you for your continued support.

0020 [258.00 - 267.00] Thank you for your continued patience. We are receiving an unusually high number of calls, but we will be with you as soon as possible.

0021 [301.00 - 308.00] Hello, good morning, you're free to independent water network. You're speaking to Amioud,

0022 [321.20 - 322.16] how are you doing today?

0023 [322.16 - 323.16] Did you say Matthew?

0024 [323.16 - 328.16] No, you're speaking to Amioud, it's A-M-I-U-D.

0025 [328.16 - 345.16] Okay, you're speaking to Martin Newbold. I called on the 3rd in regard to land which is contaminated at TQ 8305011031 on Frederick Road in Hastings.

0026 [344.00 - 349.88] Frederick Road in Hastings and I asked for a person to go and have a look on

0027 [349.88 - 355.84] sites and see what they could find. Can you tell me whether that has occurred?

0028 [365.04 - 372.64] Yeah I reported this to Southern Water on the 31st and they told me

0029 [372.64 - 377.44] that I needed to report it to you on the third which I did we're now on the

0030 [377.44 - 387.72] seventh and there is a complete road situation going on on the tenth which

0031 [387.72 - 390.88] is which Guinness pudding

0032 [387.00 - 392.68] the 10th which is which is putting all the water online for this site I'm very

0033 [392.68 - 399.00] concerned that this incident on the 10th will put contaminated water into the

0034 [399.00 - 404.70] mains because of the contaminations on the site which I've already sent you

0035 [404.70 - 407.40] reports about

0036 [407.40 - 424.38] So you're telling me you've done nothing then is that correct?

0037 [424.38 - 429.70] Despite emailing you, despite telephoning you, you haven't actually sent someone out

0038 [429.70 - 431.70] and you've just delayed, illegally.

0039 [430.00 - 433.52] just delayed illegally.

0040 [433.52 - 443.00] So, sir, this is your first time speaking to me and you asked me where I'm from so I'm

0041 [443.00 - 446.40] trying to get as much information as possible so I can take this up for you to understand.

0042 [446.40 - 452.36] Yes, but that was on the third and now it's now urgent because there's a connection event

0043 [452.36 - 456.48] on the tenth and you've done nothing.
0044 [456.48 - 461.24] I wouldn't know what's happened as I don't know this query, so I'm going to bring this
0045 [461.24 - 468.24] Well are you going to be happy then they connect this and people die then sir?
0046 [468.24 - 470.24] Because you're going to be liable.
0047 [470.24 - 475.24] Because I should start putting these online, these communications that I'm having with you.
0048 [473.00 - 477.80] online these communications I'm having with you and basically explaining to the
0049 [477.80 - 481.00] people that I'm having communications with the water network which don't do
0050 [481.00 - 486.20] anything is that what you really want me to do? I'm being fair with you I'm
0051 [486.20 - 489.64] giving you the opportunity to do it
0052 [503.00 - 508.00] I'm not sure who you spoke to last time. So for me to at least figure out who you spoke to.
0053 [508.00 - 510.00] So I can take a couple weeks and see what we can do about it.
0054 [510.00 - 516.00] I wouldn't be able to do that.
0055 [516.00 - 520.32] Well then you don't seem to be doing your job extremely well do you considering the
0056 [520.32 - 525.60] fact that you are supposed to be responsible for the water on this site and you'll be responsible
0057 [525.60 - 529.30] for the contamination of the water on this site because you don't appear to be doing
0058 [529.30 - 532.30] anything and can't advise me that you are doing anything.
0059 [532.30 - 543.30] When you called us last time, when you spoke to my colleague what was written we told,
0060 [543.30 - 553.46] Right, I emailed you and I emailed you and uploaded you a report which was to your site
0061 [553.46 - 555.86] which went on your form which was uploaded.
0062 [555.86 - 560.50] And what were you going to do to get a reply to that email?
0063 [559.00 - 560.00] Sorry?
0064 [560.00 - 561.00] Did you get a reply to that email?
0065 [561.00 - 562.00] No.
0066 [562.00 - 576.28] So on the correct form, so you said it's the contact form, is that correct?
0067 [576.28 - 579.60] Yeah on the correct form.
0068 [579.60 - 586.04] I was told that basically, I was told that if your guy that was investigating this needed
0069 [586.04 - 587.64] the report he would contact me.
0070 [587.64 - 588.92] Nobody contacted me.
0071 [592.62 - 595.04] So the contact form is still estimated.
0072 [595.04 - 597.24] Do you have it in front of you?
0073 [597.24 - 598.16] What, the form?
0074 [599.70 - 600.54] Yes.
0075 [602.72 - 603.88] No, why?
0076 [602.00 - 606.00] No, why? You've got the information.
0077 [610.00 - 613.00] Can you put me through to your manager please?
0078 [621.00 - 625.00] Well you don't seem to be doing very well sir. I'm sorry for apologising for saying that but you don't.
0079 [625.00 - 629.00] You don't seem to be aware of the site, you don't seem to be aware of what's going on
0080 [629.00 - 633.00] and you just seem to be trying to fish for information which you should already have
0081 [645.00 - 650.00] So I'm asking if you're able to provide that with me so I can let them follow the steps
0082 [650.00 - 654.00] to get that thing up for you.
0083 [654.00 - 660.60] Well I've already written to your head of your team and I've already written to various
0084 [660.60 - 668.14] other people that are responsible for the water here and they all say it's you and
0085 [668.14 - 669.42] the environment agency.
0086 [669.42 - 674.10] So I'm going to ring the environment agency and say that you're doing nothing and that
0087 [674.10 - 680.08] they're making them liable for the water supply that's in their own remit that
0088 [680.08 - 685.38] basically is being poisoned and basically are going to poison people. Are
0089 [685.38 - 688.38] you happy for me to do that then sir because that's exactly what I'm going to
0090 [688.38 - 691.46] do when I hang up this call.
0091 [688.00 - 692.46] I'm gonna do when I hang up this call and I'll put this online so everybody can hear it

0092 [695.80 - 697.80] Because you don't want to do anything
0093 [713.92 - 715.92] Well there was a
0094 [718.00 - 723.00] Why can't you look for this yourself?
0095 [723.00 - 730.00] You communicated to me on the 30th, on Thursday July the 30th.
0096 [731.00 - 733.00] uh-huh
0097 [733.00 - 736.00] at 137, 8 days ago sir
0098 [737.00 - 739.00] this is my contact form, is that correct?
0099 [739.00 - 740.00] yep
0100 [740.00 - 742.00] is that all my contact form?
0101 [742.00 - 746.00] does the contact form happen when I see like a contact form number or anything like that?
0102 [746.00 - 749.00] are you able to see the contact form number or like that?
0103 [751.00 - 754.00] so you're not going to do anything then sir
0104 [754.00 - 757.00] because I'm not repeating all this information to you again
0105 [757.00 - 759.00] for you to do nothing
0106 [759.00 - 765.00] I will just take this recording which I've got of this call, I will put it on social media and say that you're [EXPLETIVE REMOVED] inept
0107 [765.00 - 771.00] because that's exactly what you are. I've given you this information, I've given you the reports and you've done nothing.
0108 [772.00 - 773.00] Am I clear here?
0109 [773.00 - 776.00] Sir, I want to... Sir, I'm trying to help you...
0110 [774.00 - 776.00] I'm trying to help you here.
0111 [776.00 - 778.00] Yeah, but you're not.
0112 [778.00 - 780.00] Because I've already given you all this information.
0113 [784.00 - 786.00] So, I'm trying to help you here.
0114 [786.00 - 788.00] I'm trying to find information you've given to us.
0115 [788.00 - 790.00] Please don't swear at me.
0116 [790.00 - 792.00] I'm trying my best to help you out here.
0117 [792.00 - 794.00] Well, it's frustrating sir.
0118 [794.00 - 796.00] When I've phoned you,
0119 [796.00 - 798.00] I've got contact with you,
0120 [798.00 - 800.00] I've been given an upload
0121 [800.00 - 802.00] to upload the stuff to,
0122 [802.00 - 807.32] to upload the stuff to. I was told you'd come back to me and nothing's happened
0123 [807.32 - 811.52] and we are now two days away from a connection thing which is going to
0124 [811.52 - 817.28] connect poison stuff into the water supply. What is the matter with you?
0125 [817.00 - 828.52] So, are you still there?
0126 [828.52 - 831.72] Yeah, I'm still here.
0127 [831.72 - 840.88] I'm just absolutely amazed of your contempt in this matter, sir.
0128 [840.88 - 848.64] I sent you a report on Frederick Road, Mount Pleasant contaminated land, groundwater and water supply concerns.
0129 [852.42 - 854.72] Where did that report go if you haven't got it?
0130 [856.96 - 860.52] Normally that would be sent to my operations team, so they will have to...
0131 [860.52 - 861.98] Right, so you better get hold of...
0132 [860.00 - 867.00] Right, so you better get hold of your operation team and find out what the [EXPLETIVE REMOVED] is going on then sir please.
0133 [875.00 - 882.00] So, for the stuff that you want to report to today, are you able to confirm what the postcode is for that?
0134 [882.00 - 898.88] yep I can it's TN 35 5 AB and it was for it one Frederick Road but it's now gone
0135 [898.88 - 904.24] because it's got a building site on it which has not been registered
0136 [933.00 - 942.10] TN35 5AB in Hastings, East Sussex, Frederick Road and you are aware of the site because
0137 [942.10 - 947.60] you looked and found it on the third and basically now you're telling me you can't find it?
0138 [946.00 - 948.00] What, you're telling me you can't find it?
0139 [949.72 - 952.44] No I can't find it, I'm currently looking into this for you.
0140 [952.44 - 955.28] I'm trying to get as much information as possible from you.
0141 [955.28 - 958.08] Yes, but you've already got all the information sir.
0142 [958.08 - 964.64] I've sent you the report, I've even sent you the zip file of all the contaminated documents from Barahapo.
0143 [964.64 - 966.64] And you've just ignored them.
0144 [968.24 - 971.48] So what more information do you need from me sir?
0145 [971.48 - 976.68] other than the fact telling me that you haven't actually put an investigator on the ground
0146 [976.68 - 984.96] and that doesn't appear acceptable to me sir so if I'm going to take that away I'm

going

0147 [984.96 - 989.36] to take that to Southern Water and I'm going to take that to the Environment Agency and

0148 [989.36 - 990.96] satan and you wouldn't put a

0149 [989.00 - 994.92] and say to them you wouldn't put an inspector on site and you are going to

0150 [994.92 - 1000.84] be liable sir for damages not me you

0151 [1019.00 - 1023.00] You even told me you were going to contact Southern Water about this.

0152 [1023.00 - 1026.00] You lied about that I suppose as well did you?

0153 [1028.00 - 1032.00] So that would be behind the scenes down handle.

0154 [1032.00 - 1034.00] So as I said that would be anything to do.

0155 [1032.00 - 1034.00] So I don't think that would be anything to do with...

0156 [1034.00 - 1039.00] No, you told me that you were going to write to Southern Water. Did you lie about that too?

0157 [1041.00 - 1045.00] So that will be done to my water quality and water pressure team.

0158 [1045.00 - 1047.00] Because you're making...

0159 [1047.00 - 1052.00] You're reporting to us on a water quality and water pressure team.

0160 [1052.00 - 1055.00] I don't know if you're aware, but you've called into our residential lines.

0161 [1055.00 - 1058.00] So we deal with customers. So these are residents.

0162 [1058.00 - 1063.00] Well, I can always forward this onto the Otobritch team, but I'm behind the scenes.

0163 [1063.00 - 1066.00] That could be anything, depending on what the reason might be.

0164 [1066.00 - 1072.00] Because other confirmations could be the developers, it could be any, it could be so many different parties that would be involved.

0165 [1072.00 - 1074.00] I wouldn't be responsible for that.

0166 [1074.00 - 1077.00] Well, I'm sorry, because the Southern Water...

0167 [1075.00 - 1078.44] Because the Southern Water has told me you are.

0168 [1082.80 - 1084.56] We are the water responsible.

0169 [1084.56 - 1088.44] Southern Water told me that they have not had the site handed over to them

0170 [1088.44 - 1093.00] so the water on the site is the responsibility of yourselves.

0171 [1094.24 - 1097.72] So please don't treat me like a fool because I'm not.

0172 [1099.76 - 1102.24] No, they're not trying to do that at all sir.

0173 [1102.24 - 1106.48] I'm just, um, I can't say that. I'm, I'm, I'm looking at my screen at the moment.

0174 [1106.48 - 1110.64] This is the information that's in front of me. That's all I'm relaying to you, so...

0175 [1110.64 - 1117.68] Yeah, but sir, you told me all this stuff on the third, not you personally, but your company did,

0176 [1117.68 - 1119.84] and you haven't done any of it.

0177 [1118.00 - 1120.00] have done any of it?

0178 [1120.00 - 1125.00] I don't feel that's fair.

0179 [1125.00 - 1127.00] Well what have you done then?

0180 [1127.00 - 1134.62] Because when I rang up the environment agent they told me that they'd written to the local

0181 [1134.62 - 1137.36] team and they were waiting answers.

0182 [1137.36 - 1142.00] So why can't you tell me that you had an inspector on the site?

0183 [1142.00 - 1147.00] Unless of course you haven't.

0184 [1147.00 - 1154.00] As I said sir, this is more for my own operations in the Hanoi.

0185 [1154.00 - 1160.00] As I mentioned to you earlier, I am simply someone that can relate from anything that's

0186 [1160.00 - 1163.00] passed to me and then they are the ones that Hanoi knows.

0187 [1161.00 - 1165.00] and then they are the ones that handle those communications for who they need to speak to

0188 [1165.00 - 1168.00] I have no expertise in that area

0189 [1168.00 - 1171.00] but that's pretty much down to them

0190 [1171.00 - 1173.00] Well why haven't you got a team in this area?

0191 [1173.00 - 1176.00] If you're responsible for the water in this area

0192 [1176.00 - 1179.00] you down well should have a team in this area

0193 [1180.00 - 1182.00] So we would have a team in this area

0194 [1182.00 - 1185.00] as I've tried to explain to you sir

0195 [1185.00 - 1187.00] you are speaking to residential teams

0196 [1187.00 - 1190.00] so I have my hand with residential curies

0197 [1190.00 - 1191.52] and then any business given to us...

0198 [1191.52 - 1194.08] Actually, I'm not talking to residential team,

0199 [1194.08 - 1196.00] I'm talking to business team,

0200 [1196.00 - 1197.72] because that's the number I dialled.

0201 [1197.72 - 1200.72] Whether you picked it up and don't know which team you're in,
0202 [1200.72 - 1203.92] I don't know, but quite frankly, it shouldn't matter,
0203 [1203.92 - 1206.00] because this site is...
0204 [1204.00 - 1211.20] because this site is contaminated and you are doing nothing and you're supposed to send an investigator out.
0205 [1211.40 - 1220.80] I even did it on your form on the internet and you still haven't sent one down or emailed me or communicated with me to get the rest of the reports.
0206 [1220.80 - 1227.80] So, um, did you think that you...
0207 [1227.80 - 1229.80] Sir, um, are you taking me to...
0208 [1247.80 - 1249.80] Weird, that's all we...
0209 [1247.00 - 1254.00] We, so we can't, we can't, we provide water for all of the UK, so we...
0210 [1254.00 - 1259.00] Well then, you lied to me then sir, because you told me you had no team in the area.
0211 [1260.00 - 1262.00] I did not tell you that.
0212 [1262.00 - 1266.00] You told me you had no available team in the area.
0213 [1268.00 - 1273.00] When, uh, when sir? Was this when the last call that you were in?
0214 [1274.00 - 1276.00] You told me on this call.
0215 [1277.00 - 1290.76] I think there might be some misunderstanding sir because quite clearly for you to have done
0216 [1290.76 - 1291.76] nothing
0217 [1291.76 - 1293.76] Thanks for watching!
0218 [1290.00 - 1297.44] you to have done nothing since the third and we've got a connection event to the main water
0219 [1297.44 - 1304.96] supply and sewage on contaminated site without barrier pipes you are physically must be confused
0220 [1307.76 - 1314.08] okay um after you've mentioned earlier can i see what am i speaking to again martin newbold
0221 [1314.08 - 1321.08] Are you a resident in the area? Do you live there?
0222 [1321.08 - 1326.08] Yes of course I live in the area. You're going to pollute my [EXPLETIVE REMOVED] water supply.
0223 [1326.08 - 1334.08] So are we currently, are you a water provider at the moment? Are you writing to the Nubian
0224 [1334.08 - 1335.08] I can't move us.
0225 [1333.00 - 1335.00] Are you right to have an account with us?
0226 [1335.00 - 1337.00] No, I don't have an account with you.
0227 [1337.00 - 1345.00] You have an account with services with development companies that basically you put the water supply in for.
0228 [1348.00 - 1349.00] Yeah, that's right.
0229 [1349.00 - 1352.00] So why would I have a domestic account with you, sir?
0230 [1355.00 - 1360.00] So, because if, obviously, so you would be one of our customers if you were one of the properties that we connect to.
0231 [1360.00 - 1366.00] look this doesn't stop you polluting my water supply does it
0232 [1369.00 - 1375.76] so so again right I've had enough of this because I've given you plenty of
0233 [1375.76 - 1379.96] opportunity to tell me that you're gonna you have
0234 [1376.00 - 1379.80] to tell me that you're gonna you have an inspector or you have an inspector
0235 [1379.80 - 1384.34] booked out from site you haven't done that that is what your whole mandate on
0236 [1384.34 - 1389.08] your website states you are clearly not working with your mandate of your
0237 [1389.08 - 1394.04] company you are not inspecting a contamination when I've told you these
0238 [1394.04 - 1404.50] amounts of these contaminations are 1780 milligrams per kilogram and that is
0239 [1404.50 - 1413.02] tracked in QTS reports so why the [EXPLETIVE REMOVED] are you not acting sir
0240 [1419.00 - 1421.56] The report that you sent to us, I was like, that was a few times.
0241 [1422.12 - 1424.36] Do you have that report? So you said you sent it to me.
0242 [1424.36 - 1426.36] Of course I have the [EXPLETIVE REMOVED] report.
0243 [1428.28 - 1429.56] I have all the reports.
0244 [1433.00 - 1435.16] And you sent that via the contact...
0245 [1435.16 - 1436.44] It was sent to you.
0246 [1438.44 - 1439.48] On your form.
0247 [1439.48 - 1440.92] So how did you send that to me?
0248 [1440.92 - 1447.32] Because your team leader gave me an upload link and it went to your services.
0249 [1447.32 - 1456.32] I was told that you would be in contact with Southern Water. I was told that an inspector would be sent out.
0250 [1456.32 - 1461.32] How come none of that was done and I was lied to?
0251 [1462.00 - 1487.04] Yeah, well that's not true because they told me that you are responsible for it and I believe
0252 [1487.04 - 1490.16] Southern Water because I don't have a problem with Southern Water.

0253 [1490.16 - 1495.62] I have a problem with is companies that don't do what they're supposed to be doing and you seem to be one of the

0254 [1497.06 - 1503.98] Exactly one of those at the moment because I have asked giving you information. I have provided you reports

0255 [1503.98 - 1506.90] I have provided you with the evidence

0256 [1505.00 - 1512.00] provided you with the evidence that you can get even more reports and you've done nothing.

0257 [1516.00 - 1522.00] So with the reporting centre sir, do you have the contact form number or anything like that

0258 [1522.00 - 1529.00] so I can look into it? Put me through to your manager sir.

0259 [1529.00 - 1536.00] Yeah, okay. Give me a moment, I'll raise this up for them now.

0260 [1536.00 - 1537.00] Thank you.

0261 [1548.00 - 1566.32] I'm here now, I'm just going to raise that foot and make sure it's available.

0262 [1566.32 - 1567.32] He's not available?

0263 [1567.32 - 1574.32] I said I'm going to check, I'm going to put it through to the supervisor and make sure

0264 [1574.32 - 1575.32] it's available.

0265 [1575.32 - 1575.82] Thank you.

0266 [1621.00 - 1636.00] Thanks for watching!

0267 [1664.00 - 1679.00] Thanks for watching!

0268 [1707.00 - 1722.00] Thanks for watching!

0269 [1720.00 - 1738.76] So where have you gone?

0270 [1738.76 - 1742.96] I'm here, I'm here.

0271 [1742.96 - 1747.40] So for me to get this to my manager or supervisor.

0272 [1747.40 - 1749.48] Look, I've got a reference number.

0273 [1749.48 - 1752.48] 2463541

0274 [1760.48 - 1763.48] So I just confirmed that was 2463541.

0275 [1763.48 - 1764.48] Yep.

0276 [1763.00 - 1764.00] 3541.

0277 [1764.00 - 1764.50] Yep.

0278 [1793.00 - 1794.00] Well?

0279 [1794.00 - 1795.00] Thank you very much for trying that.

0280 [1795.00 - 1796.00] I managed to find that for you.

0281 [1796.00 - 1797.00] I'm just going to go over it now.

0282 [1797.00 - 1798.00] Give me a minute.

0283 [1798.00 - 1799.00] I'm just going to go over it now.

0284 [1799.00 - 1800.00] Give me a minute.

0285 [1800.00 - 1801.00] I'm just going to go over it now.

0286 [1801.00 - 1802.00] Give me a minute.

0287 [1802.00 - 1803.00] I'm just going to go over it now.

0288 [1803.00 - 1804.00] Give me a minute.

0289 [1804.00 - 1805.00] I'm just going to go over it now.

0290 [1805.00 - 1806.00] Give me a minute.

0291 [1806.00 - 1807.00] I'm just going to go over it now.

0292 [1807.00 - 1808.00] Give me a minute.

0293 [1808.00 - 1809.00] I'm just going to go over it now.

0294 [1809.00 - 1810.00] Give me a minute.

0295 [1810.00 - 1811.00] I'm just going to go over it now.

0296 [1811.00 - 1812.00] Give me a minute.

0297 [1812.00 - 1813.00] I'm just going to go over it now.

0298 [1813.00 - 1814.00] Give me a minute.

0299 [1814.00 - 1815.00] I'm just going to go over it now.

0300 [1815.00 - 1816.00] Give me a minute.

0301 [1806.00 - 1810.00] I'm just going to go over it now. Give me a couple of minutes.

0302 [1836.00 - 1843.00] Okay, thank you very much.

0303 [1843.00 - 1844.00] Thanks for sharing that reference with me.

0304 [1844.00 - 1845.00] I'm not able to...

0305 [1845.00 - 1846.00] I'm not able to...

0306 [1846.00 - 1847.00] Um...

0307 [1848.46 - 1849.70] I'm able to um...

0308 [1849.70 - 1850.70] put a pass on...

0309 [1849.00 - 1854.50] Which is, um, put a post on correctly, it gave me a second while, um, I can see...

0310 [1922.00 - 1924.50] Well, I will do. Are you okay for putting me on hold for a couple of minutes?

0311 [1925.50 - 1929.00] Well, I was going to be short on a break, so can you just speak to me about this?

0312 [1929.50 - 1930.00] Yeah, sure.

0313 [1932.00 - 1936.00] Yeah, I'm just trying to work out if you are doing anything.

0314 [1935.00 - 1940.10] doing anything with the information I'm giving you can you just clarify that

0315 [1940.10 - 1943.36] point before we go any further

0316 [1947.36 - 1950.36] right okay

0317 [1953.28 - 1956.28] okay

0318 [1956.28 - 1959.28] thank you

0319 [2008.00 - 2023.00] Thanks for watching!

0320 [2051.00 - 2066.00] Thank you.

0321 [2137.00 - 2152.00] Thanks for watching!

0322 [2236.00 - 2265.92] Hello, Mr. Newbold, is this you there?

0323 [2265.92 - 2266.92] Yep.

0324 [2279.00 - 2284.80] The report you have to me, I'm going to forward that over to them again.

0325 [2284.80 - 2287.30] Just for that to get chased up and followed up.

0326 [2287.30 - 2289.60] So they have done nothing then sir?

0327 [2291.30 - 2295.60] I'm not sure if my... My previous colleague spoke to me.

0328 [2295.60 - 2300.80] I'm not sure if they have... What did we... If they have communicated with them or anything like that.

0329 [2300.80 - 2306.70] So this is... As you come to me now, the only thing I can do is escalate this further to them.

0330 [2306.70 - 2309.74] to get this really looked into to see if this is actually our responsibility

0331 [2309.74 - 2314.14] yes but it's already been escalated sir as you saw

0332 [2314.14 - 2317.34] so what's the next step?

0333 [2317.50 - 2320.78] so i'm gonna pass this on to them i'll give them your name

0334 [2320.78 - 2325.58] your number yeah you did that on the third sir

0335 [2322.00 - 2324.00] You did that on the third sir.

0336 [2331.00 - 2337.00] So again, if that's all already been done, the only thing that, the next steps would be looking into that.

0337 [2337.00 - 2338.00] So the third was about four days ago.

0338 [2338.00 - 2341.00] Right, so why are they not putting someone on the ground?

0339 [2341.00 - 2352.48] As I said your mandate on your website said you put people on the ground when there is

0340 [2352.48 - 2359.10] contamination so where is the guy that's coming and when is he coming or are you not going

0341 [2359.10 - 2364.24] to bother at all and basically we're just passing time talking to each other because

0342 [2364.24 - 2368.96] basically your company doesn't do what it does.

0343 [2365.00 - 2369.00] your company doesn't do what it says it's supposed to do.

0344 [2372.00 - 2377.00] So, we just sort of created an issue that you bring up to us that you take time.

0345 [2377.00 - 2382.00] As I said earlier, this isn't sort of a one-off situation that this kind of thing.

0346 [2382.00 - 2386.00] Yes sir, but that was three days ago.

0347 [2386.00 - 2392.00] We now are on the 7th. There is a connection event in three days' time.

0348 [2392.00 - 2398.00] And I'm sure that my team is responsible for this

0349 [2404.00 - 2405.00] You have

0350 [2408.00 - 2415.00] of what you're supposed to be doing then would lead you culpable for that action of not doing that, correct?

0351 [2419.50 - 2428.50] So, my team and everyone involved will make sure that we, if we're making any connections, we're making sure that there's no risk to any of our customers

0352 [2428.50 - 2431.00] and we, because we do have steps to make.

0353 [2431.00 - 2432.50] Yeah, but you're not, are you sir?

0354 [2432.50 - 2439.22] There is a risk to the public which is identified by that report and you have not done anything with that report

0355 [2440.42 - 2445.20] Or your team hasn't done anything. It certainly hasn't sent an inspector. So why not?

0356 [2451.00 - 2455.40] We sent your details through to them and they're currently looking at it.

0357 [2455.40 - 2460.20] If we need any further information from you, all that we will do is say that we will reach out to you.

0358 [2460.20 - 2462.20] If not, we will speak to the parties involved.

0359 [2462.20 - 2467.20] Yeah, but you didn't. And there are a whole load of reports within a zip file which we couldn't upload

0360 [2467.20 - 2469.20] because your system wouldn't take them.

0361 [2471.80 - 2474.20] Because it was 63 megabytes of data.

0362 [2474.20 - 2478.80] And it had to go by email and you wouldn't provide me an email address at the time.

0363 [2478.80 - 2486.60] So it seems to me that you are dragging your feet not to receive this information when

0364 [2486.60 - 2490.76] you know you're [EXPLETIVE REMOVED] well liable as it stands because you have the report.

0365 [2494.00 - 2499.60] So, no, we're not, we're not dragging our feet, but as I said earlier...

0366 [2499.60 - 2504.00] Well, you are dragging your feet. You're drifting the situation, which is illegal.

0367 [2504.00 - 2509.80] I told you on the third about this. I gave you the report, I told you there are other reports.

0368 [2509.80 - 2511.80] Have you contacted me? No.

0369 [2511.80 - 2515.20] Three days have gone and you've done nothing.

0370 [2515.20 - 2518.20] Do you think that's acceptable?

0371 [2518.20 - 2526.88] So, with this type of situation, as I said earlier, if we need any further information, we will speak to you.

0372 [2526.88 - 2531.84] If not, we're just going to do our background investigation and speak to the ones responsible to handle this.

0373 [2531.84 - 2538.96] So in this case, it will be Southern Water, which seems to be the local area.

0374 [2537.00 - 2544.04] Southern Water do not have this operation. It has not been handed to them. It is your operation sir.

0375 [2545.96 - 2550.84] As it stands I think they're unlikely to take it over on the basis that you've done nothing.

0376 [2554.52 - 2561.24] Um so I'm not sure you're aware how we work. Although we do make do the funnel connection

0377 [2561.24 - 2565.24] we are always we are always under the main there's a local geographical supplier

0378 [2565.24 - 2568.28] Because we are mostly like a third party involved as well.

0379 [2568.28 - 2571.48] Because we, although whoever is the local geographical,

0380 [2571.48 - 2574.84] so whoever is the geographical supplier for that, or the incumbent for the area,

0381 [2574.84 - 2581.08] we still communicate with them. Although prior to doing that, so we will still need to speak to them.

0382 [2581.08 - 2581.80] Look sir,

0383 [2580.00 - 2586.00] Look sir, my understanding is, is you have advised them what services to put in.

0384 [2586.00 - 2593.00] Southern Water tells me if they'd have been contacted which they weren't, which breaches the regulations,

0385 [2593.00 - 2596.00] they would have told them they needed barrier pipes in.

0386 [2596.00 - 2599.00] None of them have been put in sir.

0387 [2600.00 - 2602.00] This cannot be filtered out.

0388 [2602.00 - 2609.00] So what is going to happen to the members of the public when they get into these houses and they consume these poisons sir?

0389 [2610.00 - 2617.00] I'm answering a question!

0390 [2617.00 - 2618.00] We...

0391 [2618.00 - 2623.24] And I'm answering that at the moment.

0392 [2623.24 - 2625.00] So when we connect, when we do any connection...

0393 [2623.00 - 2628.60] So when we connect, when we do any connections to your properties, we do our due diligence to make sure that we do our due diligence.

0394 [2628.60 - 2634.20] But you're not doing any due diligence are you? I've given you a report. Where is the due diligence that you've done?

0395 [2634.20 - 2642.00] I've done my due diligence. I gave all my reports to an AI system. It wrote this beautiful report for you.

0396 [2643.30 - 2649.20] And effectively this report covers all of what was in those reports. And clearly you've just ignored it.

0397 [2653.00 - 2659.00] No we have not ignored it sir, we've, as I said earlier, we've sent a free to operation

0398 [2659.00 - 2660.00] team, who handles this?

0399 [2660.00 - 2663.00] I mean I was going to do that for you again.

0400 [2663.00 - 2668.00] Well you have because you told me on the third, you sent it to your...

0401 [2666.00 - 2672.16] you sent it to your operations team. Your operations team didn't do anything

0402 [2672.16 - 2677.24] with it did it sir? Well it's not evident that it did anything with it.

0403 [2677.24 - 2683.24] And again, so this can't take time. This is a similar situation.

0404 [2683.24 - 2688.48] Yes but I'm not setting the timeline here. Your company that you are allowing to put

0405 [2688.48 - 2694.26] poison into the water supply network is doing this. Setting the agenda that it's

0406 [2694.26 - 2698.70] going to get connected on the 10th whether you like it or I like it so you

0407 [2698.70 - 2702.94] better get your feet and your [EXPLETIVE REMOVED] off that seat and try and do something to

0408 [2702.94 - 2709.94] stop it because currently you're not showing me due diligence with this
0409 [2709.00 - 2719.50] As I said earlier, this, again, they are all actually from my side, actually the
Spots are onto the operation team, and they are the ones that handle the rest.
0410 [2739.00 - 2743.00] Your management system seems completely broken.
0411 [2744.00 - 2747.00] Where is the referral?
0412 [2749.00 - 2753.00] What happens if the referral doesn't get acted upon?
0413 [2752.00 - 2753.00] acted upon.
0414 [2753.00 - 2762.00] So we have, so we have the, so again, East, East-Dade's administration, so the
operations
0415 [2762.00 - 2765.00] team, they'll handle what they can and if what they can't.
0416 [2765.00 - 2766.00] Yeah, but they don't, sir.
0417 [2766.00 - 2768.00] What have they actually done then?
0418 [2768.00 - 2770.00] Have they sent an inspector?
0419 [2770.00 - 2774.00] Again, that's, that's, that's, I wouldn't know.
0420 [2774.00 - 2776.00] Well, why wouldn't you know, sir?
0421 [2776.00 - 2780.00] You've identified the case, you've looked at the information, surely it says an
inspector's
0422 [2780.00 - 2794.92] been sent out so it doesn't say there's an inspector been sent out I want a
0423 [2794.92 - 2798.88] plain question answer
0424 [2795.00 - 2797.28] A plain question answered.
0425 [2797.28 - 2799.96] Have you sent an inspector to the site?
0426 [2801.02 - 2801.86] Yes or no?
0427 [2801.86 - 2804.88] As I told you, I wouldn't know.
0428 [2804.88 - 2806.54] Well, I don't understand that
0429 [2806.54 - 2807.88] because you've got the reference
0430 [2807.88 - 2810.50] to the information I gave you.
0431 [2810.50 - 2813.00] Surely your case management system
0432 [2813.00 - 2814.90] holds all that information.
0433 [2814.90 - 2818.44] Why do you not know if an inspector's been on site?
0434 [2819.70 - 2821.52] Because I don't handle those.
0435 [2821.52 - 2824.34] I handle, as I've been telling you from the school,
0436 [2824.34 - 2829.34] I handle residential queries. If you're not a customer of ours, that would be
more than...
0437 [2829.34 - 2835.34] I'll have notes on the account. I'll have anything that I can chase up and look
to see what we've done.
0438 [2835.34 - 2840.34] But this is ridiculous sir. So then it should have been passed to your other
team, shouldn't it?
0439 [2838.00 - 2840.00] been passed to your other team shouldn't it?
0440 [2840.00 - 2842.00] And which has been done?
0441 [2842.00 - 2844.00] Yeah but they haven't contacted me.
0442 [2848.00 - 2852.00] So is it in case they need some information based on the detail report you
provided us?
0443 [2852.00 - 2858.00] How do they know what information I have still got in my possession if they
don't ask me?
0444 [2860.00 - 2867.00] And I've already informed you that I have 63 meg of data which I will share with
you when someone contacts me.
0445 [2867.00 - 2873.00] And I can't give it to you on your form because it was too big to go. We tried.
It logged it out.
0446 [2881.00 - 2882.00] logged it out?
0447 [2882.00 - 2897.00] So as I said sir, when it comes to these cases, the initial report should be
more, as I can
0448 [2897.00 - 2902.00] see there's plenty of information there, we'll use what we can, if we require
any further
0449 [2902.00 - 2906.00] information from each other, we'll get into contact with you, if we don't we
just do our
0450 [2906.00 - 2910.00] If you don't require any further information, why are you not acting on it sir?
0451 [2912.00 - 2917.00] I am sir, if to your eyes we might not say that we are, but we are acting on it.
0452 [2917.00 - 2919.00] Yeah but you're not, what have you done then?
0453 [2919.00 - 2924.00] Apart from provide it to your operations department, what has your operations
department done?
0454 [2924.00 - 2926.00] I know it's contacted some of you.
0455 [2924.00 - 2928.00] I know it's contacted Southern Water what else did it do?
0456 [2928.00 - 2935.00] That's again, that's beyond my scope of understanding.
0457 [2935.00 - 2941.00] Well then let me, then put me through to the team that does have understanding
then please sir.

0458 [2941.00 - 2944.00] Unfortunately I'm not, I can't do that.
0459 [2944.00 - 2947.00] So they're not outward facing then are they?
0460 [2947.00 - 2950.00] So those are all internal contacts.
0461 [2950.00 - 2953.00] So they're not an out-facing team.
0462 [2955.00 - 2958.00] So it's an excuse not to do anything team.
0463 [2958.00 - 2964.00] It's not forward-facing to the public or to anybody because basically as far as they're concerned,
0464 [2964.00 - 2967.00] they don't want to deal with it and they'd rather poison the public.
0465 [2967.00 - 2969.00] Is that right?
0466 [2967.00 - 2974.16] public is that right well that's how what it appears like to me sir the fact
0467 [2974.16 - 2978.34] that you're doing nothing is exactly what's gonna happen is it according to
0468 [2978.34 - 2982.40] those amounts which are in that report
0469 [2997.00 - 3012.00] Yes, but it's not working is it sir because the result
0470 [3010.00 - 3016.06] is it sir because the result of this is that there's nothing happening despite
0471 [3016.06 - 3020.56] what your internet site says when you put a form together and you send the
0472 [3020.56 - 3030.40] information it doesn't send an inspector out does it so it's a lie
0473 [3034.44 - 3039.30] no I want to be clear here sir I put information on your internet form this
0474 [3039.30 - 3045.38] is how I started this. I sent a report in to you for investigation which you said on
0475 [3045.38 - 3050.92] your report page you would send an investigator. There has not been one coming so I presume
0476 [3050.92 - 3053.62] your website is lying about what it's providing.
0477 [3053.00 - 3061.14] providing. No not at all. Let's be certain here sir because I am being certain as I can
0478 [3061.14 - 3066.80] with you because you're looking to me like you're acting criminally because you're protecting
0479 [3066.80 - 3073.42] a company that's developing houses on a site which is contaminated which is going to be
0480 [3073.42 - 3077.62] public health risk to the public.
0481 [3083.62 - 3089.18] Well that's exactly what you're doing because I put a report on your website
0482 [3089.18 - 3094.22] right at the beginning of this and it told me that I would have an inspector
0483 [3094.22 - 3099.30] on site so why has there not been one forthcoming?
0484 [3096.00 - 3099.24] BIM 1 forthcoming.
0485 [3102.44 - 3111.36] So, based on information you've given me and based on the airflares that we've
0486 [3111.36 - 3117.64] happened is, you've shared a report of us about a concern that you have.
0487 [3117.64 - 3123.16] We've taken that into account and passed it on to the team that handles that report.
0488 [3123.16 - 3127.48] if not they'll look into that and escalate yeah but that was three days ago
0489 [3127.48 - 3134.32] sir that's correct so that's three days ago so nothing's happened in three days
0490 [3134.32 - 3139.96] them that's incorrect so that's incorrect so what has happened in the
0491 [3139.96 - 3142.64] three days then
0492 [3139.00 - 3144.00] So what has happened in the three days then since this, when I first called you and now?
0493 [3146.50 - 3149.50] I wouldn't have information on that, however...
0494 [3149.50 - 3151.50] Well so that's nothing then sir, is it?
0495 [3152.00 - 3155.50] If you don't have that information that means nothing has occurred.
0496 [3157.00 - 3162.00] Because I'm not part of the team that handles that information, so I must answer them and they can manage that.
0497 [3162.00 - 3168.50] As I told you sir, if you're one of our customers I'll be able to share a lot more information with you, but unfortunately I can't.
0498 [3169.00 - 3176.50] Yeah, but it seems to me, as I said, your website is lying to the members of public that use it.
0499 [3176.50 - 3183.50] Because if you report a matter on it that is in contamination on land, nobody comes!
0500 [3182.00 - 3189.04] Nobody comes and yet it says it does it
0501 [3189.04 - 3207.04] So do you understand what you're saying? The contamination that you're referring to, is it like a sewage billet, is it a pipeline that connects them, is it like?
0502 [3207.04 - 3216.04] It's an old hospital site. It's contamination from hydrocarbons which are above the national limits.
0503 [3217.04 - 3224.04] And it's in the water table. Not being remediated because some pillock thought it was in the earth.
0504 [3225.04 - 3227.04] And they've been driving trough the earth.
0505 [3225.00 - 3232.00] And they've been driving tractors all over it trying to remediate the earth when it's in the water table.
0506 [3235.00 - 3237.00] Where the pipes lie.

0507 [3238.00 - 3240.00] Where the water pipes lie.
0508 [3240.00 - 3242.00] Where the sewage pipes lie.
0509 [3243.00 - 3251.00] Where it leaches into the water pipes and leaches into the sewer pipes and pollutes the pipes.
0510 [3255.00 - 3257.00] Are you following me?
0511 [3257.00 - 3259.00] I am, I am, I am.
0512 [3259.00 - 3261.00] I think, thank you for sharing that.
0513 [3261.00 - 3265.00] So, what we've done, so what we've started since we started this, we...
0514 [3265.00 - 3269.00] This, this, this would take a lot, this is sort of three days of use.
0515 [3268.00 - 3271.64] It will take a lot of this, the three days that you've said that, the day that you've given us.
0516 [3271.64 - 3274.60] It won't be enough, so that just takes a lot more time for us to look at.
0517 [3274.60 - 3279.84] Well, you only need to look at the drinking water inspector and what it says about Pipeworks,
0518 [3279.84 - 3288.00] which is in that report, who can be contacted on 033 004 416 501
0519 [3288.00 - 3294.80] and it's their information that this hydrocarbons leach into the water supplies
0520 [3294.80 - 3299.80] And it's Southern Waters information that the pipe work has to be buried.
0521 [3301.04 - 3308.54] And even then, there is no assurity in the fact that this will keep these contaminants out.
0522 [3309.30 - 3313.00] Filtration systems don't work with these either.
0523 [3311.00 - 3313.08] don't work with these either.
0524 [3316.92 - 3319.52] Because some of them are sulfates.
0525 [3323.36 - 3326.88] And as they are in the Riberio layer,
0526 [3327.84 - 3332.20] this water is very close next to the pipe work
0527 [3332.20 - 3334.52] that supplies the rest of the town.
0528 [3337.24 - 3339.28] So when you connect this,
0529 [3339.28 - 3344.48] You're gonna flush that out into the rest of the town, are you?
0530 [3346.28 - 3346.78] No.
0531 [3346.78 - 3349.98] Well that's what exactly what's gonna happen.
0532 [3351.58 - 3355.48] So prior to connection, everything would have been done to make sure that...
0533 [3355.48 - 3355.98] Yeah but...
0534 [3354.00 - 3355.52] to make sure that...
0535 [3355.52 - 3357.52] Yeah, but nothing is being done, sir.
0536 [3357.52 - 3359.52] Did you not hear me?
0537 [3359.52 - 3367.52] They're moving the soil about, because they think the idiots that are doing it think it's in the soil.
0538 [3367.52 - 3371.52] It says in the [EXPLETIVE REMOVED] report that it's in the Riberio level.
0539 [3371.52 - 3373.52] The water table.
0540 [3381.52 - 3383.52] So...
0541 [3383.52 - 3387.52] That's the query that you have at the moment.
0542 [3387.52 - 3391.52] That's beyond my scope of reach.
0543 [3391.52 - 3395.52] Well it isn't a query sir, it's in the [EXPLETIVE REMOVED] report.
0544 [3395.52 - 3399.52] Okay, so, again.
0545 [3397.00 - 3399.00] So, again...
0546 [3420.20 - 3425.60] I don't believe it's safe for you to return to my colleagues as that's not fair.
0547 [3425.60 - 3429.20] It is fair sir, because you're not receiving the information.
0548 [3429.44 - 3434.24] Three days ago, I told you I was having a problem getting the reports to you.
0549 [3434.48 - 3438.48] And I needed an email system, which was a non-reply, so I could send it.
0550 [3438.48 - 3441.68] Because your form would not upload it, it just logged out.
0551 [3440.00 - 3446.00] it just logged out. Your person that I was speaking to at the time was on the phone and witnessed this.
0552 [3446.00 - 3448.00] This was in a recorded call.
0553 [3452.00 - 3460.00] You know as well as I do that this is a way of allowing the situation to drift and you not to do anything.
0554 [3462.00 - 3468.00] That is illegal sir. There is a public health risk here which you are not attending to.
0555 [3470.00 - 3483.16] What are you going to do when they connect it and someone dies sir?
0556 [3483.16 - 3484.36] How are you going to feel about that?
0557 [3483.00 - 3485.00] How are you going to feel about that?
0558 [3488.00 - 3491.50] We will make sure that that would happen.
0559 [3491.50 - 3497.00] I'm asking you a question sir. How are you going to feel when they connect this and someone dies?
0560 [3501.00 - 3503.00] I'm asking again. So...
0561 [3503.00 - 3507.50] I mean will you be able to feel that you've done everything you can possibly do?

0562 [3507.50 - 3509.00] Because I have!
0563 [3513.00 - 3527.18] If Southern Water tell me the liability is with you and with the environment agency,
0564 [3527.18 - 3528.18] you are dual-
0565 [3526.00 - 3530.96] agency you are dual responses what do you think is going to happen when that goes to court
0566 [3532.72 - 3537.04] you're going to have lawyers from your team and lawyers from their team and lawyers from the public
0567 [3537.04 - 3541.68] because none of you are going to win because you're all going to blame each other
0568 [3541.68 - 3548.68] So, um, the report you sent us has already been passed on to us, so that would be again
0569 [3548.68 - 3555.68] looked into. As you said, there's no form of information that we need at the moment.
0570 [3555.68 - 3560.68] Is there any more information that you want to put? If you have any more information to
0571 [3560.68 - 3568.68] pass on to us, you can do that from the online contact form that you have.
0572 [3568.68 - 3571.00] I can't provide it to you sir!
0573 [3569.00 - 3574.20] I can't provide it to you sir, because you don't have a non-reply email address.
0574 [3578.80 - 3580.80] And your form won't accept it.
0575 [3583.60 - 3584.60] So, um...
0576 [3585.40 - 3586.20] I'm uh...
0577 [3586.20 - 3589.80] You know, why are you the only company I can't send it to by mail?
0578 [3590.00 - 3591.60] It went to Southern Water.
0579 [3592.40 - 3595.20] Why is it not possible to send it to you?
0580 [3595.20 - 3600.00] because you're avoiding your whole regime of not...

Call 09 - R20230629-235454

Organisation / route	Organisation not conclusively identified in supplied filename
Date label	2026-08-06 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230629-235454.timestamped.txt
Source SHA-256	960e356a4dd10f9e0fa461a136a80a55789dac6d9f8e8526ef806f7ac864410d
Source size / lines	10,211 bytes / 131 source lines
Expletive redactions	2

0001 [0.00 - 3.18] If that's not able to you also have our WhatsApp.

0002 [3.18 - 6.38] So have you tried using our WhatsApp to come to us to submit those files?

0003 [6.38 - 9.84] Well you don't, you have not provided me with an email address.

0004 [9.84 - 13.14] You provided me with no reply email addresses.

0005 [13.14 - 18.38] You provided me with a form which I uploaded the first document to.

0006 [18.38 - 21.96] We tried to load the zip file up

0007 [21.96 - 26.22] and it failed while I was having a conversation with you in a rec...

0008 [26.22 - 29.54] not you personally, with your other team person

0009 [29.54 - 32.94] And effectively, this failed.

0010 [32.94 - 38.74] And I was told someone would contact me from your operations team who would accept the other information.

0011 [38.74 - 40.94] Why has that not transpired?

0012 [42.34 - 43.94] In three days.

0013 [43.00 - 57.16] days so they don't need background work I've got the [EXPLETIVE REMOVED] reports I'm trying to

0014 [57.16 - 61.64] send you from Boa Happa

0015 [61.64 - 74.52] So, at the moment, as on the corner we're having at the moment, we've done everything

0016 [74.52 - 79.48] I can to make sure that information you shared with me has been passed to the correct team

0017 [79.48 - 80.48] and has been handled.

0018 [80.48 - 83.02] Well, it hasn't been handled correctly, has it, sir?

0019 [83.02 - 88.00] You haven't shown me due diligence, you didn't know who I was, you couldn't actually find

0020 [86.00 - 91.12] was you couldn't actually find any information you then said it was with

0021 [91.12 - 95.04] your operations team and you still couldn't find any information even though

0022 [95.04 - 101.08] you spent nearly five minutes reading whatever it is you read and I asked you

0023 [101.08 - 107.08] a very simple question has an inspector been on site and you couldn't answer it

0024 [107.08 - 109.08] Yeah, I'm not...

0025 [109.08 - 112.08] Well don't you think you should have that information?

0026 [114.08 - 117.08] The team that has the information, they have...

0027 [117.08 - 120.08] I wouldn't have told you, so how is that? Do you know?

0028 [120.08 - 125.08] I mean the only reason you wouldn't have that information is if that has not occurred.

0029 [127.08 - 130.08] No, it's because the only reason I haven't got that information is because...

0030 [129.00 - 136.00] because I don't deal with those so all I do is I post information onto the team who is responsible for them and they handle their own

0031 [136.00 - 138.00] yep and then nothing happens

0032 [140.00 - 146.00] that's incorrect we make sure to go do the business to make sure all our customers are safe

0033 [146.00 - 148.00] the drink there with the water is safe

0034 [148.00 - 150.00] well you've provided me with no update sir

0035 [150.00 - 163.48] sir yeah but that's what you told me three days ago we haven't moved forward

0036 [163.48 - 173.60] have we well we haven't moved forward because basically three days ago you're

0037 [173.60 - 175.88] telling me

0038 [172.00 - 175.88] three days ago you're telling me the same thing that they told me three days

0039 [175.88 - 179.76] ago and it hasn't moved forward at all

0040 [185.00 - 189.00] well you don't have any information that it's moved forward sir that's what you

0041 [189.00 - 191.76] just told me

0042 [202.00 - 204.32] I still have my own customer request.

0043 [204.32 - 206.44] So that's again, I just do residential line.

0044 [209.60 - 211.64] So it's pointless in other words, contacting you

0045 [211.64 - 215.30] because basically you don't do what your website says you do.

0046 [215.30 - 217.14] You don't send inspectors out.

0047 [215.00 - 219.04] you don't send inspectors out and you don't have any information because
0048 [219.04 - 222.68] your customer forward-facing and all you do is funnel information to the
0049 [222.68 - 230.32] operations team who does nothing with it. I think that's a fair play isn't it?
0050 [234.20 - 239.56] Well at the end of the day you collect the information through your customer
0051 [239.56 - 244.76] services department you then provide that to the customer services department
0052 [244.76 - 250.20] department who does nothing. Your website collects the information explains it's
0053 [250.20 - 256.76] going to send an inspector out does nothing. Your team person that I spoke
0054 [256.76 - 261.88] to on the third told me she was going to contact Southern Water
0055 [258.00 - 262.00] she was going to contact Southern Water, what do you think is going to happen when
I contact
0056 [262.00 - 265.00] Southern Water and ask them whether they've been contacted?
0057 [265.00 - 268.00] Probably going to tell me that you haven't?
0058 [271.00 - 275.00] So again, the press we go through in Southern Water, because again, there's a lot
of information
0059 [275.00 - 278.00] that you probably wouldn't do it that not everyone has access to.
0060 [278.00 - 282.00] As I said, because our company is so big, the water section of our company is just
one
0061 [282.00 - 284.00] of the many businesses that we handle.
0062 [284.00 - 291.00] So, the Independent Watch Network is just one of the main companies that's under
the GTC group, I'm not sure if you're aware of that.
0063 [291.00 - 297.00] No, I'm not aware who the [EXPLETIVE REMOVED] you are, because you seem to be
doing something which you don't...
0064 [297.00 - 301.00] You say you're going to do, and then don't do it!
0065 [301.00 - 303.00] If you can't provide me an up...
0066 [301.00 - 308.70] If you can't provide me an update of what's happened to the information I gave you
on the third and we're now on the seventh
0067 [308.80 - 311.14] What you're telling me is nothing has happened
0068 [316.84 - 324.96] Because it should be surely should be clear evidence on your system saying that
the A's with customer blah blah blah
0069 [325.72 - 329.40] customer gave report blah blah blah sent to operations team
0070 [329.40 - 334.62] operations team read the report, emailed Southern Water, got the same information
0071 [334.62 - 338.56] back, sent an inspector on site.
0072 [338.56 - 340.56] Okay, so sir...
0073 [340.56 - 344.56] So why is that not evident?
0074 [344.56 - 346.56] So sir...
0075 [344.00 - 353.00] So sir, looking at, from my water quality team, one of my members of my team tried
to contact you last week when there was no response from yourself.
0076 [354.00 - 357.00] What do you mean there was no response from myself?
0077 [358.00 - 366.00] So in the last query you said, we've sent this through to water quality and water
operations team, they've tried to contact you and there was no response.
0078 [367.00 - 371.00] No they haven't! When did they do that?
0079 [371.00 - 389.00] So why haven't they...
0080 [387.00 - 389.00] So why haven't they done that?
0081 [389.00 - 399.00] So again, they haven't, they need to charge contact you normally so it hasn't gone
through.
0082 [399.00 - 401.00] So they're going to just re-charge via email now.
0083 [401.00 - 405.00] So we're going to see, one of our managers is going to take us over.
0084 [405.00 - 411.00] Right, I think you better get your manager to take over.
0085 [411.00 - 414.00] I'll leave it at that.
0086 [414.00 - 418.32] Yeah, so they'll retract it right here most then you know what's done.
0087 [418.32 - 422.08] Well I think you better get your manager to take it over and I'll leave it at
that.
0088 [422.08 - 423.08] Okay.
0089 [423.08 - 424.08] Who is your manager?
0090 [424.08 - 431.56] Actually it won't be, it won't be, so it won't be the...
0091 [431.56 - 432.56] What is his name?
0092 [430.00 - 432.00] So it won't be the water quality team.
0093 [432.00 - 434.00] So it won't be the water quality team.
0094 [434.00 - 436.00] So it won't be the water quality team.
0095 [436.00 - 438.00] So it wouldn't be one of my managers.
0096 [438.00 - 440.00] It would be the water quality team.
0097 [440.00 - 442.00] That's my takeover.
0098 [442.00 - 444.00] Because if it was water quality it could.
0099 [444.00 - 446.00] So let me just check.
0100 [446.00 - 448.00] It would be from the water quality team.

0101 [448.00 - 450.00] I'll speak to you.
0102 [452.00 - 454.00] So it would be only from water quality.
0103 [454.00 - 456.00] We don't have the email to speak to you.
0104 [456.00 - 460.00] Right, so when will that happen?
0105 [460.00 - 464.00] Today, the moment they are able to get contact with them
0106 [464.00 - 466.00] Because we are running out of time sir
0107 [466.00 - 468.00] Oh, even so
0108 [470.00 - 472.00] Are we not?
0109 [472.00 - 474.00] As you see, as you can see
0110 [474.00 - 476.00] So we have been having...
0111 [473.00 - 480.00] So we had the whole customer sports policy issues very seriously and we should have to get back into it.
0112 [480.00 - 484.00] Well I wish you did because to be honest I'm not seeing that am I sir?
0113 [485.00 - 488.00] So we've attempted to contact you but you haven't got...
0114 [488.00 - 491.00] Well I have no evidence of that.
0115 [495.00 - 498.00] So that was what we're going to do, we're going to reach out to the...
0116 [498.00 - 501.00] Well, I didn't say hopefully or tomorrow latest.
0117 [501.00 - 503.00] We're gonna repack that email.
0118 [503.00 - 505.00] Well that's fine sir, because we've only got three days
0119 [505.00 - 507.00] and you can drag it out for another three days
0120 [507.00 - 511.00] not do anything and then be responsible for public health disaster.
0121 [511.00 - 513.00] Okay, thank you very much for your time.
0122 [515.00 - 517.00] No worries, is there anything else I can help you with today sir?
0123 [517.00 - 518.00] Yep.
0124 [516.00 - 517.60] Does anything else help you with the listen?
0125 [517.60 - 521.84] Yeah, just think about what you're doing sir, because I think it's criminal.
0126 [540.24 - 541.76] Nobody's phoned, have they?
0127 [546.00 - 551.00] No, they're lighters then, aren't they?
0128 [554.00 - 559.00] No, this is from an IWS. They're lighters.
0129 [718.00 - 733.00] Thanks for watching!
0130 [1363.00 - 1378.00] Thanks for watching!
0131 [1376.00 - 1382.20] Thanks for watching!

Call 10 - R20230630-002659

Organisation / route	Environment Agency incident hotline
Date label	2026-08-07 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230630-002659.timestamped.txt
Source SHA-256	6e5a01f737e887393483b9ff7c37ea5b6894e8708053f6c26a31dc819c5f5926
Source size / lines	11,593 bytes / 141 source lines
Expletive redactions	1

0001 [0.00 - 7.00] Thank you for calling the Environment Agency's incident hotline.

0002 [7.00 - 12.00] Please note that all calls are recorded for quality training and enforcement purposes.

0003 [12.00 - 17.00] Did you know that you can offer us more solutions to reduce the water supply?

0004 [17.00 - 22.00] Please visit us at UK for more information or continue to help.

0005 [22.00 - 29.00] Good morning, it's Bill Holline, how can I help?

0006 [30.00 - 37.00] Hi, I'm speaking to Martin Newbold, I'm just trying to get an update. I contacted you regarding

0007 [37.00 - 44.00] the contaminated water course, the Riberio level at Watten-Fredrick Road, TN 35.

0008 [43.00 - 51.84] TN355AB and the last update I have from you you told me that you were going to

0009 [51.84 - 57.08] be contacting the local team can you tell me if you've had anything further

0010 [57.08 - 64.12] So I would have that information available what I can do if it's still going on and it's still ongoing I can

0011 [64.12 - 67.08] re-log it for you again and get it sent across again for you

0012 [67.08 - 71.88] Right okay but you can't tell me what progress you've made then

0013 [71.88 - 74.88] No, I won't have that information on my face.

0014 [74.88 - 76.88] Okay, go then. Yep. What do you want?

0015 [78.88 - 81.88] So if you... are you wanting to re-log it again?

0016 [81.88 - 87.88] Well yes, because I've contacted the IWNS and they don't seem to want to do anything.

0017 [86.00 - 88.00] and they don't seem to want to do anything.

0018 [89.80 - 91.80] What kind of pollution is it, do you know?

0019 [91.80 - 93.80] Well, I sent you a report.

0020 [95.30 - 97.80] I sent you Frederick Road contamination report,

0021 [97.80 - 105.00] which has got levels of contamination higher than the national limit in the water supply.

0022 [106.00 - 110.20] And according to drinkingwater.org,

0023 [110.20 - 113.40] this will go into the domestic pipe work system

0024 [113.40 - 117.08] and you're going to be polluting the water supply and the sewerage.

0025 [117.56 - 122.00] So as this is the responsibility of the Environment Agency,

0026 [122.48 - 125.36] because you own the water underground,

0027 [125.88 - 130.76] can you please tell me what you are doing to help or to protect?

0028 [129.00 - 134.00] help or to protect the public health risk that's going to come from this.

0029 [134.00 - 141.00] Okay, so I will only be able to log an incident if you are wanting to log the incident now.

0030 [141.00 - 145.00] I won't be able to give you any further information of what's going on with the incident or any

0031 [145.00 - 146.00] further advice.

0032 [146.00 - 149.00] Well, if you don't then I should start publishing my telephone calls and state that you're not

0033 [149.00 - 150.00] doing anything.

0034 [150.00 - 156.00] If you can't give me an advice that you are physically pursuing this, then clearly I am

0035 [156.00 - 158.00] I am going to put online that you're not.

0036 [159.00 - 162.00] So I can log the incident for you and get it sent to local areas, please.

0037 [162.00 - 165.00] If you are requesting any information, you can send it across...

0038 [165.00 - 169.00] I'm not requesting information. I'm asking you why you're not dealing with this.

0039 [172.00 - 174.00] It's not something that I deal with, East.

0040 [172.00 - 175.00] It's not something that I deal with, it's sent to the local area team.

0041 [175.00 - 183.00] Well I was told the last time I called that you had passed it through to your local area team and you hadn't heard back.

0042 [183.00 - 185.00] So have you heard back?

0043 [185.00 - 187.00] I wouldn't know if we've heard back.

0044 [187.00 - 188.00] Well why wouldn't you know?

0045 [188.00 - 189.00] Because it gives the number.
0046 [189.00 - 190.00] Why wouldn't you know?
0047 [190.00 - 193.00] Because I just logged the reports.
0048 [193.00 - 200.00] But that's ridiculous because the same person who was logging the reports last week could tell me that information.
0049 [200.00 - 204.40] I can see if I can find out for you if you give me the nurse reference number
0050 [204.40 - 207.00] I can see if there's anybody else who'll be able to advise us
0051 [207.00 - 208.00] Yeah what do you need?
0052 [208.00 - 209.00] I don't have that information
0053 [209.00 - 211.00] Your nurse reference number
0054 [211.00 - 214.00] Err, don't think you've given me one
0055 [214.00 - 217.00] Did you opt in and give your email?
0056 [215.00 - 219.92] Did you did you opt in and give your email address when you left the last report?
Yeah. Yep
0057 [219.92 - 221.92] So you should have got an email sent across
0058 [222.20 - 224.20] Who is it for?
0059 [224.84 - 228.28] It should be from the incident communication service
0060 [229.52 - 231.52] It's a reference number
0061 [233.88 - 235.96] It normally begins with a 0 2
0062 [245.00 - 252.00] Excuse me, I've got rather a lot of communications.
0063 [254.00 - 257.00] No, I don't seem to have anything from you.
0064 [258.00 - 278.08] sent plenty of email to you but nothing back oh here we go no sorry hang on
0065 [278.08 - 287.88] what's this report the environment yes this looks like it 0254 0649 does that
0066 [287.88 - 293.60] look about right? Yeah so I'm just gonna pop you on hold okay and just see if I can find any further
0067 [293.60 - 300.90] information from somebody else. Yeah but I unfortunately don't have any information on the screen so if you just bear with me. Can I take your name?
0068 [300.90 - 303.90] Yep Martin Newbold.
0069 [301.00 - 308.00] yep martin newbold
0070 [374.00 - 389.00] Thanks for watching!
0071 [417.00 - 432.00] Thanks for watching!
0072 [460.00 - 475.00] Thanks for watching!
0073 [559.00 - 566.00] Hello, thank you for holding. Hi Martin. So I am trying to see if we can get any further
0074 [567.00 - 572.00] information but unfortunately I won't be able to get you any information because it is a
0075 [572.00 - 575.00] national control room so we don't have any further inputs.
0076 [575.00 - 580.00] Yeah but the problem is nobody is dealing with this and we are now on three days from
0077 [580.00 - 586.00] a connection point which is going to technically put all this [EXPLETIVE REMOVED] into the water supply and
0078 [586.00 - 593.00] in those things. Do you want a national incident because you're heading for one?
0079 [593.00 - 599.00] What I can do is I can give you the details for our general enquiries if you want to raise
0080 [599.00 - 602.00] a complaint about how the local police are doing your incident.
0081 [602.00 - 604.00] Well no, because basically you're going to end up in court.
0082 [602.00 - 606.00] Because basically you're going to end up in court with whoever dies, aren't you?
0083 [609.00 - 615.00] Because both you and the IWNL are dragging your feet illegally,
0084 [616.00 - 619.00] which is a criminal matter allowing something to drift,
0085 [619.00 - 624.00] because you know there's three days left to physically before they do a connection.
0086 [625.00 - 627.00] And then by then it will be too late.
0087 [632.00 - 639.00] can't provide any further inputs or updates because we just log the complaints and the incidents when the calls come through.
0088 [639.00 - 647.00] If you are wanting to raise it with the general inquiries team and pop a complaint through about how the local team is dealing with it...
0089 [645.00 - 647.00] How the local team is dealing with it?
0090 [647.00 - 651.00] Because it has been sent with that team in that area, in your area.
0091 [651.00 - 654.00] You're more than welcome to do so. I can give you their number.
0092 [654.00 - 656.00] Yeah, but they're just ignorant, madam.
0093 [656.00 - 662.00] I mean, sorry, but they have already decided that all they're doing is moving Earth around,
0094 [662.00 - 664.00] when it's not even in the Earth.
0095 [664.00 - 666.00] They don't even know what a ribereo level is.
0096 [666.00 - 673.00] I'm speaking about the general inquiries team on, for the environment agency.

0097 [673.00 - 677.12] If you ring them across and say that look I want to pop a complaint in they'll be able

0098 [677.12 - 679.64] to log it for you and that will be sent.

0099 [679.64 - 683.44] And what is that going to, what benefit is that going to do?

0100 [683.44 - 686.64] If you're not happy with the way it's being dealt with.

0101 [686.64 - 690.00] Well it's not going to be me that's unhappy, it's going to be.

0102 [688.00 - 692.52] me that's unhappy it's going to be the public when all of their water supply is

0103 [692.52 - 696.96] contaminated and when people start dying

0104 [697.16 - 701.16] it's gonna be a scandal isn't it?

0105 [701.16 - 706.60] Yeah so if you want to send it across and speak to the general's team and pop a complaint through

0106 [706.60 - 710.56] Well I don't need to you can do that at the end of the day I've given you the

0107 [710.56 - 715.04] reports if you want a scandal you're gonna get one if you don't deal with it

0108 [715.04 - 716.04] Aren't you?

0109 [716.04 - 720.04] I won't be able to take it on the incident line.

0110 [720.04 - 723.04] That's why I'm providing you with the general inquiries rule.

0111 [724.04 - 728.04] Yeah, but that's a nonsense because it's already been provided to you.

0112 [729.04 - 730.04] All this information.

0113 [730.04 - 733.04] Have you already done a...

0114 [731.00 - 734.24] Have you already done a complaint? Is that what you're saying?

0115 [734.24 - 738.00] No, what I'm telling you is I've already sent the information to you.

0116 [738.00 - 741.40] I've already sent the information to the IWNL.

0117 [741.40 - 746.60] I've already sent the information to the Southern Water.

0118 [746.60 - 751.16] And none of you, you all want to tell me that it's nothing to do with you.

0119 [751.16 - 756.76] And I think it is. It's definitely to do with you because it is your water.

0120 [756.76 - 761.92] and the office right so it has been sent your report has been sent to the local

0121 [761.92 - 765.76] areas team and they will investigate your incident that's the only information

0122 [765.76 - 771.60] and there's three days before live connection

0123 [772.08 - 777.84] yeah well it is with the team sir and that's all I can let you know you want to

0124 [774.00 - 777.00] So you want to scandal them?

0125 [777.00 - 783.00] I'm asking you, do you want to scandal or are you going to deal with this?

0126 [783.00 - 790.00] So have they responded to you?

0127 [790.00 - 797.00] So did they respond to your team?

0128 [797.00 - 801.00] So did they respond to your team?

0129 [801.00 - 808.20] We're a contact centre and we only log the incidents and send it to that team what is dealing with the...

0130 [808.20 - 810.28] Right where's the complaint number then?

0131 [812.04 - 816.28] So the complaint number is 03708.

0132 [817.88 - 818.28] Yep.

0133 [817.00 - 821.00] Yeah. 506.

0134 [821.00 - 825.00] Yeah. 506.

0135 [825.00 - 829.00] You can also do a complaint online as well. Yeah.

0136 [829.00 - 833.00] Ridiculous isn't it? Why has everybody got to complain in this world

0137 [833.00 - 837.00] because people don't do things? Isn't it illegal to allow

0138 [837.00 - 841.00] something to drift? I'm afraid

0139 [841.00 - 845.00] I won't be able to help you any further. Alright, you take care of the place. Well, it's a genuine

0140 [845.00 - 851.40] question? I don't have the answer for that question. Okay well you have a good day then

0141 [851.40 - 856.04] and I hope it doesn't affect you. Bye.

Call 11 - R20230630-004123

Organisation / route	Environment Agency
Date label	2026-08-07 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230630-004123.timestamped.txt
Source SHA-256	417d1462cc3f42accf062c38d3879efaa8a196afd115efa3101d12a21803267e
Source size / lines	18,466 bytes / 239 source lines
Expletive redactions	5

0001 [0.00 - 7.00] Thank you for calling the environment agency.

0002 [7.00 - 18.00] Please note that calls may be recorded for quality and training purposes.

0003 [18.00 - 21.00] Please choose from the following five options.

0004 [21.00 - 26.00] For all waste queries including moving, using, storing, treating or dispersing of waste,

0005 [26.00 - 31.00] If you know the name of the place you want to do to, just do.

0006 [31.00 - 34.00] We're fishing for our life in the clearing, that's three.

0007 [34.00 - 38.00] If you want to use your boat on our waterway, that's four.

0008 [38.00 - 41.00] All of the clearing is just five.

0009 [41.00 - 45.00] To help improve your experience as a customer, we are currently...

0010 [43.00 - 46.00] We are currently gathering feedback.

0011 [46.00 - 53.00] If you would like to take part in a short customer satisfaction survey at the end of your call today, please press 1.

0012 [53.00 - 58.00] The survey takes less than one minute to complete. Otherwise, please hold.

0013 [66.00 - 71.00] We are currently experiencing high call volumes and will answer your call as soon as possible.

0014 [86.00 - 93.00] Sorry to keep you waiting. Please continue to hold. An advisor will be with you shortly.

0015 [107.00 - 114.00] Alternatively, you may find the information you require on our website, www.gov.uk.

0016 [116.00 - 131.00] Thanks for watching!

0017 [129.00 - 150.00] Sorry to keep you waiting. Please continue to hold. An advisor will be with you shortly.

0018 [150.00 - 157.00] Alternatively, you may find the information you require on our website www.gov.uk.

0019 [159.00 - 174.00] Thanks for watching!

0020 [172.00 - 198.00] Hello and welcome to the environment agency, how can I help?

0021 [198.00 - 199.00] Hello?

0022 [199.00 - 202.00] Hello, how can I help?

0023 [202.00 - 205.00] Who am I speaking to?

0024 [205.00 - 214.00] Hello Stan, I want to make a complaint about my local water agency please.

0025 [214.00 - 216.00] What is it?

0026 [215.00 - 228.58] It's my local team in Hastings. They have had technical information in

0027 [228.58 - 236.16] regarding to contamination on a building site which the your you are as the

0028 [236.16 - 243.08] environment agency responsible for the ribereo level which has contaminants in

0029 [243.08 - 249.08] which are larger than the allowable limits of the government.

0030 [249.08 - 255.08] And I have reported this to you on the 31st, I've reported this to you on the 3rd,

0031 [255.08 - 260.08] and I'm now reporting this to you on the 7th that there is a connection event.

0032 [258.00 - 263.50] that there is a connection event connecting these services which

0033 [263.50 - 268.62] potentially have contamination in them to the rest of the network and nobody

0034 [268.62 - 279.78] including IWL or yourself or the Southern Water seem to give a [EXPLETIVE REMOVED]. Now

0035 [279.78 - 284.58] what the [EXPLETIVE REMOVED] is going on and I want to complain about it

0036 [284.58 - 286.58] Yeah, sure, yeah.

0037 [286.58 - 289.58] Because why can't you tell me what you are doing?

0038 [289.58 - 295.58] As this is a public health matter, and I've already advised East Sussex that there will be a scandal

0039 [295.58 - 299.58] if this goes ahead without anybody resolving it.

0040 [299.58 - 302.58] You know, Southern Water has informed me that

0041 [301.00 - 306.80] has informed me that there is no barrier pipes in any of these pipe work on this

0042 [306.80 - 312.76] site and even if there was some of the levels are so high in concentration that

0043 [312.76 - 321.64] may not even work. In addition to that you can't filter it out because some of

0044 [321.64 - 327.48] these are sulfates so why are you not dealing with this matter and why is it

0045 [327.48 - 331.44] going to be a scandal because none of you want to deal with this and you're

0046 [331.44 - 336.48] just waiting for it to connect and someone to die is that how we do things

0047 [336.48 - 344.24] in this country now someone has to pay the penultimate price
0048 [344.00 - 356.12] Yeah, so, I mean, regarding this, do you have the reference number and all the details when
0049 [356.12 - 357.12] you reported them?
0050 [357.12 - 361.64] Yeah, I've reported it as an incident on your system.
0051 [361.64 - 369.18] I'll just get it for you.
0052 [369.18 - 370.18] You sent me a...
0053 [370.18 - 373.00] You sent me an incident number.
0054 [373.00 - 378.04] there's an incident number with the water quality team hang on IWNL
0055 [378.04 - 390.80] yep I've got an EA no that's your hold on right I've got a 2463541 with IWNL
0056 [387.00 - 393.08] 541 with IWNL
0057 [393.08 - 400.08] and I've got one for you as well somewhere
0058 [405.60 - 407.62] and yours is
0059 [407.62 - 414.62] 02540649
0060 [417.00 - 432.00] Thanks for watching!
0061 [460.00 - 463.00] Okay, still with me.
0062 [470.00 - 472.00] Right, okay, try again then.
0063 [473.00 - 480.00] Thank you for calling the Paramount Agency.
0064 [480.00 - 484.00] Please note that calls may be recorded for quality and training purposes.
0065 [484.00 - 487.00] Please choose from the following five options.
0066 [487.00 - 491.00] For always queries including moving, using, storing.
0067 [491.00 - 496.00] To help improve your experience as a customer, we are currently gathering feedback.
0068 [496.00 - 502.00] If you would like to take part in a short customer satisfaction survey at the end of your call today,
0069 [502.00 - 507.00] please press 1. The survey takes less than one minute to complete.
0070 [507.00 - 514.00] We are currently experiencing high call volumes and will answer your call as soon as possible.
0071 [516.00 - 545.00] Sorry to keep you waiting.
0072 [545.00 - 547.68] to keep you waiting, please continue to hold.
0073 [547.68 - 549.56] An advisor will be with you shortly.
0074 [549.56 - 552.36] Alternatively, you may find the information you require
0075 [552.36 - 556.74] on our website, www.gov.uk.
0076 [559.00 - 588.00] Sorry to keep you waiting.
0077 [588.00 - 592.00] Please continue to hold, an advisor will be with you shortly.
0078 [592.00 - 599.00] Alternatively, you may find the information you require on our website www.gov.uk.
0079 [602.00 - 631.00] Sorry to keep you waiting.
0080 [631.00 - 634.50] Please continue to hold, an advisor will be with you shortly.
0081 [634.50 - 641.50] Alternatively, you may find the information you require on our website, www.gov.uk.
0082 [645.00 - 674.00] Sorry to keep you waiting.
0083 [674.00 - 684.00] continue to hold. An advisor will be with you shortly. Alternatively, you may find the information you require on our website www.gov.uk.
0084 [688.00 - 716.00] Sorry to keep you waiting.
0085 [716.00 - 719.50] Please continue to hold. An advisor will be with you shortly.
0086 [719.50 - 726.50] Alternatively, you may find the information you require on our website www.gov.uk.
0087 [731.00 - 759.00] Sorry to keep you waiting.
0088 [759.00 - 762.00] Please continue to hold, an advisor will be with you shortly.
0089 [762.00 - 769.00] Alternatively, you may find the information you require on our website www.gov.uk.
0090 [774.00 - 801.00] Sorry to keep you waiting.
0091 [801.00 - 811.00] Please continue to hold. An advisor will be with you shortly. Alternatively, you can be found the information you require on our website www.gov.uk.
0092 [817.00 - 824.00] Good morning, Sir. This is Mr. Lannister speaking. How may I help you?
0093 [828.00 - 830.00] Who am I speaking to, please?
0094 [830.00 - 831.00] Lannister.
0095 [831.00 - 836.00] Yes, I just was on the phone to you but your telephone line cut off.
0096 [839.00 - 841.00] Have you been speaking to someone else?
0097 [841.00 - 847.00] Yeah, I was on the phone call to your complaints department and my phone call was cut off.
0098 [847.00 - 851.00] Okay, so what was you putting in the complaint?
0099 [851.00 - 853.00] Well, I was trying to, yes.
0100 [853.00 - 857.00] Okay, what's the complaint? What's the complaint regarding?
0101 [857.00 - 862.00] In regard to 2463541 and your allowing...
0102 [860.00 - 863.12] for one and you're allowing the matter to drift

0103 [863.12 - 866.12] illegally
0104 [869.04 - 872.04] well that's as far as the last person got and then hung up
0105 [883.16 - 885.64] I mean if you don't want to deal with it maybe I should go to the press and
0106 [885.64 - 888.16] explain to the press what's going on
0107 [890.00 - 895.92] Because you know I'm giving you opportunity to deal with this and you know and nobody is dealing with any of it
0108 [896.00 - 901.76] There's three days left before a public health incident which nobody is dealing with
0109 [902.24 - 904.84] So why can I get not no one on?
0110 [903.00 - 910.00] can I get no one on site to even look at this when you know what's going on?
0111 [910.00 - 918.76] All they're doing on site is earth remediation that is not in the water table.
0112 [925.76 - 928.76] So are you wanting a response?
0113 [928.76 - 940.00] Well, yes it would be helpful because I'm not getting a response from the IWNL on 02540649
0114 [940.00 - 947.64] and as you have the ownership of the subterranean water you have liability for it.
0115 [947.64 - 948.64] So if someone...
0116 [946.00 - 951.72] have liability for it so if someone dies they're going to be coming for you and your team
0117 [951.72 - 959.52] Martin Newbold
0118 [959.52 - 973.76] can you get what yeah 15 Vanyaside Road what do you want that for
0119 [973.76 - 979.40] for the complaint for okay
0120 [979.96 - 991.24] how do you spell V a double V a a sorry V a double L E Y S I D E
0121 [989.00 - 1012.20] the road from this [EXPLETIVE REMOVED] site. TN35 5 alpha delta. Martin newbold dot MN at gmail dot
0122 [1012.20 - 1019.20] MartinNewbold.mn.gmail.com
0123 [1030.08 - 1034.08] And you've been receiving email from that address and you've had reports
0124 [1032.00 - 1035.00] that address and you've had reports from that address
0125 [1035.00 - 1039.80] so I've got Martin Newborn.mn.gmo.com
0126 [1039.80 - 1043.00] yeah
0127 [1043.00 - 1047.00] is Newborns.n.e.w.b.o.l.d
0128 [1047.00 - 1050.00] w.o.l.d
0129 [1050.00 - 1055.00] is the number you're calling from Westcompto.com.n.e.w.b.o.l.d
0130 [1055.00 - 1057.00] sorry?
0131 [1057.00 - 1059.00] is the number you're calling from Westcompto.com.n.e.w.b.o.l.d
0132 [1059.00 - 1066.00] it is yeah. Now I don't want a scandal mate but if nobody's gonna do anything
0133 [1066.00 - 1071.20] about this you leave me little optimism other than to contact the BBC and
0134 [1071.20 - 1075.40] explain exactly what the [EXPLETIVE REMOVED] is going on down here that nobody wants to deal
0135 [1075.40 - 1078.80] with contamination and you're all
0136 [1075.00 - 1079.32] to deal with contamination and you're all happy to build houses on it and not deal with it.
0137 [1083.00 - 1089.48] Because your court hearing that's in the European Yaw, I've had a look at, it physically deals with
0138 [1089.48 - 1098.84] contamination in the earth, not in the subterranean ribereo. So what your judgment says is not really
0139 [1098.84 - 1106.36] dealing with this matter so you have no lawful reason to continue
0140 [1112.60 - 1115.24] yeah
0141 [1118.00 - 1120.00] Colonel Chester do you charge on the copplier please?
0142 [1120.00 - 1126.00] Yep, I have contacted you on 246 3541
0143 [1126.00 - 1132.00] I have contacted the IWNL on 02540649
0144 [1132.00 - 1144.00] Neither local department have contacted me and informed me that they have someone on site to look at the problem
0145 [1148.00 - 1152.00] This will be a public health disaster.
0146 [1152.00 - 1161.00] The contaminants are larger than the permissible amounts in the government regulations.
0147 [1161.00 - 1163.00] Some of them are over...
0148 [1161.00 - 1171.50] Some of them are over 1,500 kilograms per mg, which means they are terrifically high in the water table.
0149 [1171.50 - 1177.00] Where the sewage pipes lie and where the water pipes lie.
0150 [1177.00 - 1186.50] Clearly this is going to be a disaster unless someone does something to try and help.
0151 [1186.50 - 1190.50] Southern Water have suggested barrier pipes.
0152 [1190.50 - 1199.50] But they have said because the contamination is so high it's unlikely that it will help.
0153 [1199.50 - 1206.50] Filtering won't help because these are sulfates and it can't be filtered out.

0154 [1204.00 - 1210.76] and it can't be filtered out. Please explain to me why you are doing nothing
0155 [1210.76 - 1217.48] and allowing a public health disaster to occur.
0156 [1226.24 - 1231.90] If my information is wrong why is someone not telling me it is wrong? When
0157 [1231.90 - 1239.00] this has come from the reports which AI wrote a report and you've received. So
0158 [1239.00 - 1246.66] it's as genuine as it can be without any other stuff in it and it went ballistic
0159 [1246.66 - 1250.86] because it said that this drinking
0160 [1247.00 - 1257.00] Because it said that this drinking water inspectorate has now said that these
pipes will take up the poisons.
0161 [1271.00 - 1273.00] Do you understand?
0162 [1277.00 - 1289.00] Right. So what was the number we contacted IWNL on?
0163 [1289.00 - 1292.00] Yep, the IWNL is contacted.
0164 [1290.00 - 1296.80] WNL is contactable on 020 7219 378
0165 [1300.32 - 1304.96] Oh, sorry, yes. Yeah, it is 0254
0166 [1308.00 - 1310.00] 06549
0167 [1311.40 - 1317.92] I should also put on record that Southern Water has not taken over the site yet
0168 [1333.00 - 1353.24] and they're probably unlikely to do so on the basis of what's going on.
0169 [1353.24 - 1359.40] I've also written to Graham Evans of Head of Public Health Intelligent of East
Sussex
0170 [1359.40 - 1366.40] who I am waiting for a response from
0171 [1366.40 - 1370.40] What was his name, sir?
0172 [1370.40 - 1372.40] Looks like Graham Evans
0173 [1372.40 - 1375.40] Yep, he's the head of Public Health Intelligence.
0174 [1376.00 - 1383.00] Do you want his email?
0175 [1383.00 - 1390.00] It's up to you if you want to go and look at the ride then.
0176 [1392.00 - 1394.00] You ready?
0177 [1394.00 - 1395.00] Thank you.
0178 [1395.00 - 1405.00] Yep, it's graham.evans.gov.uk
0179 [1413.00 - 1415.00] I'm at gov.uk
0180 [1415.00 - 1417.00] Yep, gov.uk here
0181 [1417.00 - 1419.00] Right, gov.uk
0182 [1419.00 - 1421.00] from Clough Dr. Hulshan.
0183 [1430.00 - 1434.00] There is three days left until the 10th
0184 [1434.00 - 1437.00] when this site is going to go live
0185 [1438.00 - 1443.00] and nobody has bothered to look at the documents properly
0186 [1443.00 - 1448.00] and to realise that this contaminants are all in the Riberio level
0187 [1448.00 - 1455.72] level and the earth maneuvering that's been going on as remediation is as bad
0188 [1455.72 - 1462.44] as [EXPLETIVE REMOVED] in the wind because quite frankly they are clueless.
0189 [1462.00 - 1480.00] I'm just going to read what I've got, just to make sure I'm great at training.
0190 [1480.00 - 1480.50] Yeah.
0191 [1505.00 - 1510.00] and then as my sketch some of them are over 50.
0192 [1510.00 - 1519.00] 1,500 per entry, which means they are high in the water table where the pipes
play.
0193 [1519.00 - 1523.00] Southern water has just a barrier pipe.
0194 [1523.00 - 1526.00] Filtering won't help these.
0195 [1526.00 - 1529.00] What help? These are so great.
0196 [1529.00 - 1534.00] Please explain to me why you are doing nothing to allow a public health disaster
occur.
0197 [1534.00 - 1541.00] This drinking water inspectorate has said these pipes will take up the posion.
0198 [1541.00 - 1550.00] I should also put in record that the water has not taken up the site yet and
they are likely to take up the posion.
0199 [1548.00 - 1551.12] and they are in likelihood based on what's going on.
0200 [1551.12 - 1554.92] I have also contacted Graham Evans, who is head of Public Health Intelligence,
0201 [1554.92 - 1559.20] and I've phoned Graham Evans at East of St. Croft, UK.
0202 [1559.20 - 1563.12] There is three days left until the site is good to go live
0203 [1563.12 - 1566.20] and nobody's bothered to look at the documents from there.
0204 [1566.20 - 1570.32] The Liberia level, and then I missed that bit when you said after that.
0205 [1571.80 - 1576.16] Yep, it's Riberian.
0206 [1576.16 - 1581.12] not Liberian it's Rhyberian it means under the earth
0207 [1589.68 - 1592.88] um from the actual reports that i already get
0208 [1591.00 - 1595.32] reports that I've already given to you.
0209 [1595.32 - 1601.32] Yes, what might you tell me for this complaint?
0210 [1601.32 - 1603.32] from the it's in the
0211 [1633.32 - 1633.88] 17.
0212 [1634.00 - 1652.16] and just to give you a flavor the EPH C8 to C40 is 1718 milligrams per kilogram

0213 [1652.16 - 1653.16] that's a lot
0214 [1653.16 - 1656.84] Could you repeat that please?
0215 [1656.84 - 1657.84] Sorry?
0216 [1657.84 - 1661.00] Could you repeat that please?
0217 [1661.00 - 1671.36] The EPH C8 to C40 is 1718 milligrams per kilogram.
0218 [1677.00 - 1684.00] This is all in this report.
0219 [1697.00 - 1701.60] Yeah well what are you going to do about this because there's three days left
0220 [1701.60 - 1705.64] and if you do not start to do something by tomorrow I'm going to the press
0221 [1705.64 - 1708.04] because clearly nothing is being done.
0222 [1708.04 - 1711.48] I'm sorry it doesn't give you much time
0223 [1711.48 - 1714.64] but 10 days have gone and nobody's done anything.
0224 [1714.64 - 1721.64] That's not my fault.
0225 [1720.00 - 1729.00] I hold no liability for this because basically and I do not accept any damages
or costs because of your neglect
0226 [1729.00 - 1741.00] So what have you been through about this? You have three days left and if you
have enough time tomorrow I'm going to refresh
0227 [1741.00 - 1749.00] I'm sorry it's so much time, but this has been going on for ten days, what could
you say after that?
0228 [1749.00 - 1755.52] I said I do not accept any damages or costs involved in this from your neglect.
0229 [1763.00 - 1767.20] Okay.
0230 [1767.20 - 1768.20] Okay.
0231 [1768.20 - 1774.24] Well, no, I'll get to see you man.
0232 [1774.24 - 1791.40] I'll just, um, come play with you and mark you and email you up to the level of
development
0233 [1791.40 - 1792.40] team.
0234 [1792.40 - 1793.40] Okay.
0235 [1793.40 - 1794.74] Well, let's hope we can do something then.
0236 [1794.74 - 1800.96] and this is what your information test was suggested because it seems to me to
0237 [1800.96 - 1806.26] have to go to a complaint to get you guys to do something is preposterous
0238 [1806.00 - 1813.00] when you have liability for it
0239 [1827.60 - 1828.60] okay thank you

Call 12 - R20230702-223732

Organisation / route	East Sussex County Council
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-223732.timestamped.txt
Source SHA-256	8af5a81b284eed5e4a279243771b1a1e9230cda5f32aadfdaef9ec32eb92b24c
Source size / lines	4,960 bytes / 56 source lines
Expletive redactions	0

0001 [30.00 - 45.00] Thank you for calling East Sussex County Council.

0002 [73.00 - 84.00] Hi Rob, you seem to be having some trouble with one of your telephone numbers today.

0003 [84.00 - 88.00] 0132374720

0004 [86.00 - 93.20] 747207 you ring it and it immediately cuts you off just advise you of that.

0005 [93.20 - 96.20] Secondly I'm ringing in regard to...

0006 [96.20 - 100.20] Can I just check which number was it you were calling?

0007 [100.20 - 104.20] Not the number itself, which team was that relating to?

0008 [104.20 - 113.20] The number what I was calling was on the internet it was 01323 747207.

0009 [113.20 - 116.20] It doesn't seem to work, it just seems to drop the line.

0010 [116.20 - 119.20] And was that supposed to be a general number?

0011 [119.20 - 126.20] Yes it is. It's supposed to be Sussex County Council, St Mary's House 52, St Leonard's Road, East Bond.

0012 [127.20 - 128.20] And you Googled that, yeah?

0013 [128.20 - 129.20] Yep.

0014 [130.20 - 131.20] It gives a ticker.

0015 [129.00 - 137.00] It gives two, gives another one which I'm calling you on which is 03456080190

0016 [137.00 - 144.00] Yeah, yeah, okay so that other number is still out there on the intercom

0017 [144.00 - 146.00] Okay, let's get into it

0018 [146.00 - 155.00] Yes, I've contacted your policy team for public health in regard to a serious matter which I believe is going to cause

0019 [155.00 - 166.94] public health issues and not deferring from the fact that it could cause death.

0020 [166.94 - 169.90] Your council isn't responding to it.

0021 [169.90 - 174.00] Your agencies that are all in the planning department aren't responding to it.

0022 [172.00 - 175.60] in the planning department aren't responding to this when new information

0023 [175.60 - 180.92] has come forward to say that the land at Frederick Road has contamination in the

0024 [180.92 - 186.32] water supply not in the ground layer that has been remediated yet this has

0025 [186.32 - 195.40] houses on this site which are due to be connected to the main today. Now this is

0026 [195.40 - 200.66] going to according to the information on the drinking water site leach into the

0027 [200.66 - 206.58] water pipes and effectively could lead to contamination of the whole supply and

0028 [206.58 - 211.86] hastings why are you not dealing with this please?

0029 [215.00 - 228.40] Or is it the council's position now that it wants to try and effectively make part of

0030 [228.40 - 232.04] its community and the public deceased?

0031 [232.04 - 242.52] Well I hope it isn't because your public health manager has not written back to me which is

0032 [242.52 - 245.52] a great concern.

0033 [258.00 - 261.00] and then we've got the Environment Agency.

0034 [261.00 - 267.00] Yeah, but the Environment Agency and the other relevant departments are not dealing with it.

0035 [267.00 - 277.00] I've contacted IWNL, who have refused to send a man down, even though they've had the data from AI,

0036 [277.00 - 286.00] which was a resubmission of the Barrow-Happo reports and the QXL reports, which it went through,

0037 [286.00 - 291.92] pulled out the data and said that it is in the Riberio layer and you've made a

0038 [291.92 - 294.40] mistake

0039 [301.00 - 308.76] the community transport and environment if you can just a moment okay thank you

0040 [331.00 - 346.00] Thanks for watching!

0041 [374.00 - 389.00] Thanks for watching!

0042 [387.00 - 412.20] All of our team members are busy at the moment. If you would like to leave a voicemail, please

0043 [412.20 - 419.20] No I wouldn't, I'd like to speak to someone and I will ring back in again because you're not dealing with this matter.

0044 [419.20 - 422.20] When you have finished, please hang up.

0045 [422.20 - 431.20] I don't believe you're dealing with this matter and refusing to talk to me. I've

tried to call your telephone number this morning and it just hangs up.

0046 [431.20 - 432.20] This is a public health...

0047 [430.00 - 434.68] hangs up. This is a public health matter. Why are you not dealing with this? This

0048 [434.68 - 439.72] is new information which you have ignored. I have placed these two reports

0049 [439.72 - 445.04] between AI and it says the contamination that was discussed at planning matter

0050 [445.04 - 451.52] has been made a mistake and effectively this is in the Riberio level. Therefore

0051 [451.52 - 455.92] you are not remediating the site. You are connecting it to the main and will

0052 [455.92 - 463.80] cause contamination in the main if the drinking water information is correct.

0053 [463.80 - 468.52] Can you please contact me urgently or I will assume you are doing this on

0054 [468.52 - 476.80] purpose to affect the public in this area contaminating the water supply and

0055 [473.00 - 478.00] the water supply and physically not putting it right. Are we clear?

0056 [481.00 - 485.00] Please ask your public health advisor to call me this morning.

Call 13 - R20230702-224620

Organisation / route	Parliamentary Commissioner for Standards
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-224620.timestamped.txt
Source SHA-256	ba7abb71c11655a085fb0e0fa953cc0d0060af2dab8f078de2ff45883d813077
Source size / lines	457 bytes / 4 source lines
Expletive redactions	0

0001 [0.00 - 7.00] House of Commons Code of Conduct. Visit parliament.uk for more information about the complaints process.

0002 [7.00 - 13.00] The House of Commons requires that a complaint about an MP must be in writing.

0003 [13.00 - 21.00] To make a complaint contact Standards Commissioner at parliament.uk or write to Office of the Parliamentary Commissioner for Standards,

0004 [21.00 - 26.00] House of Commons, Westminster, London, SW18...

Call 14 - R20230702-224719

Organisation / route	Environment Agency
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-224719.timestamped.txt
Source SHA-256	abf9ff9c0c96e2de82cca7de6eb0cab145d7da3d9414fe4a0f46fbfeb438e905
Source size / lines	5,991 bytes / 67 source lines
Expletive redactions	1

0001 [0.00 - 3.00] North Island. Press 4.

0002 [5.00 - 9.00] Thank you for calling the Environment Agency's Instam hotline.

0003 [9.00 - 14.00] Please note that all calls are recorded for quality training and enforcement purposes.

0004 [14.00 - 19.00] Please note that you will be able to report any issues that are present in the water supply.

0005 [19.00 - 23.00] Please proceed to take more suggestions or comments.

0006 [30.00 - 45.00] Hello is that environmental?

0007 [43.00 - 47.00] So is that environmental services?

0008 [47.00 - 52.00] Erm, but with the environment agency, not environment agency at all.

0009 [52.00 - 63.00] I've been ringing you in regarding to a matter at Frederick Road, which you are continuing with and I would imagine will now contaminate the whole water supply in Hastings.

0010 [63.00 - 73.00] Can you tell me why you are allowing that matter to transpire without physically putting anything in or any plan of action to actually accommodate it?

0011 [82.00 - 83.00] Right.

0012 [83.00 - 88.00] You've been advised on contact 2463541 and I...

0013 [86.00 - 96.96] 3541 and IWNL 02540643 for nine sorry that's basically there is contamination

0014 [96.96 - 106.92] in the in the Riberian level of water in the site which you own you've also been

0015 [106.92 - 111.60] advised that the drinking water agency has advised you that this will get into

0016 [111.60 - 121.20] the water pipes and to the pipes that are taking waste away. So you're going to

0017 [121.20 - 128.20] be sub polluting from your water layer according to the drinking water

0018 [128.20 - 131.20] organization

0019 [129.00 - 137.36] our supply and waste supply with highly toxic chemicals can you please explain

0020 [137.36 - 143.24] why you are doing that and is it to affect the population in the local area

0021 [143.24 - 149.80] right are you calling to report pollution in the waterways that you've seen

0022 [149.80 - 157.96] I've been calling to report water in the water works for nearly 10 days you've

0023 [157.96 - 167.88] done nothing. I've called IWNL on 0240649 that's their reference they tell me they have contacted

0024 [167.88 - 173.88] you. I've contacted the water service on 2463541

0025 [172.00 - 179.20] 63541 and they tell me that they have put no barrier pipes in. Now what the [EXPLETIVE REMOVED] are

0026 [179.20 - 183.48] you doing sir about this? Right if you're going to use language like that... I'm not

0027 [183.48 - 188.36] using any language I'm asking you are you acting in a behaviour which is very peculiar

0028 [188.36 - 200.00] to me? Right if you've got an incident I can give you an email address I think I've spoke

0029 [200.00 - 203.96] to you before yeah you have but why are you not dealing with this sir because

0030 [203.96 - 210.38] this is getting serious they are connecting the main today right I answer

0031 [210.38 - 215.76] the phones and send off reports I'm not actioning anything else that's that's

0032 [215.76 - 218.84] not what I do you

0033 [215.00 - 223.00] That's not what I do. You can send an email to the department that may be able to get your answers to that.

0034 [223.00 - 225.00] Yeah, you just ignore it, sir.

0035 [225.00 - 231.00] Sir, you just ignore it. Your departments just are ignoring this matter. Why?

0036 [231.00 - 238.00] Right. I've told you what I can do. I've already spoken to you before. I took action that I could take before talking to you.

0037 [238.00 - 241.00] So what was the result of that action then?

0038 [241.00 - 243.00] I haven't got the answers to that.

0039 [243.00 - 250.00] Well that's the problem isn't it because it's a non-redress situation.

0040 [254.36 - 259.72] This is your problem. This is in your water service not mine.

0041 [259.72 - 260.72] You are

0042 [258.00 - 267.00] You own the water under this site which is contaminant. If this contaminates the water supply you will be liable.

0043 [267.00 - 275.00] Like I say I've already spoke to you and I sent off a report with all the information on the UK.

0044 [275.00 - 284.00] Yeah and done nothing sir. And done nothing sir. Because your reporting to whoever you're reporting has no effect.

0045 [284.00 - 291.00] Like I say, I've not got information further to what I shared with you before.

0046 [292.00 - 295.00] Well, you told me I could speak to a supervisor and you didn't have one.

0047 [296.00 - 299.00] I've not said that to you.

0048 [300.00 - 301.00] One of your agents have.

0049 [301.00 - 308.00] I'm going to end this call because I don't think we're going to get anywhere.

0050 [308.00 - 314.00] Right, okay, so I am to assume that the environment agency is criminal then, am I?

0051 [314.00 - 320.00] Right, I can give you an email address where you can request information on what's happened with that.

0052 [320.00 - 323.00] Right, why aren't they writing back to me, sir?

0053 [323.00 - 327.00] Right, do you want the email address or not?

0054 [327.00 - 329.00] Sure, but they won't write back to me.

0055 [329.00 - 333.68] back to me go on go ahead

0056 [333.68 - 335.68] alright on second

0057 [335.68 - 337.68] ok enquiries

0058 [337.68 - 343.24] yeah already got it already sending it to them they're ignoring it sir

0059 [343.24 - 347.24] alright there's nothing further I can do

0060 [344.00 - 351.00] Right, so it's a criminal agency then is it sir? That wants to pollute and kill people is it?

0061 [354.00 - 357.00] I've already told you that as far as I can go.

0062 [357.00 - 366.00] Yes I know but it's not far enough sir. I need some support, I need someone to go down to the site and look at it and check that it's okay.

0063 [367.00 - 372.00] Why are you not doing that? This is your water, nobody else's.

0064 [372.00 - 377.00] Right, I'm gonna end the call. I've already told you what I can do and you're not listening to me.

0065 [377.00 - 379.00] I am listening to you sir.

0066 [387.00 - 394.00] Right, okay, IWL.

0067 [417.00 - 432.00] Thanks for watching!

Call 15 - R20230702-225453

Organisation / route	Drinking Water Inspectorate voicemail
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-225453.timestamped.txt
Source SHA-256	71d029e429fd309fb528f8449d950dafbb721a5753ea95f02a72d77cf083dc4f
Source size / lines	1,037 bytes / 12 source lines
Expletive redactions	0

0001 [30.00 - 45.00] Thanks for watching!

0002 [43.00 - 56.92] Hello. You have reached the voicemail of the Drinking Water Inspectorate. We are sorry

0003 [56.92 - 63.00] that we are unable to take your call at present. Please leave your name, contact number and

0004 [63.00 - 68.12] the nature of your inquiry after the bleep and we will get back to you. Please leave

0005 [68.12 - 75.38] message after the tone. When you have finished please hang up. Hello I'm

0006 [75.38 - 80.88] relying on your information and I can't seem to get hold of your department. It's

0007 [80.88 - 85.36] Martin Newbod here. I have a problem in my local area regarding connection of

0008 [85.36 - 89.84] contaminated water to water

0009 [86.00 - 91.52] water to water supplies in the southeast. Can you please come back to me as a

0010 [91.52 - 101.56] matter of urgency I have these on references 2463541 02540649

0011 [101.56 - 106.96] Can you please help the matter instead of hindering it?

0012 [116.00 - 123.60] Thanks for watching!

Call 16 - R20230702-225721

Organisation / route	No substantive transcript text supplied
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-225721.timestamped.txt
Source SHA-256	e3b0c44298fc1c149afb4c8996fb92427ae41e4649b934ca495991b7852b855
Source size / lines	0 bytes / 0 source lines
Expletive redactions	0

[NO SUBSTANTIVE TRANSCRIPT TEXT AVAILABLE IN SELECTED SOURCE FILE]

Call 17 - R20230702-225758

Organisation / route	Local authority switchboard / public-health routing call
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-225758.timestamped.txt
Source SHA-256	1f757d33b5d59058623079ff336a4ecf4b6d9cdca8e4871078c06d748990ab02
Source size / lines	4,714 bytes / 58 source lines
Expletive redactions	0

0001 [0.00 - 5.48] Hello switchboard, can you tell me why you're just connecting me to people that are not
0002 [5.48 - 11.80] there in your offices when I'm communicating you a public health issue that needs urgent
0003 [11.80 - 12.80] attention?
0004 [12.80 - 19.04] Okay, so can you let me know what department you needed?
0005 [19.04 - 24.04] I need the public health team who are not there which makes a mockery of your whole
0006 [24.04 - 25.04] service.
0007 [25.04 - 33.04] Let me see if I can get you through to someone that is actually in that team.
0008 [33.04 - 35.04] There would be two seconds.
0009 [35.04 - 40.04] Just have to look on a different system.
0010 [40.04 - 42.04] Try now.
0011 [43.00 - 71.00] Okay, let's try person, bear with me.
0012 [71.00 - 75.00] Okay, I mean I just don't understand why these people are avoiding their responsibilities.
0013 [77.00 - 80.00] Okay, I do apologize, I'm just a switchboard.
0014 [80.00 - 88.00] Yeah, I know, but if I'm writing to these people and these people can't be bothered to reply on a public health matter which could pop up...
0015 [86.00 - 92.80] matter which could poison the whole population in Hastings. Why am I bothering ringing you people
0016 [92.80 - 99.56] when clearly you are doing this on purpose? Because that's the only assessment I can get from it
0017 [99.56 - 105.92] because nobody wants to talk about it. This is fundamentally in your documents and according to
0018 [105.92 - 112.56] AI this is in the Riberian level which nobody's even actually worked out for themselves because
0019 [112.56 - 114.68] because they don't understand what it means.
0020 [114.68 - 117.20] This is in the water table, if you don't know.
0021 [118.52 - 120.48] And they've been remediating the soil.
0022 [123.12 - 125.72] These are highly toxic chemicals.
0023 [129.00 - 139.00] Right, let me put you through to the number I have, okay?
0024 [139.00 - 140.00] Thank you.
0025 [159.00 - 161.00] Hello? Hello?
0026 [161.00 - 166.00] Yeah, no that's not going through either. Bear with me two seconds.
0027 [172.00 - 176.10] It's crazy isn't it nobody's there
0028 [258.00 - 283.00] Right, that's not going through either.
0029 [283.00 - 288.56] Who was the person that you have, have you had correspondence with any of them?
0030 [288.56 - 297.72] I've sent the guy who is supposed to be, I think Mr Green, who is the policyholder for
0031 [297.72 - 301.12] public health.
0032 [301.12 - 302.96] And he hasn't responded at all.
0033 [301.00 - 304.04] and he hasn't responded at all. That was 10 days ago.
0034 [305.68 - 309.88] In fact, I've contacted the technical issues
0035 [309.88 - 312.88] Southern Water team on WC05348056.
0036 [315.96 - 318.04] Nobody's doing anything because they haven't had it
0037 [318.04 - 319.56] handed over to them.
0038 [319.56 - 322.56] I've contacted the IWNL on 02540649,
0039 [325.66 - 327.86] who are not sending out anybody to inspect it
0040 [327.86 - 330.80] because they're not in the same part of the country.
0041 [330.80 - 341.12] contacted the water service on on 26 sorry the EA on 246 3541 who basically
0042 [341.12 - 345.20] don't want to do anything other than take recorded information and provide it
0043 [345.20 - 347.80] to their team
0044 [344.00 - 348.52] and provide it to their team that does nothing and they told me they had
0045 [348.52 - 352.20] already provided it to the East Sussex team who had also not responded.

0046 [354.20 - 360.70] Right, let me try and put you through to the director of public health.
0047 [360.70 - 362.00] Let me try this number.
0048 [362.00 - 363.00] Okay, thank you.
0049 [387.00 - 393.00] to reach if not available. At the tone, please record your message. When you have finished recording, you may hang up.
0050 [393.00 - 401.00] Why is nobody in your job this morning and basically why are you allowing this situation to occur to contaminate the water in Hastings?
0051 [401.00 - 413.00] Please come back to me as a matter of urgency. I'm getting sick of this. I have references on Environment Agency 2463541.
0052 [413.00 - 426.46] I have IWNL references on 02540649. I have Southern Water references on WC05348056.
0053 [426.46 - 433.88] This is a public health matter for Paul Hampton and he is not contactable.
0054 [430.00 - 436.36] and he is not contactable. Why are you doing this? Is your intention to
0055 [436.36 - 443.24] effectively poison members or the public in Hastings and why are you
0056 [443.24 - 448.72] connecting it to the main today? I look forward to your comment which is urgent
0057 [448.72 - 452.44] as soon as you get this message.
0058 [460.00 - 462.00] Thanks for watching!

Call 18 - R20230702-230615

Organisation / route	Telephone routing / unavailable recipient
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-230615.timestamped.txt
Source SHA-256	4474e2cc3593ab82e0472e4a3a8964e0df02df19826532b94f44a33ed66b20ec
Source size / lines	203 bytes / 4 source lines
Expletive redactions	0

0001 [30.00 - 35.00] Sorry, the person you're calling is on another call.
0002 [35.00 - 36.00] Please try again.
0003 [73.00 - 88.00] Thanks for watching!
0004 [86.00 - 98.00] Thanks for watching!

Call 19 - R20230702-230918

Organisation / route	Public-body water pollution enquiry
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-230918.timestamped.txt
Source SHA-256	ac25982051a06dcb6ad2b85fd3839acb3cc1ecc079c5c98cde4fc5af280a900a
Source size / lines	15,586 bytes / 195 source lines
Expletive redactions	2

0001 [0.00 - 8.04] I'm calling in regard to water pollution in my local area and I can't get any
0002 [8.04 - 12.08] replies from any of the services can you help please?
0003 [12.08 - 21.08] Err, ok, yes, so all water pollution instances need to be reported or can be reported to our incident chief via one or two ways.
0004 [21.08 - 24.08] Yep, but they don't deal with them sir.
0005 [24.08 - 29.08] Err, ok, so have you, how many times have you reported?
0006 [29.08 - 35.64] 5 or 6 and they're connecting the water supply today and nobody's doing anything
0007 [35.64 - 39.04] okay yeah
0008 [39.04 - 43.28] I told you 10 days ago that there is
0009 [43.28 - 47.12] water in the Rabin
0010 [43.00 - 49.64] is water in the ribereal level according to the reports which were provided part of planning
0011 [49.64 - 57.64] and basically had just been identified. These are contaminants which are extremely dangerous
0012 [57.64 - 64.44] and higher than the levels which are allowed by the government. Why are you connecting those
0013 [64.44 - 72.60] services which is in the water of the EA via a drip feed system according to the
0014 [72.60 - 78.52] drinking water service which will contaminate the water supply.
0015 [78.52 - 83.32] Ok, so the incident team gave you information?
0016 [83.32 - 85.32] No, they didn't deal with it.
0017 [85.32 - 87.32] Ok, but they took the report though, yeah?
0018 [87.32 - 89.32] Yep.
0019 [86.00 - 88.80] Okay but they took the report though yeah? Yep and they didn't deal with it.
0020 [90.32 - 91.92] Okay so um
0021 [95.84 - 103.44] How did you report it through to phone the team? I was given a form to fill in which I supplied
0022 [104.08 - 112.40] a document which was supplied to me by AI which was a summary of the two reports the report from
0023 [112.40 - 119.84] the borough of Hapo and the QXL report which is a later report of 2017 which has the Riberio
0024 [119.84 - 130.60] information in it. Now the idiots in my council are physically trying to clear this situation
0025 [129.00 - 137.64] to clear this situation by moving earth around. This is not going to solve water table problems
0026 [137.64 - 144.76] which are contaminated with dangerous hydrocarbons where the water pipes for supplying these
0027 [144.76 - 152.76] properties are and the drainage pipes. Now if you provide your water link which is contaminated
0028 [152.76 - 157.56] into these water services, you will be acting illegally.
0029 [159.08 - 162.36] Now why are you not sending someone down to look at it?
0030 [164.44 - 166.08] I'm sorry, but I am angry.
0031 [166.08 - 169.04] Ten days have passed and nobody's done a thing.
0032 [172.00 - 174.00] The council are doing the work?
0033 [174.00 - 176.00] I don't know the council are doing the work.
0034 [176.00 - 183.00] There is a swimming pool company doing the building work that do not appear to be doing it properly.
0035 [183.00 - 188.00] I've been told by Southern Water that they're not using barrier pipes.
0036 [190.00 - 198.00] So what the [EXPLETIVE REMOVED] is going on sir that basically nobody is attending to this and these public health officials aren't even in work.
0037 [198.00 - 208.00] Okay, so the fact that it's an ongoing work speed...
0038 [208.00 - 215.92] No, it's a new situation sir. As I told you, we put the report into AI. It said it was
0039 [215.92 - 217.00] in the right beer.
0040 [215.00 - 223.00] It said it was in the Riberio layout which is owned wholly by the Environment

Agency.

0041 [225.00 - 226.00] We own the land?
0042 [226.00 - 231.00] No, you own the water under the land.
0043 [234.00 - 235.00] Erm, okay.
0044 [235.00 - 239.00] You do. Don't argue with me, I know this, I already checked it out.
0045 [239.00 - 243.00] I haven't even mentioned an argument, I just said okay.
0046 [243.00 - 249.00] So what I want to know is what you are going to do to solve this because it's being connected today.
0047 [254.50 - 259.50] And your public health officer that's in East Sussex is not even contactable.
0048 [258.00 - 269.56] not even contactable. This is ridiculous. Yes it's in the Riberio layer according
0049 [269.56 - 275.84] to the report which basically points out that these are highly toxic chemicals of
0050 [275.84 - 287.04] enormous levels. I've provided you with the reports you were supposed to
0051 [287.04 - 291.84] come back to me five days ago and get my zip file which we couldn't send on your
0052 [291.84 - 295.04] upload because basically it wouldn't allow it.
0053 [295.04 - 299.04] Ok, you keep saying we, you mean which team has been...
0054 [299.04 - 303.04] Your team asked me to physically...
0055 [301.00 - 308.48] asked me to physically send the first report and I was told that some of your team would
0056 [308.48 - 311.48] contact me and get the later data. You never did.
0057 [311.48 - 314.88] Okay, which teams? We have hundreds of teams.
0058 [314.88 - 317.88] I don't know. East Sussex I presume.
0059 [317.88 - 324.88] Okay, so do you have any names or references from the letters?
0060 [324.88 - 341.02] yeah this um where is it 2 4 6 3 5 4 1 and have you have any names no because it
0061 [341.02 - 347.84] was a form it was a report with a with a thing back
0062 [344.00 - 349.00] with a thing back saying that we've received it and we're dealing with it
0063 [349.00 - 351.00] which you're not.
0064 [351.00 - 357.00] Okay, so the only thing I can suggest is that you report it through again. I can't give out any updates.
0065 [357.00 - 364.00] But this is ridiculous sir because this is not going anywhere and nobody is dealing with it.
0066 [364.00 - 367.00] This is not physically helping is it?
0067 [367.00 - 372.00] Yeah sir, I need to take a complaint. That's what I'd have to do next.
0068 [372.00 - 374.48] Yeah but I think you've took a complaint as well.
0069 [376.76 - 379.08] Okay so you made a complaint previously?
0070 [379.08 - 380.60] Yes, absolutely.
0071 [383.16 - 385.28] And did you have any references from that complaint?
0072 [385.28 - 386.68] Did you ask to be contacted or anything?
0073 [386.68 - 388.48] No, you didn't provide me with one.
0074 [387.00 - 395.28] you didn't provide me with one. Last week I was told by your water service to make a
0075 [395.28 - 409.24] complaint which I did. Yeah by your incident line. No I made a complaint to this number.
0076 [409.24 - 413.24] Got it, okay, and who did you speak to on this number?
0077 [413.24 - 414.24] I don't know, he didn't give his name.
0078 [414.24 - 423.24] I can put the post on the internet if you want and ask the public to find out who it is.
0079 [423.24 - 426.24] I don't understand what that means.
0080 [426.24 - 431.24] Well, I can put all this publicly on the internet sir, because you don't want to deal with any of this contamination, do you?
0081 [430.00 - 432.00] with any of this contamination do you?
0082 [432.00 - 434.00] Ok so it's not me personally that's involved?
0083 [434.00 - 442.00] Well I don't appreciate that either sir because it is you personally. You are controlling where this data goes.
0084 [442.00 - 448.00] And the very fact that it's not going to the right people is a problem you're causing isn't it?
0085 [448.00 - 452.00] Well it's not me personally causing that problem is it?
0086 [456.00 - 458.00] Well whose is it then?
0087 [458.00 - 463.00] It'd be the team that's involved but I don't know if you haven't given me any names
0088 [463.00 - 465.00] Anyway we're going down the wrong avenue here
0089 [465.00 - 468.00] Well if it's the team why aren't you taking them to account then?
0090 [468.00 - 471.00] Because they're bringing your name in to disrepute
0091 [472.00 - 475.00] Because I don't know which team are involved
0092 [473.00 - 478.00] team are involved, the local team but there's loads of people.
0093 [478.00 - 481.00] But you've been emailing them.

0094 [481.00 - 484.00] I don't know anything about this incident, I'm so sorry.
0095 [484.00 - 490.50] But you told me 10 days ago, right, that you were emailing the local team and when I called
0096 [490.50 - 494.00] you two days later they hadn't contacted you.
0097 [494.00 - 496.00] OK, but I didn't say that, it's not me.
0098 [496.00 - 498.00] No, it wasn't you.
0099 [498.00 - 501.00] OK, right.
0100 [501.00 - 507.00] So, I can go and check with my supervisor to see if there's anything I can do further.
0101 [509.00 - 513.00] They may say that I would need to take the complaint from you.
0102 [514.00 - 517.00] Would that be something that you would want to do today?
0103 [516.00 - 523.72] would want to do today well I've already done that sir so I can go and ask to see
0104 [523.72 - 532.96] see what what they suggest what's your name Martin new bold shouldn't matter
0105 [532.96 - 538.44] what my name is this is a public health matter and you're not dealing with it
0106 [538.44 - 542.44] And your address or the location of the incident?
0107 [542.44 - 549.04] My address is local to the site where it's going to contaminate the water supply if nothing
0108 [549.04 - 550.04] is done.
0109 [550.04 - 552.88] Okay, so where are you?
0110 [552.88 - 558.32] I am in Hastings, I am on Valleyside Road which is abutting Frederick Road.
0111 [559.00 - 562.92] where this contamination is.
0112 [562.92 - 569.92] Okay, let me just put you on hold and see what information I can get.
0113 [632.00 - 647.00] Thanks for watching!
0114 [675.00 - 690.00] Thanks for watching!
0115 [731.00 - 759.32] I'm Steve Alder. Can I just double check the nurse number that you've given me?
0116 [759.32 - 761.32] Can I check what's the way?
0117 [761.32 - 763.32] Yeah the 246 number you gave.
0118 [763.32 - 769.32] Yeah 246 3541. There was two of them actually.
0119 [769.32 - 771.32] Okay do you have the second one?
0120 [771.32 - 773.32] I might have to find that.
0121 [774.00 - 778.72] I think it was sent on this one.
0122 [778.72 - 780.72] Hang on, let's have a look.
0123 [780.72 - 782.72] The first one takes me to Fathersham.
0124 [782.72 - 784.72] Takes you to what?
0125 [784.72 - 786.72] Takes me to Fathersham.
0126 [786.72 - 788.72] No, that's weird.
0127 [788.72 - 790.72] 541, that's not right.
0128 [790.72 - 794.72] Oh yes, it's not right. Hang on then.
0129 [794.72 - 800.72] Let's have a look.
0130 [804.00 - 814.96] Okay, environment agency, I've got 0254 0649.
0131 [814.96 - 818.60] That's the other one I think.
0132 [817.00 - 819.00] That's the other one I think.
0133 [819.00 - 821.00] Let's see if I can find the other one.
0134 [821.00 - 823.00] That's 2540649 yeah?
0135 [823.00 - 829.00] No, 202540649.
0136 [829.00 - 831.00] Yeah, got it.
0137 [831.00 - 833.00] Okay, let's go double check that with my colleague.
0138 [833.00 - 835.00] I'll see if there's another one as well.
0139 [835.00 - 839.00] Okay, no problem. I'll just relate that one over.
0140 [839.00 - 841.00] Yeah.
0141 [847.00 - 860.64] I'm going to go to bed.
0142 [890.00 - 905.00] Thanks for watching!
0143 [946.00 - 953.00] Hello sir.
0144 [953.00 - 956.00] Yep.
0145 [956.00 - 969.00] Yeah, so we've looked, I've had a special, have a quick look at this and it's not, it's
0146 [969.00 - 970.00] not actually in our remit.
0147 [970.00 - 973.00] How can it not be in your remit?
0148 [973.00 - 983.00] It's been clashed by that, I don't know the full ins and outs but it's in the remit of your local council, Hastingsborough Council.
0149 [983.00 - 990.00] No it's not sir, it's in the Remilio level, it's your responsibility in the water service.
0150 [989.00 - 991.00] in the water service.
0151 [991.00 - 994.00] OK, so that's what I'm reading, that's what I've been told by the Specialist.

0152 [994.00 - 999.00] Well, I can tell you that that's what we've already provided you, and we've provided you the source of that,

0153 [999.00 - 1003.00] because it is your responsibility.

0154 [1003.00 - 1007.00] OK, so that's the information I've got.

0155 [1007.00 - 1012.00] You know, I've already provided it to DEF for 20261144E,

0156 [1012.00 - 1019.60] I've already provided on a SSD inquiry on 025351131.

0157 [1019.60 - 1023.68] Why are you not dealing with this? Is it in your intention

0158 [1023.68 - 1029.12] to actually euthanize or potentially unlawful killing of people?

0159 [1031.84 - 1034.00] Okay so as I say it's not our remit.

0160 [1032.00 - 1036.50] OK, so as I say, it's not our remit, it's between the Borough Council and...

0161 [1036.50 - 1042.00] Well, you seem to be not be able to communicate to the Borough Council what is wrong.

0162 [1045.00 - 1048.50] And they don't have anybody in office, as I told you this morning.

0163 [1048.50 - 1056.50] I've tried to call the department, which is Public Health, and there's no person there.

0164 [1056.50 - 1063.50] I don't know if you've heard about that, that's not close, so that's a different matter,

0165 [1063.50 - 1064.50] that'll be too countable.

0166 [1064.50 - 1068.18] Well it isn't a question of whether it's a different matter sir, it's a question of whether

0167 [1068.18 - 1071.74] someone physically gets harmed by your lack of action.

0168 [1071.74 - 1077.02] I've tried to call public, I've tried to call and write to Paul Hampton at Southern Water.

0169 [1075.00 - 1081.80] Paul Hampton at Southern Water. I've tried to write to the policy controller at East Sussex

0170 [1081.80 - 1091.00] who doesn't answer and you're not providing me any solution either. I have to believe that there

0171 [1091.00 - 1098.20] is an intent here to harm the public and potential unlawful killing because if you're not dealing

0172 [1098.20 - 1104.36] with it this is what's going to happen according to the drinking water specialist. This pipe work

0173 [1105.00 - 1110.80] will take the water from this ribereal lever

0174 [1110.80 - 1115.00] into the water supply and into the drainage.

0175 [1115.00 - 1120.00] As such, you are polluting another water network, which is illegal.

0176 [1118.00 - 1121.00] another water network which is illegal.

0177 [1124.00 - 1127.00] Okay, so I've given you the information that I have, I'm afraid that's...

0178 [1127.00 - 1129.00] Well, how can it not be your responsibility sir?

0179 [1129.00 - 1136.00] Because I've already given you information which says that the water under the ground is your responsibility.

0180 [1136.00 - 1140.00] And it's all over the internet that that's the case, so how would I be wrong?

0181 [1141.00 - 1144.00] I didn't say you were wrong, I just said it's not in our remit, that's the information.

0182 [1144.00 - 1153.00] Well how can it not be in your remit, yeah, if the internet says that you have ownership of this water underneath the soil?

0183 [1154.00 - 1156.00] Okay, so that's what I've been told.

0184 [1156.00 - 1163.00] Well I'm asking you, how can this be wrong? Are you saying the internet description of this is wrong and your expert is right?

0185 [1161.00 - 1163.00] wrong and your expert is right?

0186 [1163.00 - 1167.00] So I have no comment, no more further comments I'm afraid.

0187 [1167.00 - 1172.00] Right so okay so when you kill someone I will put your, this recorded call in the press

0188 [1172.00 - 1176.00] that you would do nothing then sir okay? Can you give me your name please?

0189 [1176.00 - 1178.00] You didn't ask for my permission to record.

0190 [1178.00 - 1180.00] Well you're recording it sir so so am I.

0191 [1180.00 - 1182.00] No. We don't record these calls.

0192 [1182.00 - 1183.00] [EXPLETIVE REMOVED] sir.

0193 [1183.00 - 1184.00] Goodbye.

0194 [1184.00 - 1187.00] You're going to potentially unlawfully kill people.

0195 [1191.00 - 1193.00] Thanks for watching!

Call 20 - R20230702-233202

Organisation / route	East Sussex County Council - planning/assessment route
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-233202.timestamped.txt
Source SHA-256	cd69c3a6acaa5ab81aeef0074e7020f30bd39d038fea7a6c9e0ac90f448b7cb6
Source size / lines	8,825 bytes / 111 source lines
Expletive redactions	0

0001 [43.00 - 49.16] Hello, yes, I wonder if you can hear me. I'm very concerned about a public health matter

0002 [49.16 - 52.16] that I'm not getting any help with to resolve.

0003 [52.16 - 61.16] Did you phone our main bridge board? Because we're in the assessment and planning department.

0004 [61.16 - 67.12] Yes, but this is a two-way planning matter in Frederick Road, which basically you've

0005 [67.12 - 73.04] authorized on the basis that it would have remediation on the site when the

0006 [73.04 - 78.34] reports that I have just put into AI and provided to the water authority state

0007 [78.34 - 82.48] that it is in the rarberial level and effectively these contaminants are

0008 [82.48 - 89.76] extremely high and have not been removed. This morning you are contact you are

0009 [86.00 - 95.68] morning you are constructing a system to construct that so that it will actually connect to the water

0010 [95.68 - 104.56] authority and the drinking water services tell me that basically your systems that are going to be

0011 [104.56 - 113.36] used are not suitable as they have no barrier method on the pipes to protect them from the water

0012 [113.36 - 120.48] they're immersed with with contamination and it will leach into these supplies and effectively

0013 [120.48 - 125.92] when it's connected contaminate the water in Hastings why are you allowing this to happen?

0014 [129.00 - 133.00] OK, can I first of all take your name, because I do want to help you.

0015 [133.00 - 136.00] OK, brilliant, that would be fantastic.

0016 [136.00 - 143.00] My name is Martin Newbold, I've been writing to your public health person who is not there.

0017 [143.00 - 151.00] I've been writing to three other departments, providing them service reports which are very clear

0018 [151.00 - 157.00] and nobody is helping the situation at all. They're all blaming East Sussex.

0019 [157.00 - 169.00] Okay, Martin I'm going to put you on hold for a moment and then I'm going to find the right department I can put you through to. So if I haven't gone away I'm just putting you on hold momentarily.

0020 [169.00 - 173.00] Well there's nobody yet in the public health department.

0021 [173.00 - 174.00] Thank you.

0022 [172.00 - 181.00] Well I will then find somebody else because this is the children's services area that you've been put through to.

0023 [181.00 - 183.00] Right, why have they done that?

0024 [183.00 - 195.00] Well I'm afraid I don't know. So we, obviously we're a department that will support children with educational needs and things like that.

0025 [195.00 - 197.00] Well this is going to kill them.

0026 [197.00 - 208.34] I can assure you that this is a potential unlawful killing device which is being activated

0027 [208.34 - 209.34] in my area.

0028 [209.34 - 216.34] I would like to help you.

0029 [215.00 - 222.76] to help you so if you can hold the line okay thank you for your help

0030 [245.00 - 260.00] Thanks for watching!

0031 [460.00 - 475.00] Thanks for watching!

0032 [503.00 - 504.00] Yeah.

0033 [504.00 - 505.00] Hello, thank you for your patience.

0034 [505.00 - 506.00] I'm going to send you back to the airport.

0035 [506.00 - 507.00] I'm going to send you back to the airport.

0036 [507.00 - 508.00] I'm going to send you back to the airport.

0037 [508.00 - 509.00] I'm going to send you back to the airport.

0038 [509.00 - 510.00] I'm going to send you back to the airport.

0039 [510.00 - 511.00] I'm going to send you back to the airport.

0040 [511.00 - 512.00] I'm going to send you back to the airport.

0041 [512.00 - 513.00] I'm going to send you back to the airport.
0042 [513.00 - 514.00] I'm going to send you back to the airport.
0043 [514.00 - 515.00] I'm going to send you back to the airport.
0044 [515.00 - 516.00] I'm going to send you back to the airport.
0045 [516.00 - 517.00] I'm going to send you back to the airport.
0046 [517.00 - 518.00] I'm going to send you back to the airport.
0047 [518.00 - 519.00] I'm going to send you back to the airport.
0048 [519.00 - 520.00] I'm going to send you back to the airport.
0049 [520.00 - 521.00] I'm going to send you back to the airport.
0050 [516.00 - 526.00] I'm going to send you back to the reception team who hopefully will be able to put you through to somebody else or at least for you to leave a message for them to call you.
0051 [526.00 - 530.00] Yeah, but this is an urgent matter, madam. This is no good.
0052 [533.00 - 536.00] They're connecting the supply today.
0053 [541.00 - 543.00] Do you understand what I'm telling you?
0054 [544.00 - 547.00] I do. I absolutely understand, Martin, what you're telling me.
0055 [548.00 - 554.00] So my name is Sala. My name is Sala Campbell. You can make a note of that if you'd like to.
0056 [554.00 - 560.00] As I work in children services, I'm an administrative officer.
0057 [560.00 - 560.50] Okay.
0058 [559.00 - 561.00] Okay.
0059 [580.00 - 587.00] Well it's only urgent because these falls that are in these water departments haven't dealt with it in 10 days.
0060 [589.00 - 599.08] You know it's been reported to the environment agency on 02540649 10 days ago and they did
0061 [599.08 - 600.08] nothing with it.
0062 [600.08 - 604.00] It's been reported to DEFRA on 2026.
0063 [602.00 - 614.68] 2026 1144 E they did nothing. So you know unless you want something serious going to
0064 [614.68 - 619.68] happen then I suggest you find someone in the department who has the authority to do
0065 [619.68 - 625.24] something about this because quite clearly this is going to cause an incident. According
0066 [625.24 - 632.72] According to the drinking water service, which is online, it states that these types of contamination
0067 [632.72 - 643.98] can leach into the water supply and into the sewage side.
0068 [643.98 - 646.98] This is a seriously high amount.
0069 [645.00 - 648.00] a seriously high amount of substance
0070 [649.00 - 652.00] which is ridiculously high
0071 [656.00 - 661.00] I do understand the concern and the frustration I absolutely do
0072 [662.00 - 666.00] I could put you through to the complaints department
0073 [669.00 - 672.00] Well how is that going to help? I don't expect they're there either
0074 [672.00 - 680.00] Well, I don't know much. So, like I said, I would like to help you and I understand your frustration.
0075 [680.00 - 682.00] And I am doing everything that I can.
0076 [682.00 - 690.00] Yeah, so am I, madam. I'm in exactly the same position. I've been doing this for ten days, trying to get some help, so that this...
0077 [688.00 - 692.16] some help so that this situation doesn't go bad.
0078 [692.16 - 700.16] No, and I understand that. I really do. I listen to what you say and I do understand that.
0079 [700.16 - 708.16] So I'm going to put you on hold now Martin and I'm going to put you through to a team that I hope will be able to help you.
0080 [708.16 - 716.16] Look, I sent her a contamination final report which was created by AI.
0081 [718.00 - 733.00] Thanks for watching!
0082 [761.00 - 776.00] Thanks for watching!
0083 [804.00 - 806.00] I hope you enjoyed the video.
0084 [806.00 - 808.00] If you did, please like and subscribe.
0085 [808.00 - 810.00] I'll see you in the next one.
0086 [810.00 - 812.00] Bye!
0087 [817.00 - 827.00] Hello Martin?
0088 [827.00 - 828.00] Yeah?
0089 [828.00 - 833.32] If you please confirm your phone number, I'm going to get something to confirm.
0090 [833.32 - 835.44] Well I am just really concerned.
0091 [835.44 - 839.56] I don't know why they put me through to you because obviously they felt that it's probably
0092 [839.56 - 842.76] to do with my missing daughter that's been missing 19 years.

0093 [842.76 - 844.76] But this is more serious than that.
0094 [844.76 - 856.52] is EPH C8 to C40 of the amounts of 1718 milligrams per kilogram that is huge
0095 [860.00 - 874.84] right and who do you think that's going to be you already have my number yeah
0096 [874.84 - 888.84] it ends 417 it ends 1417 right 0754264
0097 [888.84 - 894.96] 5 4 2 6 4 1 4 1 7 this matters far more
0098 [894.96 - 897.16] serious than my daughter this is about
0099 [897.16 - 901.48] some system in our society that's going
0100 [901.48 - 904.32] to willfully kill children and people.
0101 [903.00 - 911.40] children and people. If this is not resolved there is no resolution on this being
provided.
0102 [921.08 - 921.40] Okay.
0103 [921.40 - 922.40] Okay.
0104 [922.40 - 931.40] So the number I've got is 07542641417.
0105 [931.40 - 932.40] Is that correct?
0106 [932.40 - 933.40] That's correct.
0107 [933.40 - 934.40] Okay.
0108 [934.40 - 938.40] Thank you very much for your call and somebody will call you back immediately.
0109 [938.40 - 939.40] Right, thank you.
0110 [939.40 - 940.40] I'll start it.
0111 [946.00 - 948.00] Thanks for watching!

Call 21 - R20230702-234907

Organisation / route	County Hall switchboard
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-234907.timestamped.txt
Source SHA-256	c00e0bccc263655fdede4ab7e8e97b77705ca5d899e83e50fd76235fb705e387
Source size / lines	1,213 bytes / 17 source lines
Expletive redactions	0

0001 [0.00 - 2.64] The base and switchboard is in County Hall.
0002 [2.64 - 4.24] I'm going to pop you through, OK?
0003 [4.24 - 5.20] OK, thank you.
0004 [5.20 - 6.36] You can start if you need now.
0005 [6.36 - 6.86] Thank you.
0006 [19.28 - 21.32] This is adult social care complaints
0007 [21.32 - 23.20] and CDR team voicemail.
0008 [23.20 - 26.00] Please wait to be connected, or if we are unavailable,
0009 [26.00 - 27.36] please leave a message when asked.
0010 [30.00 - 37.00] I don't search.
0011 [73.00 - 88.00] Thanks for watching!
0012 [86.00 - 95.00] This is the adult social care complaints and feedback team voicemail.
0013 [95.00 - 102.00] If you wish to make a complaint, please leave us a message giving your name and
contact number and who the complaint is about.
0014 [102.00 - 106.00] We aim to respond within five working days.
0015 [106.00 - 117.00] For all other concerns, including care emergencies, please call Health and Social
Care, connect on 0345 6080 191.
0016 [117.00 - 123.00] They are open 7 days a week 8am till 8pm, including bank holidays.
0017 [123.00 - 129.00] Please leave a message after the tone. When you have finished, please hang up.

Call 22 - R20230702-235156

Organisation / route	Local authority switchboard / complaints routing
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-235156.timestamped.txt
Source SHA-256	ccc0578973a582f207eb1b2323da9f44e900b36bd55819513fc7f768c815ebc7
Source size / lines	2,214 bytes / 33 source lines
Expletive redactions	2

0001 [30.00 - 33.00] Good morning, touch board.

0002 [33.00 - 37.40] Hi there, it's Martin again. Can you tell me why you're putting me through to people

0003 [37.40 - 39.28] which don't answer their phone again?

0004 [39.28 - 44.28] Okay, I'll put you through to the complaints department.

0005 [44.28 - 45.00] Are you sure then?

0006 [43.00 - 45.00] Are you sure they're there?

0007 [45.00 - 49.00] Well, do they not answer?

0008 [49.00 - 55.00] Well, I don't know. I don't know where you put me through to because it just wanted to take a message and didn't say who it was.

0009 [55.00 - 60.00] Right, it was the complaints department.

0010 [60.00 - 68.00] I mean, why is nobody in office in your service today when they're all being paid for a job?

0011 [68.00 - 73.00] I'm not 100% sure, I just work on the switchboard.

0012 [73.00 - 75.00] Are you the only person there?

0013 [75.00 - 78.00] No, there is other people.

0014 [78.00 - 83.00] I mean this is just crazy. Are they in meetings?

0015 [83.00 - 88.00] I'm not 100% sure if everyone is getting their work done.

0016 [86.00 - 89.00] I'm not 100% sure of everyone's schedule.

0017 [89.00 - 93.00] Don't you get a schedule on your screen?

0018 [93.00 - 94.00] No.

0019 [94.00 - 95.00] You don't get a diary?

0020 [95.00 - 96.00] I've just got you through.

0021 [96.00 - 97.00] No.

0022 [97.00 - 99.00] Oh, that would be helpful for you, wouldn't it?

0023 [99.00 - 100.00] I've just got you through a diary.

0024 [100.00 - 104.00] That would be helpful for you if you could track people, wouldn't it?

0025 [104.00 - 105.00] It would be.

0026 [105.00 - 107.00] Let me put you through to another extension.

0027 [107.00 - 108.00] Okay, thank you.

0028 [108.00 - 110.00] Bear with me.

0029 [110.00 - 117.00] You've reached the voicemail for lost boating at Public Health Museum on the Cats Castle.

0030 [117.00 - 127.00] If you are a care home requiring about COVID-19 testing, please contact NHS 119 and ask for the care home.

0031 [127.00 - 129.00] They'll be able to support you in your request.

0032 [129.00 - 131.00] What the [EXPLETIVE REMOVED] is this about?

0033 [129.00 - 132.00] What the [EXPLETIVE REMOVED] is this about? Care homes?

Call 23 - R20230702-235458

Organisation / route	County Council switchboard / routing
Date label	2026-08-09 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230702-235458.timestamped.txt
Source SHA-256	2d12876ddbec1be5fec408a018bc41e091b4618f1b704e55f07a5767e619c0d5
Source size / lines	9,071 bytes / 106 source lines
Expletive redactions	0

0001 [0.00 - 9.28] Hi Martin, it's Debbie again. Yeah sorry that was just another answering machine.

0002 [9.28 - 18.40] Oh my god. It was hopeless, wasn't it? I thought it was just Hastings that was doing this but you

0003 [18.40 - 24.42] seem to be, your County Council seem to be doing it as well, nobody's there. It can't surely be a

0004 [24.42 - 25.42] on holiday.

0005 [25.42 - 26.42] Okay, let me try.

0006 [26.42 - 31.42] No, this is complaints even corporate is the one I put you through to before and they didn't

0007 [31.42 - 32.42] answer.

0008 [32.42 - 37.42] Yeah, there was nobody there either last time.

0009 [37.42 - 43.76] I left a message, a long message for your complaints corporate manager and never got

0010 [43.76 - 44.34] back to me.

0011 [43.00 - 50.36] and never got back to me. See everybody's blaming everybody else for this. The water authority

0012 [50.36 - 57.00] is blaming East Sussex and Hastings for it when really it's the water authority that's causing

0013 [57.00 - 64.20] the problem. It has ownership of this water under the land which is contaminated and it's got a

0014 [64.20 - 71.08] connection thing going on today which is going to physically put those contaminants I believe

0015 [71.08 - 78.08] into the water supply because I'm not being provided with any evidence to the contrary.

0016 [78.08 - 85.08] What happened when I put you through to the director of public health? Was that an answering machine as well?

0017 [85.08 - 88.08] Yeah, nobody there. I've written to the guy that he's...

0018 [86.00 - 89.48] there I've written to the guy that he just doesn't answer his email I don't

0019 [89.48 - 99.14] think there's anybody there I think his name is James isn't it Roger James or

0020 [99.14 - 108.68] James Roger or something or was it Green it might be Green actually something

0021 [108.68 - 115.50] Green was the one I put you through yeah Peter Green and he's the the Public

0022 [115.50 - 123.26] health manager that's who I've written to and he hasn't responded either I mean I

0023 [123.26 - 126.14] think they all think it is so incredulous that these people wouldn't do

0024 [126.14 - 132.78] this but they are doing this they've made a mistake the redaction

0025 [129.00 - 136.60] The reduction is for the soil not for the earth and all of the reports point to it being in the

0026 [136.60 - 143.88] ribereal level which is in the water system that's underneath the earth the water table.

0027 [143.88 - 148.04] And what did the water company say to you?

0028 [148.04 - 154.12] Southern Water told me that they're not taking it over yet so it's not their responsibility.

0029 [154.12 - 161.72] They gave me the contact of IWNL who was supposed to send out someone to the site

0030 [161.72 - 167.96] and because they're in at the end of the other end of the country they won't do it.

0031 [172.68 - 175.84] Now the

0032 [172.00 - 180.00] Now the drinking water inspectorates tell us that the water that's contaminated in the water table,

0033 [180.00 - 188.00] if it has a proximity to the water pipes, which it will, and the sewage pipes, it will gain entry into those pipes,

0034 [188.00 - 194.00] because they're not barrier pipes. The one thing Southern Water did tell us, that they should have used barrier pipes,

0035 [194.00 - 201.28] pipes and even those are not effective in high levels of toxicity. This has an

0036 [201.28 - 211.72] EPH C8 to C40 of 1780 milligrams per kilogram. That is massive!

0037 [213.20 - 215.20] Let me just... I'm looking at...

0038 [215.20 - 217.20] This is putting these hydro...

0039 [215.00 - 222.32] This is putting these hydrocarbons into the water supply from the water table
0040 [222.32 - 229.36] because all the council has done and its developer has redacted the land or
0041 [229.36 - 234.00] remediated the land effectively which just means moving soil around and a
0042 [234.00 - 244.72] little much more. You know this is all in the QTS report of 2017 the later report
0043 [244.72 - 250.48] on Borough of Haplo's report 2006 which already said that these levels were high
0044 [251.52 - 255.84] and that's because there were soil samples and the QTS samples are
0045 [255.84 - 260.00] ribereo samples in the water and that's where it's got into.
0046 [258.00 - 260.00] and that's where it's got into.
0047 [261.68 - 269.68] It's leaching from the soil when it was a tank full of disgusting substances
0048 [269.68 - 271.68] into the groundwater.
0049 [275.20 - 279.44] So all the reporting and all the court case in European law
0050 [279.44 - 283.20] and everything else that's gone on has been concerning the soil,
0051 [283.20 - 286.00] not the Riberio water table.
0052 [286.00 - 291.00] So they've all got it wrong because they didn't bother reading reports.
0053 [294.00 - 303.00] I mean look, there are potential pathways for this route. There's direct contact
with contaminated soil or made ground.
0054 [301.00 - 305.16] contaminated soil or made ground, leaching from soil into groundwater,
0055 [305.92 - 313.56] migrations through groundwater bearing strata beyond visible treated areas,
movement into drainage and water course of surface water,
0056 [314.04 - 317.90] contact between contaminated soil groundwater and buried drinking water pipes,
0057 [318.64 - 322.62] permeation of susceptible plastic pipe with mobile hydrocarbon contaminants,
0058 [323.16 - 325.16] exposure during excavation,
0059 [325.16 - 330.56] utility work, construction or maintenance, vapor or gas pathways where petroleum,
0060 [330.56 - 335.42] hypercarbons or volatile substances are present. Now they wouldn't even provide
0061 [335.42 - 345.68] me with the JCB sensor reports which are on the JCBs because they were so high.
0062 [344.00 - 354.52] So is this a question of building at any cost and potential unlawful killing to
anybody
0063 [354.52 - 359.68] that's in these houses and if it's connecting all this rubbish to the main supply
isn't
0064 [359.68 - 361.68] this going to affect the people in Hastings?
0065 [361.68 - 370.04] No I'm just, I'm desperately trying to find someone in Bonson County.
0066 [370.04 - 372.40] I just don't understand why I can't get any answers.
0067 [372.40 - 375.08] I mean these are clear questions which need answers.
0068 [379.20 - 382.00] And certainly they ought to have been done before any connection.
0069 [387.00 - 400.00] I mean these are being sold at 450,000 pound death trap prices. God.
0070 [400.00 - 415.00] Right. I'm going to try another extension there with me. This is still in public
health.
0071 [415.00 - 416.00] Right.
0072 [420.00 - 427.00] I mean the two that you picked out, one went to care homes, which we already know
the care homes are run by the counsellors.
0073 [428.00 - 431.00] The first one went to children's social care which...
0074 [430.00 - 436.92] Social Care which basically was a manager and she was alarmed and tried to
0075 [436.92 - 442.48] transfer me back to you and then you tried to transfer me to adult services
0076 [442.48 - 445.80] who there was nobody there.
0077 [448.80 - 455.60] And the complaints there was no one there? No, no, nobody.
0078 [460.00 - 475.00] Right. It says adult social care and health but then it says public health risks
to health.
0079 [473.00 - 482.00] Is that the one ending 68191?
0080 [482.00 - 485.00] No that's me on the switchboard.
0081 [485.00 - 486.00] Okay.
0082 [486.00 - 489.00] No 191.
0083 [489.00 - 492.00] 190 is me.
0084 [492.00 - 494.00] No 191.
0085 [494.00 - 498.00] No 0191.
0086 [498.00 - 500.00] No.
0087 [500.00 - 519.80] who's that 608 191 my one is 0 3 4 5 6 0 8 0 1 9 0 yeah who is oh 3 4 5
0088 [516.00 - 520.68] but who is 0345 608 191?
0089 [522.68 - 526.68] 8191 I don't know who that is
0090 [528.68 - 530.68] erm...
0091 [530.68 - 534.68] Health and Rejection Specialist
0092 [538.68 - 544.68] I don't know I'm just scared now to put you through to anyone because it's going
to be
0093 [544.68 - 546.68] whether they answer or not
0094 [546.68 - 548.68] yeah but I don't think there's anybody there

0095 [550.68 - 554.68] because if they're allowing their phones to go to answer phone they're not there
are they

0096 [554.68 - 558.68] or they're working in a meeting or something else

0097 [559.00 - 567.50] But there is the customer relations complaint team that is supposed to be open
from 10 to 3.

0098 [567.50 - 569.00] Yeah, but there's nobody there.

0099 [573.00 - 576.50] I don't know what you want me to do then, Martin.

0100 [576.50 - 582.00] I don't know either. I mean, to be honest, I don't see how I can report this to
your council.

0101 [582.00 - 589.00] and I don't know why the Environment Agency is acting in a manner which would seem
to be killing people.

0102 [592.00 - 593.00] This is dire!

0103 [595.00 - 597.00] Why can't I get any answers?

0104 [599.00 - 602.00] Is it because they just want to put this house online and they don't care?

0105 [602.00 - 607.56] 100 houses which are going to be death traps

0106 [611.76 - 614.76] Jesus

Call 24 - R20230703-000635

Organisation / route	Environment Agency
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-000635.timestamped.txt
Source SHA-256	fe9f1617c4648c1272e03c099cde141ef7de69cca070c1caf6bb86289c5427e4
Source size / lines	8,170 bytes / 102 source lines
Expletive redactions	0

0001 [0.00 - 3.00] Please choose from the following five options.
0002 [3.00 - 4.00] For all ways queries,
0003 [4.00 - 6.00] please remove, reuse, store,
0004 [6.00 - 8.00] treat or disperse.
0005 [8.00 - 11.00] To help improve your experience as a customer,
0006 [11.00 - 13.00] we are currently gathering feedback.
0007 [13.00 - 17.00] If you would like to share with us a short customer satisfaction survey
0008 [17.00 - 19.00] at the end of your call today,
0009 [19.00 - 20.00] use that as a plot.
0010 [20.00 - 23.00] The survey takes less than one minute to complete,
0011 [23.00 - 25.00] otherwise, please help.
0012 [30.00 - 37.00] Good morning, Mokers.
0013 [43.00 - 47.00] Good morning, welcome to the Alabama NGC air speaking, how can I help?
0014 [62.00 - 65.00] I'm not sure sir, could you repeat what you said?
0015 [73.00 - 89.88] to the public main. This is from contamination in the water table which
0016 [86.00 - 97.00] table which is drip feeding or leaching into the pipe work which is susceptible to
mobile
0017 [97.00 - 106.34] hydrocarbons and effectively this will be as a direct connection between the
groundwater
0018 [106.34 - 114.24] and the buried drinking water pipes therefore you have high levels of hydrocarbons
of EPH
0019 [114.24 - 120.44] C8 C40 1718 milligrams per kilogram which will be passing through this
0020 [120.44 - 125.52] system into the water supply. My understanding is that these cannot be
0021 [125.52 - 132.96] taken out by filtration. So can you tell me what you are doing in regards
0022 [129.00 - 133.92] tell me what you are doing in regard to this as I was told this morning this has
0023 [133.92 - 142.00] nothing to do with the environment agency and told to contact the council
0024 [142.00 - 147.30] and I have contacted the council this morning and no one is available to take
0025 [147.30 - 149.50] a call
0026 [153.58 - 157.46] right well that didn't work because I tried to make a complaint and nobody
0027 [157.46 - 164.46] processed that either. What do you mean they didn't process it? Well they didn't
process my complaint I did that two days ago.
0028 [164.46 - 169.44] I spoke to you I think yourself and you told me to make a complaint I made a
0029 [169.44 - 172.92] complaint and nobody dealt with it.
0030 [172.00 - 177.00] Well, these things aren't necessarily incidents, sir, but it needs to be...
0031 [177.00 - 181.00] Well, no, I mean, they didn't give me a reference number and they didn't give
me...
0032 [181.00 - 190.00] It may not be immediate, but the problem is some idiot is connecting this to the
domestic supply while we speak.
0033 [190.00 - 195.00] Right, well, you should get an incident reference number if you report an
incident, sir.
0034 [195.00 - 200.00] That's not something that normally happens unless you didn't give any contact
details.
0035 [200.00 - 208.52] No I gave you all my details I even emailed you the report it's reference number
0254 0649
0036 [208.52 - 216.32] 0254 0659? No 0649
0037 [215.00 - 222.62] 0649 and I was told this morning that this has nothing to do with you yes it's
0038 [222.62 - 229.80] in your water table and effectively at your control and you've already had a
0039 [229.80 - 234.32] report in regard to that in the ribereal level and you've done nothing about it
0040 [234.32 - 243.56] why is that I'm actually not shouting at you so don't know why you're saying
0041 [243.56 - 252.40] that either no I'm not sir no I'm not I'm not shouting at you at all
0042 [258.00 - 264.00] that looks like one of our instant reference numbers?
0043 [264.00 - 267.00] it doesn't look like one
0044 [267.00 - 270.00] I think it does, but why?
0045 [270.00 - 274.00] what's your name please then? Martin Newbold

0046 [274.00 - 278.00] ok that is an incident that you reported definitely
0047 [278.00 - 282.00] erm, I've got it down as, you reported on the 30th, oh no
0048 [282.00 - 286.00] mm hmm
0049 [286.00 - 290.58] I mean this has been going on 10 days and nobody's doing anything. The guys at the
0050 [290.58 - 299.32] IWNL are not in the locality and despite stating on their website
0051 [299.32 - 304.84] they'll provide an inspector they're not because they're too far away
0052 [301.00 - 307.10] they're not because they're too far away and effectively nobody's redressing the
situation
0053 [307.10 - 308.10] at all
0054 [308.10 - 313.20] Right, okay, you are raising your voice again
0055 [313.20 - 315.56] Actually I've got the phone on the desk so I'm not sure how I'm doing that
0056 [315.56 - 320.08] Well I don't know how you're doing it but you're doing it
0057 [320.08 - 321.08] Well I don't mean to be
0058 [321.08 - 328.40] So do you want me to, all I can do at this stage is put a complaint in about your
complaint
0059 [328.40 - 330.96] Yeah, do a complaint about the complaint then please.
0060 [331.76 - 337.44] Oh, okay sir. So, erm, so you're saying it's ten days ago that you reported it?
0061 [337.44 - 341.52] Yep. And I've been told that it's not your responsibility, which is a lie.
0062 [342.64 - 344.24] But who told you that?
0063 [344.24 - 345.92] Erm, a guy this morning...
0064 [344.00 - 359.00] A guy this morning who went through to supervisor in your team and told me that
the water table is nothing to do with the environment agency which is a correct or a non-correct
fact.
0065 [361.00 - 363.00] Right and was it that on this number?
0066 [363.00 - 364.00] Yep.
0067 [364.00 - 365.00] That you got that response?
0068 [365.00 - 366.00] Yep.
0069 [366.00 - 373.00] Right, okay. Okay. Okay. So I'll submit a...
0070 [373.00 - 380.28] You know if you're telling me this is the responsibility of the East Sussex County
Council and nobody is there
0071 [380.74 - 387.68] How can I refer this to them if they're not actually answering the phone or on
holiday or not in their position?
0072 [387.00 - 397.00] their position even the policy manager isn't there for public health
0073 [397.00 - 402.00] that's a normal thing with council sir we're not in charge of what the council
does so I can't
0074 [402.00 - 408.00] well I know but if you're referring me to their service it ain't going to work is
it
0075 [408.00 - 413.00] I'm not referring you to them it sounds like my colleague minded them but I'm not
referring them to you
0076 [413.00 - 413.50] OK.
0077 [413.50 - 422.50] I can see that you put a report in so as far as I'm concerned then it should
escalate as a complaint if you're not happy with our service.
0078 [423.50 - 430.00] Well nobody's... it's not that I'm not happy with your service, you're not dealing
with it. This is a public health matter.
0079 [430.00 - 435.50] So we're not responsible for public health services?
0080 [435.50 - 438.00] Well you are if your waterways
0081 [438.00 - 440.00] We are not, no we're not
0082 [440.00 - 441.00] Hang on
0083 [441.00 - 450.00] If your waterways pollute another water system you are liable in law
0084 [450.00 - 452.00] You are shouting at me again
0085 [452.00 - 454.00] No I'm not
0086 [454.00 - 455.00] Yes you are
0087 [455.00 - 456.00] No I'm not
0088 [456.00 - 459.00] I don't have to take it Martin so I'm going to put the phone down
0089 [459.00 - 462.74] Well, I'm not shouting at you, so I don't know why you think I am
0090 [465.48 - 468.70] No, not all I'm recording it so I know I'm not
0091 [474.16 - 476.16] Well, I will
0092 [473.00 - 474.36] you might be able to look back on...
0093 [474.36 - 475.32] Well I will!
0094 [475.32 - 475.84] ...attitude towards...
0095 [475.84 - 476.64] Definitely!
0096 [476.64 - 479.48] I will definitely look at it and I will definitely...
0097 [479.96 - 481.16] ...see if I've missed anything.
0098 [482.48 - 488.60] I would have quite happily taken a complaint sir, but I'm not happy with your
attitude so I'm popping the phone down now.

0099 [488.60 - 492.16] Well then, okay, so you are definitely going to kill people then?
0100 [495.60 - 497.80] Er, and I don't have to take that kind of attitude...
0101 [497.80 - 501.24] Well, that's what the advice I'm being given by AI is!
0102 [501.24 - 503.24] So why are you not dealing with it?

Call 25 - R20230703-001548

Organisation / route	Environment Agency
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-001548.timestamped.txt
Source SHA-256	ada0b7eb51642ff99ebbeab21c0bdd6e6b2c98abf906d9458aa7236df1ce1e18
Source size / lines	2,521 bytes / 31 source lines
Expletive redactions	0

0001 [0.00 - 3.00] But always queries include improving views.

0002 [3.00 - 8.00] To help improve your experience as a customer, we are currently gathering feedback.

0003 [8.00 - 15.00] If you would like to take part in the short customer satisfaction survey at the end of your call today, please press 1.

0004 [15.00 - 20.00] Survey 6 left. Thank you for opting in to our customer survey.

0005 [20.00 - 24.00] Please stay on the line at the end of your call and the survey will begin.

0006 [30.00 - 43.76] Hello, yes it's Mr Newbolt here.

0007 [43.76 - 45.04] I'm fed up with your app.

0008 [43.00 - 49.72] I'm fed up with your apathy in this situation and how on earth can we get this resolved

0009 [49.72 - 55.04] if you just have apathy to the fact that there are serious poisons in this site which are

0010 [55.04 - 56.04] not being addressed?

0011 [56.04 - 59.04] I spoke to you once earlier today.

0012 [59.04 - 62.92] Yes, I know you did but you told me a lie.

0013 [62.92 - 67.52] You told me that basically you don't own this water and you do.

0014 [67.52 - 70.52] I'm not going to carry on speaking to you on this subject.

0015 [70.52 - 72.52] I've done what I can do for you before.

0016 [72.52 - 73.52] Pass that on.

0017 [73.52 - 79.40] OK, so when people die, I will put all these public recordings up online and they will

0018 [79.40 - 80.68] see what you're doing.

0019 [80.68 - 82.68] Are you recording me right now?

0020 [82.68 - 84.68] I am recording it the same as you are.

0021 [84.68 - 85.68] Right.

0022 [85.68 - 87.96] This call's not being recorded and I don't care.

0023 [86.00 - 89.00] Right, this call's not being recorded and I don't give my consent to...

0024 [89.00 - 95.00] Well that's fine sir, because you're not dealing with this matter either, so that doesn't make bode very well for you either, does it?

0025 [95.00 - 101.00] Using your telephone keypad, please indicate how you feel about the following statement.

0026 [101.00 - 106.00] With one being strongly disagreed, two five being strongly agreed.

0027 [106.00 - 112.00] Statement one, I received good quality customer service on my call today.

0028 [112.00 - 117.00] Statement 2. I was able to achieve what I wanted to on my call.

0029 [117.00 - 122.00] Statement 3. My call was dealt with quickly and efficiently.

0030 [122.00 - 129.00] Statement 4. I am happy with my overall. Thank you for taking part in the survey. Goodbye.

0031 [129.00 - 133.50] Thanks for watching!

Call 26 - R20230703-001854

Organisation / route	Department for Environment, Food & Rural Affairs (Defra)
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-001854.timestamped.txt
Source SHA-256	47ae4b1ec38dc76101c44cbcb8853793497b68a5591430f9529d6b993030b2e3
Source size / lines	4,185 bytes / 46 source lines
Expletive redactions	0

0001 [0.00 - 7.00] is available on our website at www.gov.uk forward slash deathra.

0002 [7.00 - 13.00] If you're calling about third party public liability insurance for violent breed dogs,

0003 [13.00 - 17.00] please press 1. For everything else, please press 2.

0004 [18.00 - 24.00] Did you know that you can now report dead wild birds by using an online service?

0005 [24.00 - 29.00] Go to gov.uk and search report dead wild birds.

0006 [30.00 - 34.00] Please choose carefully from the following seven options.

0007 [34.00 - 41.00] Press 1 for advice on pest travel, press 2 for quarantine, press 3 for pesticides,

0008 [41.00 - 45.00] for any queries about pesticide products and active substance alterations.

0009 [43.00 - 47.00] and active substance authorisations in the UK.

0010 [47.00 - 51.00] Before your call is transferred to a DEFRA Healthline advisor,

0011 [51.00 - 56.00] please consider if your question may be best answered by another organisation.

0012 [56.00 - 63.00] Press 4 to register a holding to keep livestock or for CPH counting parish holding number queries.

0013 [63.00 - 71.00] Press 5 if you're calling about animal transport, exports, imports, CP testing or herd flood marks.

0014 [71.00 - 78.00] report dead animals to the local council. If you find an injured animal, please call the RSPCA.

0015 [78.00 - 84.00] For sheep, goat or deer movements in England, contact the livestock information service or

0016 [86.00 - 95.00] Press 416-517, press 6 for all cattle that you're acquiring, press 7 for all other inquiries, or press 0.

0017 [95.00 - 102.00] If you're calling about third-party public liability insurance for banned breed dogs, please press 1.

0018 [102.00 - 105.00] For everything else, please press 2.

0019 [106.00 - 109.00] We may record this call to help improve our service.

0020 [109.00 - 121.00] For information on how we handle personal data, go to www.gov.uk and search Rural Payments Agency Personal Information Charter.

0021 [121.00 - 131.00] There are currently higher levels of calls than usual. To receive a call back free of charge, press 1 and we will call you back as soon as possible. Otherwise, please hold and you will be connected.

0022 [129.00 - 132.20] Otherwise, please hold and you will be connected back to the queue.

0023 [142.20 - 148.20] You are the first person in the queue. Your estimated wait time is 40 seconds.

0024 [148.20 - 153.20] Did you know that you can now report dead wild birds by using an online...

0025 [159.00 - 166.00] You are the first person in the queue. Your estimated wait time is 20 seconds.

0026 [166.00 - 172.00] Did you know that you can now report dead wild birds by using an online service?

0027 [172.00 - 178.00] You are the first person in the queue.

0028 [178.00 - 184.00] Did you know that you can now report dead wild birds by using an online service?

0029 [184.00 - 186.00] Go to gov.uk and see...

0030 [186.00 - 194.00] You are the first person in the queue.

0031 [194.00 - 200.00] Did you know that you can now report dead wild birds by using an online service?

0032 [200.00 - 202.00] Go to gov.uk

0033 [215.00 - 234.00] You are the first.

0034 [234.00 - 253.48] You are the first person in the queue.

0035 [253.48 - 259.60] Did you know that you can now report dead wild birds by using an online service?

0036 [259.60 - 260.44] Go to.

0037 [258.00 - 265.80] service go to gov.uk and search report dead wild birds

0038 [275.60 - 282.16] you are the first person in the queue your estimated wait time is 40 seconds

0039 [282.16 - 287.12] did you know that you can now report dead wild birds by using an online

0040 [287.12 - 297.32] service. You are the first person in the queue. Your estimated wait time is 20 seconds. Did

0041 [297.32 - 302.28] you know that you can now report dead wild birds by using an online service?

0042 [301.00 - 303.00] an online service.

0043 [305.00 - 308.00] You are the first person in the queue.

0044 [308.00 - 314.00] Did you know that you can now report dead wild birds by using an online service?
0045 [314.00 - 319.00] Go to gov.uk and search report dead wild birds.
0046 [331.00 - 336.00] I don't know.

Call 27 - R20230703-002503

Organisation / route	Southern Water
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-002503.timestamped.txt
Source SHA-256	adba30ad00c3851810844eaa36e3c347b3460082b5e7649b84bc8f4497424c41
Source size / lines	1,220 bytes / 14 source lines
Expletive redactions	0

0001 [0.00 - 4.00] information you provide for training and feedback purposes.

0002 [4.00 - 10.00] If you are contacting us about hosepipe restrictions that apply in Hampshire or the Isles White,

0003 [10.00 - 12.00] some customers may be exempt.

0004 [12.00 - 19.00] Visit southernwater.co.uk slash hosepipe-a-man for full details who is exempt or to report a breach.

0005 [19.00 - 24.00] Thank you for using WaterWiseV. Your actions make a real difference.

0006 [24.00 - 29.00] If you are calling for any reason relating to a hosepipe ban, please press 2.

0007 [29.00 - 31.00] Otherwise it's too worse.

0008 [32.50 - 34.50] Pollution and a reference number.

0009 [37.50 - 42.00] We're really busy at the moment and are sorry for the delay in answering your call.

0010 [42.50 - 45.00] Your current wait time to speak to an advisor is...

0011 [43.00 - 61.84] You can also use your online account to manage your account quickly and easily.

0012 [61.84 - 69.36] or register at southernwater.co.uk forward slash your hyphen account

0013 [86.00 - 104.72] If you're contacting us about hosepipe restrictions that apply from Friday 10th July in Hampshire

0014 [104.72 - 106.72] at the Isle of Wight.

Call 28 - R20230703-003359

Organisation / route	Organisation not conclusively identified in supplied filename
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-003359.timestamped.txt
Source SHA-256	592d978de50d0016466a67c6c036cbde6f37976cddd26b64cc9d2d05d28bbbd2
Source size / lines	261 bytes / 5 source lines
Expletive redactions	0

0001 [0.00 - 15.26] Hello Matthew, I'm just calling to state that I'm going to be putting all of these recordings
0002 [15.26 - 16.26] online.
0003 [16.26 - 17.26] Good day sir.
0004 [17.26 - 18.26] You've been cautioned.
0005 [18.26 - 32.94] changed.

Call 29 - R20230703-003439

Organisation / route	Organisation not conclusively identified in supplied filename
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-003439.timestamped.txt
Source SHA-256	278c131e9cb2cb6135c982135a30c20827b8acc9fc25c69fd5a4d3c9c8bbb819
Source size / lines	997 bytes / 23 source lines
Expletive redactions	0

0001 [30.00 - 45.00] Thanks for watching!
0002 [73.00 - 88.00] Thanks for watching!
0003 [202.00 - 217.00] Thanks for watching!
0004 [331.00 - 346.00] Thanks for watching!
0005 [344.00 - 356.00] I'm running out of fuel.
0006 [356.00 - 360.00] But then, if we put an inch over it, it'll be screwed.
0007 [386.00 - 388.00] Thanks for watching!
0008 [387.00 - 416.00] One, two, three, four, five, six, seven, eight, nine, ten.
0009 [416.00 - 432.00] One, two, three, four, five, six, seven, eight, nine, ten.
0010 [430.00 - 434.00] .
0011 [434.00 - 438.00] .
0012 [438.00 - 442.00] .
0013 [442.00 - 446.00] .
0014 [446.00 - 450.00] .
0015 [450.00 - 454.00] .
0016 [454.00 - 458.00] .
0017 [503.00 - 518.00] Thanks for watching!
0018 [546.00 - 561.00] Thanks for watching!
0019 [559.00 - 566.00] I think I give it a shake.
0020 [589.00 - 604.00] Thanks for watching!
0021 [632.00 - 647.00] Thanks for watching!
0022 [675.00 - 690.00] Thanks for watching!
0023 [718.00 - 733.00] Thanks for watching!

Call 30 - R20230703-004946

Organisation / route	Unanswered / no substantive recipient identified
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-004946.timestamped.txt
Source SHA-256	a9e9a37ee6cdf6e085bb3e03ad5d30e0cdd4bd050061316d8086cbffcba135ec
Source size / lines	140 bytes / 4 source lines
Expletive redactions	0

0001 [0.00 - 7.00] Hello.
0002 [7.00 - 14.00] Hello.
0003 [37.00 - 45.04] No, no answer.
0004 [43.00 - 45.00] Thanks for watching!

Call 31 - R20230703-005503

Organisation / route	Water-company / network enquiry - recipient not conclusively identified
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-005503.timestamped.txt
Source SHA-256	7a7cd3bb2d0d97b076e5f7858c7c868dcadbf5f33b58fcdabb4561274bcd37acc
Source size / lines	16,330 bytes / 212 source lines
Expletive redactions	1

0001 [0.00 - 7.00] to do with you. Which is not correct. What the actual incident was? What happened to
0002 [7.00 - 10.12] do with you? Well no, I've been told that it's not, it's not got anything to do with
0003 [10.12 - 19.12] you, which is nonsense. Right. Because erm. Let me try and. Because the Southern
Water
0004 [19.12 - 26.12] told me to contact you, so you're saying Southern Water are wrong are you? Erm, well
obviously
0005 [26.12 - 30.12] I've not heard this conversation so that's new to me.
0006 [30.12 - 34.12] But did you say that you'd already made a complaint?
0007 [34.12 - 38.12] I've tried, attempted to make two complaints.
0008 [38.12 - 44.12] None of them were registered as far as I can tell because nobody bothered to do
anything about any of it.
0009 [43.00 - 48.68] about any of it. I'm in the process of writing to the inquiries at the OEP to ask
them what
0010 [48.68 - 56.00] on earth is going on because I don't understand why my data is not being used from
the reports
0011 [56.00 - 60.16] that were from Borough of Haplo and why you're just ignoring the situation, which
you shouldn't
0012 [60.16 - 61.16] be.
0013 [61.16 - 68.00] OK, do you want me to take a complaint and forward that to our complaints team?
0014 [68.00 - 69.00] Well you already have.
0015 [69.00 - 70.64] Take all the details about that.
0016 [70.64 - 75.12] You know, as far as I'm concerned, you have took a complaint on the telephone and
you
0017 [75.12 - 77.08] didn't provide me with any information.
0018 [77.08 - 84.08] So all you've provided me with is an information saying that this is not right and
basically
0019 [84.08 - 86.52] you don't have any responsibility, which I think you do.
0020 [86.00 - 101.00] you do? Right so I think maybe the... when you say that you're making a complaint I
think you might be referring to like an incident, you know when you're giving the reference
numbers. But you've not... maybe you've not made an actual complaint.
0021 [101.00 - 107.00] As far as I was aware I made two complaints on two separate days.
0022 [107.00 - 112.00] Okay, when was that done?
0023 [112.00 - 115.00] Over the last ten days.
0024 [121.00 - 126.00] I'm going to use that reference number, I'm just going to call through and try and
find out...
0025 [126.00 - 130.94] Well as I said I wouldn't bother I would I would ask them why they haven't
referred me to the ombudsman
0026 [129.00 - 133.32] they haven't referred me to the ombudsman because clearly they didn't want to deal
with it and
0027 [133.32 - 138.36] clearly you have no concern about the pollutants that are in this water you have
no concern of
0028 [138.36 - 144.76] what that will do to public health and really aren't interested. Let me just have
a look on our complaints
0029 [146.84 - 153.96] if we've so I've got access to our head office complaints system so I can see if
you're on there
0030 [153.96 - 157.56] or it might have gone through to one of our area teams if it's...
0031 [157.56 - 161.28] Were you complaining about the response?
0032 [161.28 - 163.68] Well, I haven't had a response.
0033 [163.68 - 168.00] That's the problem. I'm not getting a response.
0034 [168.00 - 169.84] All I'm doing is having to phone you up
0035 [169.84 - 173.96] and I'm being told various things which I don't believe to be true.
0036 [172.00 - 179.92] believe to be true right okay what's your name please Martin Newbold okay
0037 [179.92 - 182.84] what are you giving it to you
0038 [187.00 - 194.00] the surname N E W B O L D yeah

0039 [194.00 - 204.00] So I'm just searching our head office complaints just to see if we've had anything logged in the past.

0040 [204.00 - 208.00] So there's nothing coming up from that so I presume we've got some fire in the area.

0041 [208.00 - 210.00] Well that's not my fault is it?

0042 [210.00 - 216.00] No no, no I'm not saying that but I presume so if the complaint is about a response...

0043 [215.00 - 225.00] If the complaint is about a response to an incident that you believe we've not responded correctly then that will have gone through to our local teams.

0044 [226.00 - 231.00] Well I don't think you've dealt with any of it properly.

0045 [232.00 - 238.00] I was expecting to be in the loop of the information that's being discussed and where it's going.

0046 [238.00 - 246.00] The product of the information I gave you was from a summary of AI which I didn't do

0047 [246.00 - 251.00] I grant you, but it's accurate, I double checked it

0048 [251.00 - 255.00] and effectively the information is in the reports

0049 [255.00 - 259.00] and clearly is being ignored by all of your departments

0050 [258.00 - 263.30] your departments and I will write to Southern Water and ask them to condemn

0051 [263.30 - 270.82] the site because you do not want to defacilitate this.

0052 [270.82 - 272.82] Was it sent in by email?

0053 [272.82 - 274.82] Yep.

0054 [274.82 - 276.82] Let me see if I can search for it.

0055 [276.82 - 280.82] It was uploaded on your form.

0056 [280.82 - 283.82] Oh did you send it on one of the complaints forms?

0057 [283.82 - 284.82] Yep.

0058 [284.82 - 286.82] From the DAPRA site?

0059 [286.82 - 287.32] Yeah.

0060 [295.82 - 297.82] I'll just see why that was sent to.

0061 [301.00 - 306.16] You know, I just don't understand why this is so difficult.

0062 [306.16 - 309.16] These hydrocarbons are lethal.

0063 [309.16 - 316.52] Why is it so difficult to get anybody to do anything with this site which has been done

0064 [316.52 - 325.36] with errors which I was told by the planning inspector that there would be no errors.

0065 [325.36 - 329.56] And yet there are because they've tried to remediate the soil not the water that's underneath

0066 [329.56 - 336.56] reset.

0067 [344.00 - 356.60] Yeah, I can see that, yeah, I've found several emails and they've been forwarded over to

0068 [356.60 - 365.40] our solid sound down team, the enquiry team.

0069 [365.40 - 367.40] And what's the result of that?

0070 [367.40 - 371.40] So he's gone through to our area team.

0071 [371.40 - 373.40] Let me just...

0072 [375.40 - 378.40] Did you request information?

0073 [378.40 - 381.40] So yeah, so he's gone to their drinking water...

0074 [381.40 - 389.40] Yeah, I've sent it to drinking water as well because of the fact that their statements say that this is leaching into their drinking water.

0075 [387.00 - 389.16] this is leaching into their drinking water.

0076 [392.68 - 395.14] And as a hydrocarbon, it will do that.

0077 [395.14 - 396.92] And Southern Water are telling me

0078 [396.92 - 399.76] that no barrier pipes will use.

0079 [399.76 - 402.12] And even if they had been, it wouldn't work.

0080 [402.12 - 404.00] And the filtration doesn't work.

0081 [406.76 - 408.88] So I don't know quite what they're gonna do,

0082 [408.88 - 413.46] but someone needs to take notice and do something about it.

0083 [413.46 - 416.28] Otherwise, there's gonna be serious repercussions.

0084 [417.00 - 424.00] You know, 1780 milligrams per kilogram is massive.

0085 [424.00 - 429.00] So is it that Mount Pleasant on Frederick Road?

0086 [429.00 - 430.00] Yeah.

0087 [430.00 - 431.00] That's Hastings.

0088 [430.00 - 450.00] You know this is not the first time this has happened. You have a domestic unit which is on the other side of the hill which was equally contaminated and the company buried the contaminants underneath the children's playground.

0089 [450.00 - 455.36] According to a chap who used to live there, he was now deceased probably because of the

0090 [455.36 - 456.36] poisons.
0091 [456.36 - 462.48] And you just don't seem to care.
0092 [462.48 - 463.48] I don't understand it.
0093 [463.48 - 468.96] So it's historical groundwater contamination land issue.
0094 [468.96 - 470.96] Yes it's come from the hospital site.
0095 [470.96 - 474.52] There were three hospital sites.
0096 [474.52 - 475.02] one.
0097 [473.00 - 478.04] Yeah, the one on the top half basically was a big hospital
0098 [478.72 - 480.00] this
0099 [480.00 - 483.70] was part of the main unit on Mount Pleasant the
0100 [484.92 - 486.92] tanks for the
0101 [487.48 - 492.96] Heating elements were all on the Mount Pleasant site below Frederick Road
0102 [493.80 - 497.74] these leaked because nobody gave a [EXPLETIVE REMOVED] in those days because
0103 [497.74 - 502.14] because effectively the crude oil derivatives that were in them
0104 [502.14 - 505.22] was not deemed as harmful because they didn't only better
0105 [505.22 - 509.50] we do now. And effectively this went
0106 [509.50 - 512.54] into the water table and disappeared.
0107 [512.54 - 515.74] There was a BoHapo report
0108 [515.74 - 522.74] it just did the testing of the water table
0109 [516.00 - 523.84] it just did the testing of the ground. It found reasonable results to indicate
contaminants.
0110 [525.12 - 534.16] There was a QTS report in 2017. This made even bigger findings in the water table.
0111 [535.36 - 542.80] There were EPH CH to C40s of 1718 milligram per kilogram. That is a lot.
0112 [546.00 - 553.00] Okay, so obviously, you know, this has been going on quite a long time and the
incident
0113 [553.00 - 558.00] report, you've reported it several times to our incident team.
0114 [558.00 - 561.00] So I can contact the local...
0115 [559.00 - 564.00] I can contact the local team and just try to find out what's happening with your
response.
0116 [564.00 - 566.00] Well they're connecting it up.
0117 [566.00 - 571.00] So have they told you that they're still looking into this?
0118 [571.00 - 573.00] No, they're connecting it up.
0119 [573.00 - 577.00] No, they've chopped the bus route this morning and they're connecting it up.
0120 [577.00 - 583.00] OK, but you've not had any contact from the local team?
0121 [583.00 - 585.00] No, no, they haven't bothered to reply at all.
0122 [585.00 - 592.00] They wouldn't put anything in writing would they? That would condemn them.
0123 [592.00 - 598.00] Do you want to hold while I just try and get through to the local team?
0124 [598.00 - 604.00] I don't know if you've actually made a complaint over the phone.
0125 [602.00 - 608.56] over the phone. Well I can tell you I've made two and I don't know what's
0126 [608.56 - 613.00] happened to them because to be honest nobody's dealing with it, nobody is
0127 [613.00 - 618.84] referring me to your ombudsman, nobody is physically acting in a manner which I
0128 [618.84 - 630.00] think is reasonable at all. Okay so we would refer you to the ombudsman if you've
exhausted the complaints process.
0129 [630.00 - 634.00] Well I'm not exhausting any process because you're not doing anything.
0130 [634.00 - 638.00] You know you had to be doing something for me
0131 [638.00 - 642.00] as I said to you the other day you had to be doing something for me to complain
about.
0132 [642.00 - 647.00] Yeah, that's what I mean but we wouldn't refer you to it.
0133 [645.00 - 652.72] But we wouldn't refer you to the ombudsman until you've had both stages of the
complaint process
0134 [652.72 - 654.72] So you've had a stage one response and then...
0135 [654.72 - 656.72] But you're not dealing with those
0136 [656.72 - 664.72] I've made two separate telephone calls to your complaint line trying to register a
complaint
0137 [664.72 - 668.72] None of it was done, the only thing that he did
0138 [668.72 - 677.72] He contacted your guy who was in the office and he said you had no responsibility
for it, which is an absolute untruth.
0139 [678.72 - 685.72] The Environment Agency has a responsibility for all water and groundwater,
legally.
0140 [686.72 - 688.72] Yes, I understand that.
0141 [688.00 - 692.50] Yeah, so, but you haven't had an official response?
0142 [692.50 - 693.00] No!
0143 [693.00 - 695.50] You haven't had a letter or...
0144 [695.50 - 697.00] No, nothing at all.

0145 [697.00 - 698.00] Any email or something?
0146 [698.00 - 699.50] No, they've just gone forward with it.
0147 [699.50 - 703.00] What they're doing is they're just going forward with it and ignoring it.
0148 [704.00 - 706.00] Because they think it doesn't matter.
0149 [706.00 - 709.00] The last time they did this, it killed people before.
0150 [709.00 - 715.00] On the other side, there are now empty houses that are not suitable for housing because of what they did.
0151 [715.00 - 721.00] Right, okay, well let me, what I'm going to do is just try and contact the local team
0152 [721.00 - 722.00] to see.
0153 [722.00 - 727.16] You know, you've got to understand, there are over 500 pieces of contaminated land in
0154 [727.16 - 733.00] Hastings and in 2005 it stated that it was going to have a gist system.
0155 [731.00 - 740.16] to have a jizz system to point out where all these were. It hasn't got any. It never did it.
0156 [740.16 - 747.20] Are you okay just to hold one? Yeah sure. Sure.
0157 [747.20 - 750.20] I'm just about to engage with you. Thank you.
0158 [758.20 - 762.20] In fact, shall I take your number and then come back to you?
0159 [763.20 - 767.20] Well, there's no point in taking my number because I don't think you're dealing with it.
0160 [768.20 - 773.20] Well, I will definitely call you back.
0161 [774.20 - 776.20] What's...
0162 [774.00 - 779.00] What's your contact number? It's not showing up my system.
0163 [779.00 - 782.00] Well that's weird. Well it should do.
0164 [782.00 - 788.00] Yeah, I think it's, unless it's on one of those emails that you sent, am I going to find it on there?
0165 [788.00 - 790.00] Er, should be.
0166 [795.00 - 799.00] Hang on. I don't know why it's been removed. It's odd.
0167 [799.00 - 803.00] Some strange things going on in this world, I can tell you.
0168 [804.00 - 813.20] Hang on as we look, go back a few months and see whether it was then.
0169 [817.00 - 836.52] I'm still here, I think I might have got it, does it end in 417?
0170 [836.52 - 837.52] Yeah.
0171 [837.52 - 843.76] Yeah, I've got it and I've got your email as well.
0172 [843.76 - 851.32] I wouldn't mind but I've been trying to contact East Sussex because you told me to contact East Sussex and East Sussex there's nobody there
0173 [854.00 - 856.00] Yeah, nobody there
0174 [858.52 - 862.04] No, I've had the receptionist go through to about 25 different
0175 [860.00 - 865.28] This goes through to about 25 different contact numbers and nobody's picking up the phone at all
0176 [871.52 - 872.88] Yes
0177 [872.88 - 876.16] They don't answer. I got hold of the children's
0178 [876.76 - 879.76] unit and they said they were extremely concerned and
0179 [881.12 - 886.62] Would put me back to switchboard and and they couldn't find anybody to put me through to other than that
0180 [890.00 - 891.00] Yeah!
0181 [891.00 - 899.12] Yeah, you should have been able to get through to them even if, because there should be an
0182 [899.12 - 900.12] email so...
0183 [900.12 - 903.48] The planning department didn't want to know!
0184 [903.00 - 904.00] No.
0185 [904.00 - 915.00] Let me just contact the local team and see if there's an active complaint that's ongoing.
0186 [915.00 - 920.00] It might be that you're just waiting for further information or a response.
0187 [920.00 - 921.00] OK.
0188 [921.00 - 922.00] Is it alright if I come back?
0189 [922.00 - 923.00] Yeah, I'll hold.
0190 [923.00 - 924.00] Right.
0191 [924.00 - 931.00] Well what I'll do is I'll wring you back Mr. Snowbold, since I've got some information.
0192 [931.00 - 932.00] OK.
0193 [932.00 - 932.50] Who are you?
0194 [932.50 - 934.00] It'll be today.
0195 [934.00 - 934.50] Who are you?
0196 [934.50 - 935.50] My name's Katherine.
0197 [935.50 - 936.50] OK, Katherine.

0198 [936.50 - 938.00] Katherine.
0199 [938.00 - 938.50] OK.
0200 [938.50 - 939.50] Yeah, Katherine.
0201 [939.50 - 940.50] That's nice.
0202 [940.50 - 941.00] Nice name.
0203 [941.00 - 943.50] It was the name of my partner who died.
0204 [943.50 - 945.00] So it's a very nice name.
0205 [945.00 - 946.00] Oh, I'm sorry.
0206 [946.00 - 947.00] No, it's lying.
0207 [947.00 - 948.00] It's a nice name.
0208 [946.00 - 949.20] No, it's Lyon, it's a nice name, very nice name.
0209 [949.20 - 951.60] Right, I look forward to hearing from you then.
0210 [951.60 - 952.60] Thank you.
0211 [952.60 - 953.60] Alright, I'll give you a re-back.
0212 [953.60 - 954.60] Thanks for listening, bye.

Call 32 - R20230703-061403

Organisation / route	Public-body / technical evidence call - recipient not conclusively identified
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-061403.timestamped.txt
Source SHA-256	64ccba37907dd0988a66f33af33f2aa499914d419f4094ef6a7036a81aab63da
Source size / lines	16,903 bytes / 199 source lines
Expletive redactions	2

0001 [0.00 - 6.04] which is available to me which basically is these reports and effectively
0002 [6.04 - 11.76] quantifies these figures in a different way than what AI did so you can make
0003 [11.76 - 16.74] your own determination that there is a ribereo section in these reports you
0004 [16.74 - 20.04] should be able to come to the same conclusions of that and you didn't want
0005 [20.04 - 22.64] me to do that
0006 [30.00 - 35.04] sure that was with the drinking water inspector? Well the inspector didn't want
0007 [35.04 - 38.08] to deal with it I don't expect
0008 [42.16 - 46.76] well I think it says all that in your email
0009 [43.00 - 49.00] I think it says all that in your email from earlier, so I'll send that on, so I'll
send him another email
0010 [49.00 - 55.00] Well Graham Evans was supposed to be a person who deals with public health
0011 [55.00 - 65.00] Surely should understand what chemicals which are higher than the government
regulation would do in the water system
0012 [65.00 - 67.00] Or is he just a moron?
0013 [67.00 - 69.00] We don't have a Graham
0014 [69.00 - 71.00] You don't have a Graham Evans?
0015 [71.00 - 75.00] No. Not at East Sussex?
0016 [75.00 - 79.00] I'm not calling from East Sussex.
0017 [79.00 - 88.00] Right, well I got contacted by Graham Evans of East Sussex informing me that he had
had some...
0018 [86.00 - 92.64] he had had some communication with me on Friday and his situation doesn't change.
0019 [92.64 - 98.64] I've asked him to come out and test my water. I've asked him to come out and test
100 waters
0020 [98.64 - 105.04] in my area and he's not answered that. I've just sent him a load of information and
the report
0021 [105.04 - 111.60] and asked him to explain why he is giving me the run around and not providing the
information I ask
0022 [111.60 - 124.08] of him and I've explained to him that I've explained to him that well I've
0023 [124.08 - 132.48] been in contact with the local water company I've been in contact with the
0024 [129.00 - 140.40] the I've been in contact with hang on I've been in contact with DEFRA I've been
0025 [140.40 - 150.18] in contact with the IWNL I've been in contact with Network Services I've been
0026 [150.18 - 159.24] in contact with the Environment Agency and I've been in contact with Southern
0027 [159.24 - 163.14] Water who I will be asking you to condemn the site in a letter that goes
0028 [163.14 - 165.74] out tomorrow.
0029 [172.00 - 176.00] Okay, so...
0030 [176.00 - 180.00] Because they are not connecting it at the moment and it hasn't been handed over
0031 [180.00 - 185.00] and that is my last recourse to physically write to them and ask them to condemn
it
0032 [185.00 - 188.00] because you won't look at it, nobody will look at it
0033 [188.00 - 192.00] which is a danger to the public and quite frankly I find that offensive.
0034 [195.00 - 198.00] I'll let the inspector know you're confirmed.
0035 [198.00 - 201.96] offensive isn't it if it's if you're not protecting the public in my area and
0036 [201.96 - 207.08] can't quantify what I'm telling you that this is a public health risk and
0037 [207.08 - 213.24] basically that according to the drinking water supply people this is getting into
0038 [213.24 - 218.72] plastic pipes and hydrocarbons
0039 [215.00 - 219.56] and hydrocarbons will then navigate the water supply
0040 [219.56 - 223.08] and navigate the sewage supply
0041 [223.08 - 230.08] you are cross contaminating water supplies
0042 [230.76 - 237.76] this is a criminal offence
0043 [237.76 - 244.76] You are aware of that aren't you?
0044 [244.76 - 250.76] I'm just making a note of your concerns today and I'll pass it on to the inspector
general.
0045 [250.76 - 256.26] Well it is a criminal offence, cross contaminating. You are quite aware because
I've dealt with

0046 [256.26 - 259.96] the EA before and I know you're serious about cross contamination.
0047 [258.00 - 263.04] serious about cross contamination. So why are you allowing cross contamination into
0048 [263.04 - 268.24] the sewage and into the water supply? Because according to the drinking water
0049 [268.24 - 277.40] people on their website it clearly says that these leaching from groundwater is
0050 [277.40 - 284.80] possible into these pipe or and basically permeation of hydrocarbon
0051 [284.80 - 287.36] contaminants.
0052 [288.00 - 294.24] there is no barrier on the pipes according to southern water because they weren't contacted
0053 [296.88 - 308.88] so this is not only neglect this is contamination by neglect
0054 [301.00 - 314.10] neglect. And I think I'm being reasonable. I've given you ten days to try and resolve
0055 [314.10 - 320.28] this and to explain to me that this is not a concern and this is not an issue that I
0056 [320.28 - 324.90] need to be concerning my family with because of the fact that these hydrocarbons are so
0057 [324.90 - 330.66] powerfully high that nobody seems to want to deal with them.
0058 [330.66 - 335.94] Now I've also been told by this report that AI produced that these can't be filtered out.
0059 [335.94 - 339.36] So does the school need to know about this?
0060 [339.36 - 342.36] In my area that you're contaminating the water supply?
0061 [344.00 - 347.44] Do the hospital need to know?
0062 [347.44 - 351.88] Because that's my next port of call
0063 [351.88 - 356.56] because you aren't doing anything and Graham Evans Public Health isn't doing
0064 [356.56 - 357.12] anything
0065 [357.12 - 360.60] so I should be contacting the hospital and asking them to make beds available
0066 [360.60 - 364.72] for the ill and sick people that are coming in because of their contamination
0067 [364.72 - 370.72] Oh let the inspector know you've been turned
0068 [370.72 - 372.32] and they don't follow it up
0069 [372.32 - 374.32] well they're not are they
0070 [374.32 - 376.32] I'm trying to use the wrong language
0071 [376.32 - 378.32] but they're not following it up
0072 [378.32 - 382.32] they've 10 days have passed and nobody's followed it up
0073 [382.32 - 387.32] we're past that aren't we we've got on a connection at the moment
0074 [387.32 - 389.32] they're doing the connection
0075 [387.00 - 393.00] They're doing the connection. They stop the buses, they're digging the road up to do the connections.
0076 [393.00 - 395.00] That's where we are.
0077 [395.00 - 401.00] Ten days later, after I contacted you, I'm not trying to be difficult with you,
0078 [401.00 - 407.00] I'm just trying to explain to you why it's frustrating, why nobody is dealing with this,
0079 [407.00 - 412.00] and what the [EXPLETIVE REMOVED] is going on, why you seem to not want to do anything.
0080 [412.00 - 419.00] when it's your water and you have responsibility for the products that are in it
0081 [427.00 - 432.00] well maybe not but you are you are telling me in your reports that exam
0082 [430.00 - 436.30] telling me in your reports that exactly that this cross contamination of hydrocarbons such
0083 [436.30 - 447.76] as EPH C8 C40 at 1718 milligrams per kilogram will migrate through groundwater and physically
0084 [447.76 - 457.36] into plastic pipes because it's mobile hydrocarbon contaminants. That's what your report tells
0085 [457.36 - 464.36] So why is the environment agency who owns this water not dealing with this?
0086 [464.36 - 472.36] And why is WNL not sending someone down because they're the other end of the country?
0087 [473.00 - 482.00] As I say, I can't answer any of your questions so I'll pass it on to the relevant inspector.
0088 [482.00 - 491.28] But you see, my problem is that these QTS report 2017 identify potential pathways for
0089 [491.28 - 492.28] contamination.
0090 [492.28 - 498.20] It even goes so far to say this will kill children.
0091 [498.20 - 503.56] Do you understand what I'm talking about here?
0092 [503.56 - 508.56] I say I am not a technical person.
0093 [508.56 - 513.28] Well nor am I but I can read a report and I can see what it says in the report.
0094 [513.28 - 516.96] I can't generate a report of this nature
0095 [516.96 - 523.96] but certainly I can read the report.

0096 [516.00 - 520.44] this nature but certainly I can read a report that's given to me and I can read
0097 [520.44 - 527.64] a report that AI gives to me and clearly this is of concern. This is being
0098 [527.64 - 532.52] connected to the water services in my area and this is clearly from your own
0099 [532.52 - 537.96] documents will leach into plastic water pipes which are not barrier protected
0100 [537.96 - 545.92] and even then according to Southern Water this is not 100% safe that these
0101 [545.92 - 557.34] barrier pipes will stop this. I've asked specific questions you know is the
0102 [557.34 - 562.72] direct contact with contamination saw or
0103 [559.00 - 566.80] soil or made ground? Is the leaching from soil into groundwater? Is the migration
0104 [566.80 - 572.24] through groundwater bearing strata beyond visible treated areas? Is the
0105 [572.24 - 575.88] movement into drainage or water course or surface water? Well we know that
0106 [575.88 - 581.08] because it's in the Riberia now. Is the contact between contaminated soil or
0107 [581.08 - 584.56] groundwater and buried drinking water pipes? Which there must be because
0108 [584.56 - 589.46] they're in this in the lowest point and they will be in the water table. Is the
0109 [589.46 - 594.00] exposure during excavation, utility work, construction or maintenance? Yes, there
0110 [594.00 - 597.88] probably is, that's probably moved it about as well. Is the vapor or gas
0111 [597.88 - 602.40] pathways petroleum, hydrocarbons or volatile substances are
0112 [602.40 - 605.92] present? This could blow things up.
0113 [602.00 - 613.00] are present this could blow things up. They haven't provided any JCB tool
0114 [613.00 - 621.54] samplers documentation or information or reports back from those JCB sensors
0115 [621.54 - 625.80] which would indicate any different than what I'm telling you because they
0116 [625.80 - 629.44] haven't provided them they've withheld them.
0117 [632.00 - 639.00] As said before, I can't help you any further today.
0118 [641.80 - 645.80] Okay, but do you understand what I'm telling you, that this is very serious?
0119 [645.00 - 649.56] that this is very serious. You've seen the reports I've been sending. Can you tell
me
0120 [649.56 - 651.86] if you've seen the reports I've been sending you?
0121 [651.86 - 659.86] Er, personally probably not, unless it was the email you sent this morning.
0122 [659.86 - 663.86] Erm, there was an email sent to you, yes, with an attachment.
0123 [663.86 - 665.86] Yeah.
0124 [665.86 - 671.86] Yeah, that's correct.
0125 [671.86 - 682.70] Yeah that's the report yeah. Okay but you see my point the problem is is the
0126 [682.70 - 687.10] local authority and the local government have assigned this because they didn't
0127 [687.10 - 691.74] know what Riberio was and decided that this
0128 [688.00 - 695.12] was and decided that this is in the ground earth because of a court case that
happened
0129 [695.12 - 700.16] with a lady that lives just down the road from me that thought it was in the
earth.
0130 [701.36 - 709.52] But this QTS report shows it clearly is in the Riberio level and I've asked you to
ask
0131 [709.52 - 714.16] someone to contact me to get access to that report which I will provide them with.
0132 [718.00 - 733.00] Thanks for watching!
0133 [731.00 - 738.64] Now I want to be clear I do not accept any damages or costs for this because
clearly
0134 [738.64 - 743.96] there is an issue where these companies or these organizations are not gaining
their
0135 [743.96 - 749.64] responsibility and treating this as a matter of concern.
0136 [749.64 - 760.28] has a potential of unlawful killing from this which is very serious
0137 [771.84 - 776.72] okay so we're not going to get any further today with me
0138 [774.00 - 777.00] today with me I'll need to pass this on to the inspector.
0139 [777.00 - 781.00] No I understand that, that's fine. I understand that's fine.
0140 [781.00 - 789.00] But are you, what is your inspector's opinion about reading this so far?
0141 [789.00 - 791.00] I don't know.
0142 [791.00 - 794.00] He's asked you to call has he?
0143 [794.00 - 799.00] No I just saw that you had a voicemail so I'm just picking up the voicemail.
0144 [799.00 - 804.52] Okay, so it's not been connected at all in any due diligence
0145 [813.44 - 818.48] Yeah, no, it's just that there's a lack of due diligence and reasonable behavior
in all of this
0146 [817.00 - 821.96] reasonable behaviour in all of this because not one of these companies that are
supposed to be
0147 [822.76 - 828.36] protecting water supplies and maintaining water supplies are giving out
information which is
0148 [829.00 - 832.76] helpful to what's going on with my local authority doing this.
0149 [832.76 - 847.76] You know, I repeat, I repeat, ten days ago this was not known about that this was
in
0150 [847.76 - 851.00] the Riberio level.

0151 [851.00 - 858.30] This has only come because I put the reports into ChatGDP and it basically was so horrified

0152 [858.30 - 859.66] it wrote a report about it.

0153 [860.00 - 866.08] and it normally summarizes so it tells you how [EXPLETIVE REMOVED] serious it is that it

0154 [866.08 - 874.48] thought that it had to write a report to try and do something and I went through

0155 [874.48 - 878.80] it and it is exactly what's in the files

0156 [882.08 - 888.32] it makes sense because these metals are heavy because they're metals which means

0157 [888.32 - 892.80] they would sink into the water table

0158 [893.08 - 896.08] wouldn't they?

0159 [900.64 - 906.72] you know when are you going to start

0160 [903.00 - 908.40] testing drinking water in my area because of what they're doing because

0161 [908.40 - 915.00] clearly if this is a risk to the population they all need testing kits to

0162 [915.00 - 917.88] be able to test their water

0163 [929.52 - 932.28] don't they

0164 [933.00 - 942.40] No, but I'm just asking you, is that reasonable?

0165 [942.40 - 947.24] Is that reasonable request that they provide sample kits to test the water?

0166 [946.00 - 950.20] kits to test the water because of the fact that what they're doing will

0167 [950.20 - 953.20] physically do this.

0168 [960.20 - 965.72] Yeah but the problem is the water company is not taking it over. The water

0169 [965.72 - 969.20] company is not taking it over at the moment. Southern Water has not been

0170 [969.20 - 975.36] offered the opportunity to take it over. It's currently with the water networks

0171 [975.36 - 990.04] who won't deal with it I WNL and I've got references if you want them of I WNL 02540649

0172 [989.00 - 996.88] and I've got contact numbers with the

0173 [997.36 - 1010.40] environment agency of 246 3541 and in respect to the non classification of

0174 [1010.40 - 1019.88] providing barrier pipes I have a reference of WC 05348056

0175 [1020.04 - 1023.88] and that's Southern Waters

0176 [1032.00 - 1035.00] Did you get that?

0177 [1035.00 - 1044.00] I said reference numbers will relate to those companies so they're not anything that I'd be able to use.

0178 [1044.00 - 1056.00] Well, they are of informative to your inspector because I'm providing them to you so that basically he knows that I've tried to contact these companies and not one of them wants to deal with it.

0179 [1056.00 - 1061.48] obviously Southern Water can't because they don't have any

0180 [1061.48 - 1066.44] handover which is fair enough but certainly WNL

0181 [1066.44 - 1072.64] and the Environment Agency does and as I said I will write to

0182 [1072.64 - 1079.64] DEFRA this afternoon and it will go out tomorrow morning

0183 [1075.00 - 1078.80] that will go out tomorrow morning which basically will state that you are

0184 [1078.80 - 1084.76] contaminating my water supply and hundreds of others in the area

0185 [1094.88 - 1100.88] okay because you shouldn't be doing they you know they shouldn't be doing that

0186 [1100.88 - 1109.88] Right, well I'll go now and I've made a note of all of that and I'll pass it on to the

0187 [1109.88 - 1110.88] inspector.

0188 [1110.88 - 1112.88] Okay, thank you and I look forward to hearing from you.

0189 [1112.88 - 1114.88] Okay, thanks, bye.

0190 [1114.88 - 1115.88] Thank you.

0191 [1115.88 - 1118.60] If there's any documents you can provide me I welcome those as well.

0192 [1118.00 - 1119.00] those as well.

0193 [1119.00 - 1127.60] Well I forwarded it on your documents from earlier, I don't have any other.

0194 [1127.60 - 1133.64] No I mean if there's any documents you can provide me, I welcome those as well.

0195 [1133.64 - 1138.64] Okay, I'm better now.

0196 [1138.64 - 1142.08] Okay, thank you Paul.

0197 [1142.08 - 1143.08] Alright, brilliant.

0198 [1143.08 - 1147.20] Thank you for your time, I appreciate it.

0199 [1147.20 - 1150.20] Thanks for watching!

Call 33 - R20230703-074802

Organisation / route	Independent Water Networks / Power On group routing
Date label	2026-08-10 (date stated in source filename)
Selected source file	2026-08-10-IWNL-R20230703-074802.timestamped.txt
Source SHA-256	ed9df623117eb69654cd26c2ed2f7d3f156b57cf35484c3534ad7cfe0acbb3bc
Source size / lines	18,915 bytes / 242 source lines
Expletive redactions	0

0001 [0.00 - 8.00] If you would like to make a payment using our 24-7 automated payment line, please press 0.

0002 [8.00 - 13.00] If you'd like to speak to our financial support team, please press 1.

0003 [13.00 - 18.00] For all other queries, please hold and your call will be handled by our next available advisor.

0004 [18.00 - 24.00] If you are registering a new account, completing this process may take up to 10 minutes.

0005 [30.00 - 42.52] Hello Gary, you're speaking to Martin Newbold.

0006 [42.52 - 44.96] I'm calling in regarding to a subject...

0007 [43.00 - 48.80] Calling in regarding to a subject urgent, delayed release, contaminates water, risk

0008 [48.80 - 55.60] and formal notice and demand to you in relation to cross contamination which you are preparing

0009 [55.60 - 60.32] to do on the site in Frederick Road.

0010 [60.32 - 63.32] Reference TQ8305011031.

0011 [63.32 - 65.32] 5011 031

0012 [68.52 - 73.50] Okay, all right, just to give me I'm not totally sure what what's all that means

0013 [74.60 - 79.40] So I'm just my manager now. I'm just a customer services agent

0014 [82.84 - 87.46] So he says cross contamination yes, there is known

0015 [86.00 - 96.96] There is known contaminations in the Ribeiro water table of very serious hydrocarbons which

0016 [96.96 - 105.52] will get into from the groundwater bearing strata into the plastic pipes for water pipes

0017 [105.52 - 108.52] and for sewage pipes.

0018 [108.52 - 116.72] I understand from Southern Water that no barrier pipes have been used on this site, which is

0019 [116.72 - 126.92] going to present an issue when there are EPH C8 C40s of 1780 mg per kilogram on the site.

0020 [126.92 - 130.92] I understand these metals which are poisonous.

0021 [129.00 - 136.60] metals which are poisonous to the human and children are not filterable.

0022 [136.60 - 148.52] Okay. You are aware that under the DIY, DWI, gov.uk private water supplies, local

0023 [148.52 - 153.84] authorities, local authorities case studies, general illegal connection that

0024 [153.84 - 158.72] actually it is illegal to cross-connect between the private supply and public

0025 [158.72 - 166.04] domain or public mains that basically is a of a origin which is suspicious and

0026 [166.04 - 169.90] contains poisonous arsenic, naphthalene,

0027 [169.90 - 175.90] Phelafelene, Petroleum, Hypercarbonates and other contaminants.

0028 [172.00 - 179.88] in hypercarbonates and other contaminants in lethal doses which are higher than the

0029 [179.88 - 183.84] public safety limits.

0030 [183.84 - 195.44] Now quite frankly this is leaching from the ground water into water pipes and into sewage

0031 [195.44 - 202.08] pipes and therefore is of a risk of cross contamination onto the main in Hastings.

0032 [202.08 - 207.46] And I understand that you are on site in the next couple of days to make those connections

0033 [207.46 - 208.46] permanent.

0034 [208.46 - 216.32] OK, so you've met to call Metropolitan the District Heating and Hot Water Service.

0035 [215.00 - 224.04] and hot water service. Sorry? Sorry, so who is this call intended for? I told you I am

0036 [224.04 - 229.88] Martin Newbold I've already been in contact with the environmental health in

0037 [229.88 - 236.64] regard to this and I've been on to IWNL and none of them are prepared to do

0038 [236.64 - 241.36] anything because of the seriousness of this nature.

0039 [241.36 - 245.76] Okay, so you've spoken to IWNL yeah?

0040 [245.76 - 246.76] Yep.

0041 [246.76 - 254.04] Okay, so now you've meant to call Metropolitan Dish of Heating and Hot Water yeah?

0042 [254.04 - 255.04] Why am I supposed to call them?

0043 [255.04 - 258.04] Well that's the number that you've called.
0044 [258.04 - 258.88] number that you called.
0045 [258.00 - 275.08] number that you called? Well I was told this was a number for Power On. Okay there's a
0046 [275.08 - 282.60] slightly different number for Power On. We are all part of the same company really as
0047 [282.60 - 286.60] BU UK which is a multi-utility infrastructure company.
0048 [286.60 - 291.60] But Metropolitan is really just our district heating and hot water.
0049 [291.60 - 302.60] So we have a centralized heat power and we provide basically hot water to homes to be used as an alternative.
0050 [301.00 - 308.00] to homes to be used as an alternative to gas. So yeah, okay, so I'll be frank, this query
0051 [310.00 - 314.00] is not for me. I'm a customer services agent. I'm not involved in a development stage whatsoever.
0052 [314.00 - 321.00] Okay, so who do I contact at the development stage? You've already sent an email to Gunnijan
0053 [321.00 - 328.00] In fact, Gunajan Jan and Gunajan B. Man Inni.
0054 [328.00 - 333.00] Okay, how would I spell that Gunajan?
0055 [333.00 - 339.00] I would spell that G-U-N-A-R-A-N-J-A-N
0056 [339.00 - 345.00] and the surname I would have B-H-E-E-M-A-N-E-N-I
0057 [345.00 - 346.00] and it also...
0058 [344.00 - 348.00] and it also went to Neil Fitzsimmons.
0059 [348.00 - 358.00] Okay. The reason I'm checking is just because it may end up me raising it to a department
0060 [358.00 - 360.00] and it just gets to the same person anyway.
0061 [360.00 - 362.00] Okay.
0062 [362.00 - 364.00] Sorry.
0063 [364.00 - 366.00] P-H-E-E-M-A-N
0064 [366.00 - 370.00] P-H-E-E-M-A-N-I
0065 [370.00 - 380.44] I'm very concerned of the potential for unlawful connections which would effectively cause
0066 [380.44 - 382.44] death to the public.
0067 [382.44 - 383.44] Okay.
0068 [383.44 - 384.44] Yeah, absolutely.
0069 [384.44 - 388.80] I can understand your concern there for sure.
0070 [387.00 - 389.00] I understand your concern there for sure.
0071 [391.00 - 397.00] Neil Fitzhimmons is someone who, yeah, he's the managing director actually.
0072 [398.00 - 402.00] He's well above where I am in this organisation.
0073 [402.00 - 408.00] In fact, I've actually not seen him so, or even spoken to him at all.
0074 [417.00 - 422.76] I mean this is a crucial public health concern because it's contaminated water.
0075 [422.76 - 430.12] Can't wait. It cannot wait because if the connection happens there could be a contamination
0076 [430.12 - 431.24] of the rest of the network.
0077 [430.00 - 432.00] of the rest of the network.
0078 [432.00 - 434.00] OK.
0079 [434.00 - 436.00] And none of these people are acting fast.
0080 [436.00 - 438.00] None of these organizations
0081 [438.00 - 440.00] are acting fast enough
0082 [440.00 - 442.00] to deal with it.
0083 [442.00 - 444.00] OK.
0084 [444.00 - 446.00] So where has the information come
0085 [446.00 - 448.00] that there is this
0086 [448.00 - 450.00] dangerous levels of contaminants?
0087 [450.00 - 452.00] OK. It's come from the Burrow-Hapow report
0088 [452.00 - 454.00] in 2006
0089 [454.00 - 456.00] and a QTS
0090 [456.00 - 458.00] report in 2017.
0091 [458.00 - 463.64] 2017 I put the information before a report in
0092 [464.60 - 469.12] Into AI hoping that it would say that it was all safe and it went ballistic
0093 [471.12 - 474.94] Right and told me that I had to have a report
0094 [473.00 - 478.12] told me that I had to have a report and I had to send this immediately because the water
0095 [478.12 - 484.12] is in the ribirino section and the only remediation has been done on the ground.
0096 [484.12 - 497.12] Okay. I'll be frank, lots of testing that's been done before.
0097 [497.12 - 501.94] Yeah, but they missed it all. They copped it all up because of the fact that they

thought

0098 [501.94 - 508.30] it was all in the soil because of a court case that happened in the European Union which

0099 [508.30 - 513.90] the lady was involved died and consequently none of this information has been dealt with

0100 [513.90 - 514.90] properly.

0101 [514.90 - 517.98] This only came out ten days ago.

0102 [516.00 - 520.88] That only came out 10 days ago in regards to the fact that it was in the Riberio layer

0103 [520.88 - 530.96] and in the QTS report there is a specific section about Riberio and I don't think the

0104 [530.96 - 536.48] local authority knows what Riberio is so it's just thought it was in the earth and not in

0105 [536.48 - 541.92] the water table and consequently has no clue what this is going to do.

0106 [541.92 - 547.12] I am in contact with the DWI water inspectorate who is also looking at this.

0107 [547.12 - 553.64] Absolutely, yeah, and that would be the best thing to do, to go straight to the inspectorate

0108 [553.64 - 561.00] there and any regulator because there we have to follow.

0109 [559.00 - 565.00] So we have to follow the regulation and guidance that is set by them.

0110 [565.00 - 566.00] Well you haven't to date so...

0111 [566.00 - 567.00] Of course, we have to take them water in spectra.

0112 [567.00 - 573.00] I'm afraid you haven't in my opinion done that to date so I'm sorry but that is the case.

0113 [573.00 - 574.00] Okay.

0114 [574.00 - 575.00] Nobody has done that to date.

0115 [575.00 - 576.00] Okay.

0116 [576.00 - 580.00] I would expect you diligence and I would expect reasonable behaviour and I haven't come across

0117 [580.00 - 582.00] that either from these water companies.

0118 [582.00 - 583.00] Okay.

0119 [583.00 - 588.00] Obviously Southern Water hasn't took it over so I can't blame them but they did tell me

0120 [588.00 - 596.48] tell me that there is no barrier pipe system in that site because they weren't contacted.

0121 [596.48 - 602.16] Which is very serious because that means it's just basic plastic pipe which these hydrocarbons

0122 [602.16 - 605.84] can pass straight through.

0123 [602.00 - 615.08] can pass straight through. I'm also aware that filtration won't take these out

0124 [615.08 - 623.44] because some of them are sulfates. Right so there's no solution. Hmm I don't know.

0125 [623.44 - 629.08] I don't know I'm not I'm not the person doing it so I couldn't tell you that.

0126 [629.08 - 645.94] I can tell you there's naphthalene which is in a solution of sulphate and naphthalene

0127 [645.94 - 647.00] is particularly nasty.

0128 [645.00 - 647.66] and naphthalene is particularly nasty

0129 [647.66 - 650.84] and some of the arsenics are as well and lead.

0130 [650.84 - 652.70] Now this is in addition to the hydrocarbons

0131 [652.70 - 655.18] which are on the site and the pyrenes

0132 [655.18 - 658.06] which are nasty as well.

0133 [658.06 - 662.58] So these are all listed as affecting the growth of children.

0134 [665.26 - 666.10] Yeah.

0135 [668.10 - 671.34] So it's already been escalated to that managing director.

0136 [671.34 - 681.90] I wouldn't have any sort of powers to escalate or, you know, sort of express the severity of this.

0137 [681.90 - 688.78] So you've already sent correspondents to, I forget the name, was it Fitzpatrick or Fitzgerald?

0138 [688.78 - 689.98] Yeah, Nail Fit.

0139 [688.00 - 695.44] Fitzgerald yeah Neil Fitzsimmons Neil Fitzsimmons yeah so it's already been escalated that high

0140 [695.44 - 703.84] so frankly there's nothing I could do to be honest with you okay it's just really let you back yeah I was

0141 [703.84 - 709.00] just really calling to touch base to explain what's going on so that you didn't think it was

0142 [709.00 - 717.28] unsolicited email no absolutely well I mean I've got no visibility on that again I'm sorry it's

0143 [717.28 - 720.88] It's just that in customer service we kind of just deal with residential queries, we're

0144 [720.88 - 723.88] not really part of the development stages of things.
0145 [723.88 - 731.08] So there's no sort of weeks that I've had on that for example because it's just sort
0146 [731.08 - 732.28] of a different kind of...
0147 [732.28 - 733.00] I mean the problem...
0148 [731.00 - 739.28] I mean the problem is this comes from the local authority not having any documentation
0149 [739.28 - 743.66] in regard to the contaminated sites in the area.
0150 [743.66 - 751.52] It did a survey in 2005 and there was 50 of them and 500 of them and it hasn't done anything
0151 [751.52 - 752.52] with them.
0152 [752.52 - 758.48] It said it was going to have a geo mapping system of it and never did it.
0153 [758.48 - 764.04] So these are coming up one by one because of the fact that there's contaminants in the
0154 [764.04 - 768.40] ground and there are some really serious contaminants in some of them.
0155 [768.40 - 774.24] And my only other option tomorrow is to write to the Department of the Deferrer and say
0156 [774.24 - 775.96] that you are connecting a...
0157 [774.00 - 776.92] and say that you are connecting a supply
0158 [776.92 - 778.52] to a poisonous network
0159 [778.52 - 781.44] and are putting the public health at risk.
0160 [781.44 - 785.02] And can they contact the hospitals and put them on alerts?
0161 [787.00 - 788.20] Yeah.
0162 [788.20 - 790.16] You're doing the right thing for sure.
0163 [791.60 - 794.70] I just, I apologize that I don't know anything about this.
0164 [796.92 - 800.36] So yeah, I mean, you're absolutely right to do that.
0165 [800.36 - 801.80] When you say the local authority,
0166 [801.80 - 806.92] one of you wait at the council for example? The council's not contactable I spent all day trying
0167 [806.92 - 814.44] to contact them today not one of them will pick up the phone. Oh right okay. Yeah. That's not ideal.
0168 [814.44 - 818.84] Yeah they know what they're doing. Yeah.
0169 [817.00 - 823.00] Yeah. I'm sorry there's not much more I can do.
0170 [823.00 - 825.00] No it's fine. So definitely...
0171 [825.00 - 828.00] I'll take the transcript of our call. I'll send it to my senior.
0172 [828.00 - 832.00] Yeah that's fine. I'm happy for you to take that and do whatever you want with it.
0173 [832.00 - 835.00] I am recording this as well. I record all my calls.
0174 [835.00 - 837.00] So I'm happy for you to do that.
0175 [837.00 - 838.00] Yeah okay.
0176 [838.00 - 843.00] You know I do that for my own protection as well because clearly this is a very serious matter
0177 [843.00 - 847.36] matter and if I am aren't following procedure I need to be pulled on it as
0178 [847.36 - 850.56] well because I'm trying my best to get this result.
0179 [850.56 - 854.56] No that's fine, you haven't done anything wrong absolutely don't worry.
0180 [854.56 - 859.56] I only mean that it's difficult for me to possibly remember all the details.
0181 [859.56 - 860.56] Yeah quiet.
0182 [860.56 - 861.56] So I only mean...
0183 [861.56 - 862.40] I only made.
0184 [860.00 - 867.04] I only mean I'll send them the track. I mean let me give you a list of these things then
0185 [867.04 - 871.08] because if you're recording it that would be the easiest way. Right so the reported
0186 [871.08 - 878.88] figures of Borough Hapa report 2006 are Pyrene 8.405 milligram per kilogram, PAH
0187 [878.88 - 886.16] hydrocarbon EZ flash 700 milligram per kilogram, lead 982 milligram per kilogram,
0188 [886.16 - 895.92] Nathaline 92.22 mg per kilogram, Benzo A Pyrene 8.98 mg per kilogram,
0189 [895.92 - 903.52] Arsenic 42.5 mg per kilogram. In the QTS report which I think is a bit more
0190 [903.52 - 906.52] helpful
0191 [903.00 - 913.00] more helpful because it talks about the ribereo layer and talks about sulfates of 654 I think
0192 [913.00 - 919.76] this is naphthalene because there isn't as much naphthalene as I'd expect from the hydrocarbons
0193 [919.76 - 926.80] and that would be at 654 milligrams per kilogram and the arsenic is 15 milligram per kilogram
0194 [926.80 - 934.84] which is not as much in the water which is suspicious. The lead is 556 milligram
0195 [934.84 - 940.92] per kilogram, the nickel is 30 milligram per kilogram, the zinc is 130 milligram

0196 [940.92 - 949.60] per kilogram, benzo-a-pyrene is 63.5 milligram per kilogram, phenethylarine
0197 [946.00 - 954.92] phenethylarine is 92.90 milligram per kilogram and the ep8 c8 to c40 is
0198 [954.92 - 963.96] 170 hundred and sorry 1718 milligram per kilogram which is huge
0199 [966.96 - 971.88] okay well it's a lot of been a zero name for this report is it public you know
0200 [971.88 - 972.72] Is there a way that I can...
0201 [972.72 - 974.44] Yeah, it's published.
0202 [974.44 - 978.28] It's published as a QTS 17.
0203 [978.28 - 981.00] I have got all of the documents if you want them.
0204 [981.00 - 982.32] I have emailed you.
0205 [982.32 - 984.80] Please just tell them to ask me for them.
0206 [984.80 - 986.04] I'll provide them to you.
0207 [986.04 - 987.64] It's not a problem, it's not a secret.
0208 [988.92 - 991.28] Well, if you, and by what method have you...
0209 [989.00 - 998.36] you and what by what method have you emailed us? I've emailed you to I've emailed
you via
0210 [1000.12 - 1011.32] gonarion at poweron.co.uk okay and neil fits simmons at power one minus uk.co.uk
0211 [1011.32 - 1021.72] and Gunarajan, BHEE, MANEI at poweronconnections.uk and I've also emailed
0212 [1021.72 - 1028.64] Trance3issue at justice.gov.uk because obviously it's getting serious
0213 [1028.64 - 1031.64] yeah okay
0214 [1032.00 - 1037.60] Yeah, I mean it sounds like if you've already got an intern or email addresses
him there's not much I can do
0215 [1037.60 - 1039.60] because I would only really just forward stuff on you know.
0216 [1039.60 - 1040.10] Yeah
0217 [1040.10 - 1041.10] But I still will
0218 [1041.10 - 1043.60] No, please forward the call. I'm happy for you to do that
0219 [1044.80 - 1048.20] Because it does contain information which they will have for me
0220 [1048.20 - 1054.80] And I said I didn't want to cold breach you with an email without making some
dialogue with you in the first place as well
0221 [1056.90 - 1058.90] Yeah, no absolutely fine
0222 [1058.90 - 1059.70] Alright
0223 [1059.70 - 1060.20] Okay
0224 [1060.20 - 1061.20] Yeah, sorry I can't
0225 [1061.20 - 1067.20] No, it's fine. I am Sam. I've contacted you because it's the only number that
they've got listed, so...
0226 [1068.70 - 1070.70] Okay, yes, understandable.
0227 [1070.70 - 1071.70] Okay.
0228 [1071.70 - 1075.70] Alright, brilliant. Yeah, well, I'll forward it on. Thanks for letting us know
and...
0229 [1075.70 - 1076.70] No, you're welcome.
0230 [1075.00 - 1079.68] No, you're welcome. I hope it helps and I hope it keeps you out trouble.
0231 [1079.68 - 1083.76] Yeah. Cheers.
0232 [1083.76 - 1086.96] Do you think there's a cause or anything else I can help with? No, not at the
moment.
0233 [1086.96 - 1091.24] Obviously if it goes ahead connecting I'm gonna want water testing for over a
0234 [1091.24 - 1092.12] hundred houses.
0235 [1092.12 - 1095.64] Of course, yeah, absolutely.
0236 [1095.64 - 1099.36] Right, yeah, well I'll forward it on.
0237 [1099.36 - 1102.44] And then I'll pop your mobile number in there as well.
0238 [1102.44 - 1104.44] Yeah, no, that's fine. Okay.
0239 [1105.44 - 1106.44] Yeah, that's a pretty...
0240 [1106.44 - 1107.44] Okay, have a good evening, alright?
0241 [1107.44 - 1108.44] Thank you.
0242 [1108.44 - 1109.44] Bye bye.

Call 34 - R20230703-200115

Organisation / route	Water-infrastructure contact - recipient not conclusively identified
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-200115.timestamped.txt
Source SHA-256	6aa1b2030c1db019b98ecaaa1f47abc538454b74e35dd0644aec150c67068b86
Source size / lines	9,809 bytes / 163 source lines
Expletive redactions	0

0001 [0.00 - 2.00] and training purposes.

0002 [2.00 - 16.00] Thank you for calling.

0003 [16.00 - 20.00] We appreciate your time and patience and will be with you as soon as possible.

0004 [30.00 - 43.32] Thank you for holding.

0005 [43.32 - 44.96] Please continue to hold and we'll...

0006 [43.00 - 46.40] Please continue to hold and we'll try not to keep you waiting long

0007 [46.40 - 71.82] Hello Natalie, I understand that you are going to connect water to the

0008 [71.82 - 80.30] Hello Natalie, I understand that you are going to connect water in Hastings, which is your

0009 [80.30 - 81.30] reference...

0010 [81.30 - 86.90] Let me just find it...

0011 [86.90 - 87.90] Your reference...

0012 [87.90 - 89.96] you

0013 [86.00 - 93.00] Your reference is N0024590-1

0014 [98.00 - 101.00] OK, sorry, are you a member of the public?

0015 [101.00 - 105.00] Yes I am, I'm ringing in regarding the contamination on this site

0016 [105.00 - 109.00] which you're going to connect to services in the rest of Hastings

0017 [109.00 - 116.00] So is it like a public health safety hazard?

0018 [117.00 - 120.00] It's a public health risk, yes.

0019 [125.00 - 127.00] Sorry, what's your name please?

0020 [127.00 - 129.00] Martin Newbold.

0021 [129.00 - 133.76] Martin with an I?

0022 [133.76 - 134.76] Yep.

0023 [134.76 - 138.80] And what's your saying, sorry?

0024 [138.80 - 144.28] I am telling you that there are contaminants in the land on Frederick Road which you are

0025 [144.28 - 151.80] about to connect water services to, which according to the drinking inspectorate is

0026 [151.80 - 161.64] in the pipe works for water and sewage on this site which are hydrocarbons which are of massive

0027 [165.00 - 173.48] number which will effectively pollute the water systems as it's doing on the site.

0028 [172.00 - 178.48] doing on the site properly because there is no barrier pipes on that site which

0029 [178.48 - 186.60] would potentially stop the contamination passing into the plastic pipes.

0030 [191.60 - 199.84] Well I have already reported it I've reported it to the water company IAWN

0031 [199.84 - 208.00] on 02540649 I have reported it to the environment agency as it's their water

0032 [208.00 - 218.76] on 2463541 and none of them will do anything because IAWN is

0033 [215.00 - 222.64] IAWN is in Manchester and won't send someone down and the other teams

0034 [222.64 - 228.84] including Southern Water say that they won't take ownership of the site because

0035 [228.84 - 242.96] they're not in a place to do that yet and they're stating that you well I've

0036 [242.96 - 248.90] tried to but what I don't understand is I've emailed your team on an email

0037 [248.90 - 252.62] address that I was given and none of those email address are working they're

0038 [252.62 - 258.26] coming back 500 even the inspector that email address Neil Fitzsimmons which

0039 [258.26 - 261.82] I've been given doesn't work

0040 [258.00 - 262.00] which I've been given doesn't work

0041 [266.00 - 270.12] yes I realize that but why are your Neil

0042 [270.12 - 272.88] Fitzsimmons email addresses bouncing

0043 [272.88 - 275.04] back with a 500 are you a criminal

0044 [275.04 - 282.52] entity I just don't understand why you

0045 [282.52 - 284.92] would have email addresses and they

0046 [284.92 - 296.44] wouldn't be accessible. I'm getting, I'm getting, my email account is getting 500

0047 [296.44 - 304.44] errors from emailing your employees and your managing directors, is that normal?

0048 [301.00 - 316.00] directors is that normal? I wouldn't be certain I'm just on the out of hours line so I'm not sure where the service and email address is. So did you want to need some details so I

can get this reported?

0049 [316.00 - 318.00] Well yeah what do I need to do then?

0050 [318.00 - 322.00] So what do you call the number for me?

0051 [322.00 - 324.00] Yeah the number I'm calling on

0052 [324.00 - 328.00] Could you confirm that please?

0053 [328.00 - 331.00] You've already got it I've given you the number on what I'm calling on

0054 [331.00 - 333.00] It's not blocked

0055 [333.00 - 335.00] The mobile?

0056 [335.00 - 337.00] Yes

0057 [337.00 - 341.00] So it's 07542

0058 [341.00 - 342.00] That's correct

0059 [342.00 - 344.00] 0641 47

0060 [344.00 - 346.00] And what's the...

0061 [344.00 - 347.60] And what's the postcode for the site do you know?

0062 [347.60 - 351.00] TN 35 5 AB

0063 [351.00 - 354.20] You've got a road closure notice on it at the moment

0064 [354.20 - 356.20] That's what the reference I gave you

0065 [356.20 - 356.70] Sorry

0066 [356.70 - 358.70] I said you've got...

0067 [358.70 - 360.70] Is that Charlie Mike 35?

0068 [360.70 - 366.00] TN 35 5 AB

0069 [366.00 - 370.20] Is that C for Charlie and M for Mike?

0070 [370.20 - 378.52] That's T Tango November 35 5 alpha Bravo

0071 [386.52 - 390.52] No because it's a building site

0072 [387.00 - 388.96] No, because it's a building site.

0073 [388.96 - 392.16] 100 houses that you're going to connect to the main,

0074 [392.16 - 394.20] which are potentially all polluted

0075 [394.20 - 396.20] according to the drinking inspectorate.

0076 [400.44 - 405.04] Okay, so the site is contaminated.

0077 [405.04 - 405.88] That's correct.

0078 [409.96 - 414.16] And there's works in place to connect the water.

0079 [414.16 - 417.60] Yep, there is contamination in the water table.

0080 [418.72 - 423.20] The council has assumed this was in the ground.

0081 [423.20 - 424.20] It's not in the ground.

0082 [424.20 - 428.52] It's been remediating only the ground and earth.

0083 [428.52 - 431.68] This is in the water table or ribereo level.

0084 [430.00 - 436.56] or ribereo level and it's the same level that your pipe works on the site are sitting in.

0085 [439.36 - 447.60] Now according to the in-spect the dinking water inspectorate this contaminants can leach into

0086 [448.64 - 454.88] plastic pipes which don't have a barrier so you're potentially connecting contaminated

0087 [454.88 - 461.88] water to the water supply and to the water sewage supply.

0088 [473.00 - 478.56] Well, as I said, it's already been reported. If you actually provide me working emails,

0089 [478.56 - 480.56] I'll provide you with the reports.

0090 [480.56 - 484.56] OK, I believe that...

0091 [484.56 - 488.56] The problem is, none of your email addresses work.

0092 [488.56 - 497.56] So, the duty staff, when they give you a call back, they'll be able to confirm the emails

0093 [497.56 - 498.56] for you?

0094 [498.56 - 504.56] So why can't this be provided on the ones that you have in the public domain?

0095 [504.56 - 510.56] I don't have the emails at hand, I'm just be able to allow a survey.

0096 [510.56 - 517.56] I've got emails for three people, one of them is Neil Fitzsimmons.

0097 [516.00 - 523.60] them is Neil Fitzsimmons which is at your own company is he that is he

0098 [523.60 - 532.88] available is he on is he actually working in your site right but he works

0099 [532.88 - 541.64] your company does he what about Gunnerjan

0100 [541.64 - 545.08] They're not in until 9 o'clock.

0101 [545.08 - 548.88] Right and they are all part of your employee network?

0102 [548.88 - 551.96] Yes.

0103 [551.96 - 554.80] Why are there emails returning 500?

0104 [554.80 - 559.80] I wouldn't be certain unfortunately.

0105 [559.80 - 566.80] Well I am quite certain.

0106 [559.00 - 563.00] Well I am quite certain because that's what happened yesterday.

0107 [566.00 - 568.00] I can get this reported and you'll be fine.
0108 [568.00 - 573.00] Well I think you do need to get this reported madam, because this doesn't look good, does it?
0109 [575.00 - 578.00] Yeah, like I said I'm getting this reported now and I'll be fine.
0110 [578.00 - 586.00] And as I've been told this is dangerous to children, I would think you would not even be contemplating connecting this to the mains.
0111 [589.00 - 592.00] I'll take this pass to even know for you, thank you.
0112 [592.00 - 593.00] Thank you.
0113 [593.00 - 595.00] I look forward to hearing from you.
0114 [595.00 - 596.00] Bye.
0115 [596.00 - 597.00] Bye.
0116 [675.00 - 676.00] What?
0117 [676.00 - 677.00] What?
0118 [677.00 - 678.00] What?
0119 [678.00 - 679.00] What?
0120 [679.00 - 680.00] What?
0121 [680.00 - 681.00] What?
0122 [681.00 - 682.00] What?
0123 [682.00 - 683.00] What?
0124 [683.00 - 684.00] What?
0125 [684.00 - 685.00] What?
0126 [685.00 - 686.00] What?
0127 [686.00 - 687.00] What?
0128 [687.00 - 688.00] What?
0129 [688.00 - 689.00] What?
0130 [689.00 - 690.00] What?
0131 [690.00 - 691.00] What?
0132 [691.00 - 692.00] What?
0133 [692.00 - 693.00] What?
0134 [693.00 - 694.00] What?
0135 [694.00 - 695.00] What?
0136 [695.00 - 696.00] What?
0137 [696.00 - 697.00] What?
0138 [697.00 - 698.00] What?
0139 [698.00 - 699.00] What?
0140 [699.00 - 700.00] What?
0141 [700.00 - 701.00] What?
0142 [701.00 - 702.00] What?
0143 [702.00 - 703.00] What?
0144 [703.00 - 704.00] What?
0145 [688.00 - 695.00] I'm not sure what happened.
0146 [695.00 - 698.00] I thought it was going up.
0147 [698.00 - 701.00] It's going up.
0148 [701.00 - 703.00] It's going up.
0149 [703.00 - 705.00] What?
0150 [705.00 - 707.00] It's going up.
0151 [707.00 - 709.00] What?
0152 [709.00 - 711.00] It's going up.
0153 [711.00 - 713.00] It's going up.
0154 [713.00 - 720.00] Well I haven't done any other stuff.
0155 [774.00 - 789.84] So they have got my emails and they've been pretending they haven't.
0156 [1019.00 - 1034.00] Thanks for watching!
0157 [1062.00 - 1077.00] Thanks for watching!
0158 [1105.00 - 1120.00] Thanks for watching!
0159 [1191.00 - 1206.00] Thanks for watching!
0160 [1277.00 - 1292.00] Thanks for watching!
0161 [1320.00 - 1335.00] Thanks for watching!
0162 [1363.00 - 1378.00] Thanks for watching!
0163 [1376.00 - 1383.00] Thanks for watching!

Call 35 - R20230703-202427

Organisation / route	No substantive transcript text supplied
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-202427.timestamped.txt
Source SHA-256	e3b0c44298fc1c149afb4c8996fb92427ae41e4649b934ca495991b7852b855
Source size / lines	0 bytes / 0 source lines
Expletive redactions	0

[NO SUBSTANTIVE TRANSCRIPT TEXT AVAILABLE IN SELECTED SOURCE FILE]

Call 36 - R20230703-202445

Organisation / route	Minimal transcript / no substantive call content
Date label	2026-08-10 (indicative date derived from supplied +1134-day recorder correction; not independently verified)
Selected source file	R20230703-202445.timestamped.txt
Source SHA-256	b4401ef2e0efc92d783d02b6284c78adba33829e78aa522c018f5bd6586a4f37
Source size / lines	42 bytes / 1 source lines
Expletive redactions	0

0001 [0.00 - 15.50] Thanks for watching!

Call 37 - R20230704-001435

Organisation / route	Power On / IWNL infrastructure contact
Date label	2026-08-11 (date stated in source filename)
Selected source file	2026-08-11-POWERON-IWNL-R20230704-001435.timestamped.txt
Source SHA-256	4bac1f9a41b40f0bf204c6d4cf98f438704a893120586d964046b2d513e4411e
Source size / lines	21,940 bytes / 255 source lines
Expletive redactions	11

0001 [0.00 - 7.00] Hello mate?

0002 [7.00 - 10.00] Yeah, it should be sitting in your email, ok mate?

0003 [10.00 - 12.00] Oh ok, brilliant, thank you for that.

0004 [12.00 - 20.00] I've caught you up with a table of all the communications as well, there's about 36 of them, so there's a summary in there as well of all of them.

0005 [20.00 - 21.00] Alright?

0006 [21.00 - 23.00] I've just started reading then.

0007 [23.00 - 27.00] Yeah, well I've tried to keep it as brief as I can, but...

0008 [27.00 - 33.10] I think you'll get the message that there's a table of basic calls and then there's

0009 [33.10 - 38.46] an attachment if you really want to go into it but the main stuff is the

0010 [38.46 - 44.58] hydrocarbons that are way over the the ashdown report that I've given you is

0011 [44.58 - 46.86] seventy

0012 [43.00 - 51.00] given you is 71 pages but the gist of it is that the ground is a low concern

0013 [51.00 - 57.76] because it's all migrated into the water table so where they've been remediating

0014 [57.76 - 64.32] it it's just not it's just no sense at all you know it's just moving oil about

0015 [64.32 - 69.56] for the [EXPLETIVE REMOVED] of it I we did wonder whether they were training digger

0016 [69.56 - 75.60] drivers on it because it didn't make any sense

0017 [86.00 - 97.00] Well I think that I think what's happened is the tanks were dripping into the soil and because it's a heavy element it goes down to the water table.

0018 [97.00 - 109.00] Then there was a guy who was the, I can't think what his name was, he was the head of the council at East Sussex.

0019 [109.00 - 115.00] he came along and put a road into nowhere and moved all the soil everywhere and contaminated everything

0020 [115.00 - 120.00] because nobody knew where the [EXPLETIVE REMOVED] anything was anymore

0021 [120.00 - 127.00] and we all thought that at the time I think the lady that took it to court thought it was in the

0022 [127.00 - 131.00] was in the soil because that's what all the information she had

0023 [129.00 - 135.88] because that's what all the information she had. The later 2017 report which everybody had not

0024 [136.84 - 145.72] found, including myself which I feel really bad about, had a obviously was holding this

0025 [145.72 - 153.32] ribereo level information which nobody saw. They all just saw the low levels. So consequently nobody

0026 [153.32 - 158.68] was aware of what was really going on in the ground because they thought it was low level

0027 [159.32 - 165.96] okay and even even the court case didn't physically deal with it because it thought it was in the

0028 [165.96 - 173.88] ground level it was in the ground as well and they all and there was big arguments about moving sort

0029 [172.00 - 176.08] There was big arguments about moving soil everywhere left right and centre and of course

0030 [176.08 - 179.48] it ain't going to do nothing.

0031 [179.48 - 185.04] And the real problem which I keep getting the question about, well we've got dry weather

0032 [185.04 - 188.88] at the moment and they're saying well where is the water table?

0033 [188.88 - 191.82] I said well they're sulphates aren't they?

0034 [191.82 - 198.64] So they just disappear into the soil and then when the water comes back they do it again.

0035 [198.64 - 206.08] you can have a false reading because of the fact that these chemicals just adapt, they

0036 [206.08 - 213.14] migrate, they move. It's really serious because I don't know how to solve it, I'm telling

0037 [213.14 - 217.04] you honestly here. I'm not sure that the pi...

0038 [215.00 - 219.38] sure that I'm not sure the pipe work is

0039 [219.38 - 223.94] capable for I've never seen it I've only heard about it from from Southern Water
0040 [223.94 - 229.74] but I personally from what I've read on the drinking water association and I
0041 [229.74 - 233.34] think the planning inspectorate is looking at this as well because I did
0042 [233.34 - 238.50] get a call last week from them about the fact that the planning the drinking
0043 [238.50 - 246.02] water inspectorate is concerned as well because obviously what the problem is is
0044 [246.02 - 252.22] these [EXPLETIVE REMOVED] pipes nobody knows I mean I don't know what's up at the
other site
0045 [252.22 - 257.66] on the other hospital site just up the road there was the main hospital yeah
0046 [257.66 - 262.02] and there was a guy called Aubrey
0047 [258.00 - 265.82] and there was a guy called Aubrey Ingleton who always claimed that his house was
on contaminated land and
0048 [266.30 - 271.52] He said that the when you come into the site, there's a diagonal road that goes
off to a
0049 [272.24 - 274.24] children's
0050 [274.64 - 276.64] Playground area
0051 [277.08 - 284.26] And all of those houses are empty because the we believe that the children's
playground area is where the
0052 [285.40 - 287.40] furnace was
0053 [288.00 - 290.80] So it's underneath the children's playground which is [EXPLETIVE REMOVED]
wonderful.
0054 [294.48 - 297.12] You know you have to wonder what on earth these people were thinking.
0055 [298.32 - 301.36] Yeah no definitely definitely definitely.
0056 [301.36 - 302.88] But there is a lot of input.
0057 [301.00 - 303.00] But there is a lot of input.
0058 [303.00 - 304.00] I'm not reading it.
0059 [304.00 - 305.00] Yeah, I'm not reading it.
0060 [305.00 - 306.00] I'm not reading it.
0061 [306.00 - 314.76] Yeah, I mean your main report is the 71 page one, which is the groundwater, Iberia
one.
0062 [314.76 - 324.28] The six addendum, GEO, really states that this is seriously endangerment for
children.
0063 [324.28 - 331.06] the Frederick Rowe report which I've given you which basically what I did is I put
all
0064 [331.06 - 336.14] of this information into AI because I didn't understand some of it and quite
frankly some
0065 [336.14 - 342.82] of it gets really complicated and that is the conversation trail of what happened
from
0066 [342.82 - 346.02] it and you can see yourself that the AI was alarmed or what was going on.
0067 [344.00 - 348.72] the AI was alarmed what was going on because it produced a report at the end
0068 [348.72 - 352.04] of it which was pretty [EXPLETIVE REMOVED] serious and I went away and checked it
and
0069 [352.04 - 356.12] thought Christ it's actually saying what's there and looked at the report
0070 [356.12 - 361.08] and thought oh Christ it has got a riberear layer in it and it is
0071 [361.08 - 367.96] actually correct so that was ten days ago
0072 [374.00 - 379.68] of a little root group and then I'll communicate. I mean what is this what is this
pipe work is it
0073 [379.68 - 388.88] just another bonded pipe around it or? It's a layer of yeah so basically it's a
layer of
0074 [387.00 - 391.50] So basically it's a layer of barrier pipe. I don't know how to describe the actual
material.
0075 [391.50 - 396.50] It's a big, it's like plastic but it's quite brittle.
0076 [396.50 - 400.50] And what you do, you basically to join it up, you would take the top layer off,
0077 [400.50 - 408.00] you would join your, you join it together and then you would silver foil it to
protect the joint itself.
0078 [408.00 - 414.50] Obviously, the rest of the pipe that's looking like then is obviously got a
protection.
0079 [414.50 - 423.94] The fusion world itself will pass a 10 bar test,
0080 [423.94 - 427.62] a 10 bar pump in prudable burn of the main.
0081 [427.62 - 431.94] That's what they test it at, which is obviously really hard.
0082 [430.00 - 434.40] obviously you know that's really high and much higher than what the full pressure
could ever be
0083 [434.40 - 443.68] yeah and yeah then we'll sample it and we'll check for all contaminants and then
once that
0084 [443.68 - 449.12] comes back from the laboratory we'll get an okay from I don't mean to say you're
okay too
0085 [449.12 - 455.44] yeah well as I said the laboratory tests have already been done I've provided them

to you

0086 [455.44 - 460.44] No, but the laboratory test from our test.

0087 [460.44 - 467.44] Yeah, but my problem is sir, is that this, I presume this same stuff had been used at the other site.

0088 [470.44 - 472.44] Yes, yeah, yeah, yeah.

0089 [472.44 - 474.44] So if that's the case it didn't work because there's no...

0090 [473.00 - 476.00] So if that's the case it didn't work because there's nobody living in them.

0091 [479.00 - 481.00] That's not the reason why I...

0092 [481.00 - 483.00] That's not the reason why I...

0093 [483.00 - 486.00] What is the reason why there's nobody living there then sir?

0094 [486.00 - 490.00] There's nobody...they haven't been able to sell the houses.

0095 [490.00 - 492.00] No they all died mate.

0096 [493.00 - 495.00] Are we all about a frigid boat still?

0097 [495.00 - 501.00] No we're talking about the site that's on the other hospital site that there are 20 houses which are vacant

0098 [501.00 - 503.00] Because they all died in them.

0099 [503.00 - 505.00] Oh yeah, I don't know about that.

0100 [505.00 - 507.00] I don't know about that.

0101 [507.00 - 511.00] So if that is the case, then that would be a Southern Water Network.

0102 [511.00 - 513.00] That wouldn't be an IWL.

0103 [513.00 - 518.00] We're only connecting the houses on Bridget Road from an IWL.

0104 [516.00 - 527.00] from summer water, we're taking our sorts of water from them. If they've got contaminant in their water, that means the whole of Hastings will be contaminated.

0105 [527.00 - 541.00] No, what I'm worried about is your pipe work that you connect into is going to have contaminants in it and it's going to put contaminants into the water supply and put contaminants into the sewerage supply.

0106 [541.00 - 547.72] We have already tested the contaminants when we've done our connection onto the Southern

0107 [547.72 - 548.72] Water Main.

0108 [548.72 - 550.72] Has it already been sent to the laboratory in the car?

0109 [550.72 - 552.52] Yeah, no, you're looking at the wrong thing.

0110 [552.52 - 559.40] You're looking at Southern Water's thing, which is not, in my opinion, contaminated.

0111 [559.40 - 561.00] What I'm talking about is the contamination.

0112 [559.00 - 562.32] what I'm talking about is the contamination that's on that land

0113 [562.32 - 566.20] if you're connecting to it you're going to introduce

0114 [566.20 - 573.20] contaminants to it aren't you?

0115 [575.12 - 578.08] what I'm concerned about is that there's two

0116 [578.08 - 581.36] two contaminant cross routes here one is

0117 [581.36 - 585.12] what the drinking water inspectorate states

0118 [585.12 - 593.60] which is that these pipes are able to take on board hydrocarbons in sulphate forms or in others

0119 [593.60 - 600.40] it migrates through the pipes and this is also where the pipes are going to be sitting in

0120 [600.40 - 613.60] trunk trenches in the water table

0121 [602.00 - 608.12] the water table now this is not the ideal place for them because basically

0122 [608.12 - 614.80] this means that this is where all the contaminants are in some ways they'd be

0123 [614.80 - 622.80] better to be laid on the ground if that's possible because that would then

0124 [622.80 - 630.62] they would then not carry contamination but when you're putting them

0125 [630.62 - 639.98] into this contaminated medium when this when we get water back into our society

0126 [639.98 - 645.98] ie we get rain again these all of these sulfates are going to come out again

0127 [645.00 - 648.00] on the stairs, on the stairs

0128 [648.00 - 651.00] which is not good because

0129 [651.00 - 655.00] you know if the salt, if something happens

0130 [655.00 - 658.00] we're going to be back where we've got a hundred houses there

0131 [658.00 - 661.00] and the same as the twenty houses up the road

0132 [661.00 - 664.00] which are all barren because nobody wants to live in them

0133 [664.00 - 667.00] because the people died

0134 [667.00 - 671.00] you know this is fundamentally flawed the whole thing

0135 [671.00 - 674.00] if you can't filter this [EXPLETIVE REMOVED] stuff out

0136 [674.00 - 679.52] you can't get rid of it they said they couldn't even have gardens do you

0137 [679.52 - 683.34] understand that what that means they couldn't have gardens for the kids to

0138 [683.34 - 688.00] play in because basically the contaminants will kill the children and

0139 [688.00 - 691.88] they certainly couldn't grow things in the garden

0140 [688.00 - 691.00] and they certainly couldn't grow things in the gardens.
0141 [691.00 - 692.00] Wow.
0142 [692.00 - 693.00] Yeah.
0143 [693.00 - 698.00] It's a nonsense and you could buy one of these for £450,000, mate.
0144 [698.00 - 701.00] Would you like one?
0145 [701.00 - 708.00] I told them I wouldn't have all of them for free.
0146 [708.00 - 709.00] Seriously.
0147 [709.00 - 710.00] Seriously!
0148 [710.00 - 720.44] You know, I don't see how any of it's going to work because this same, you know, if Southern
0149 [720.44 - 727.12] Water have told me that these pipes are not definite, they're only a probable answer to
0150 [727.12 - 734.20] it and it's the best we got, if there is any residual in this that comes into these pipes,
0151 [731.00 - 735.96] in this that comes into these pipes these people are going to have have had it
0152 [739.56 - 745.80] and you're and the council's opened itself up for libel suits because of the fact that this is
0153 [745.80 - 753.48] publicly known you know this report i've given you is on this um 2017 report is on a planning
0154 [753.48 - 763.52] application so I don't honestly don't think they knew what Riberio was because
0155 [763.52 - 769.52] of it they all sat there and went oh yes it's a low rate on the ground so it
0156 [769.52 - 774.96] ain't no problem we can allow it and of course they didn't read further in this
0157 [774.96 - 777.92] 2007
0158 [774.00 - 777.20] in this 2007 QTS which had a
0159 [777.20 - 781.12] a chemical, a lab
0160 [781.12 - 784.64] look at the results and the hydrocarbons are
0161 [784.64 - 790.56] absolutely massive. And the ones I pointed out to you there are more
0162 [790.56 - 793.32] of the same thing you know there's 1.9
0163 [793.32 - 796.88] you know there's two
0164 [796.88 - 801.56] grams of chemicals in a kilogram that's massive
0165 [801.56 - 806.52] and that's what they picked up
0166 [806.52 - 809.88] in 2017
0167 [809.88 - 815.84] and what I don't know is what they did with the digger
0168 [815.84 - 818.84] testing
0169 [817.00 - 823.60] testing because all those JCBs that they run around there have all got
0170 [823.60 - 830.80] detectors on the buckets so they should have returned high levels of
0171 [830.80 - 838.40] contaminants as well so I don't know why they're hiding that as well it's not
0172 [838.40 - 844.52] good none of it I tell you you know I'm just getting I'm just getting the
0173 [844.52 - 852.56] feeling that I'm being lied to by people because the money is 450 times 100, it's a lot of
0174 [852.56 - 859.80] money and they just think they can lie about it and people will follow but unfortunately
0175 [859.80 - 862.04] these people will be liable.
0176 [860.00 - 868.24] these people will be liable if you cross contaminate a main you are for it you
0177 [868.24 - 872.72] know you can't you really can't do that and I know it already happens because up
0178 [872.72 - 878.56] at speck of wood there was a problem with the sewerage pipes and this went
0179 [878.56 - 883.56] all the way down to Alexandra Park and polluted all the riverways around
0180 [883.56 - 890.48] Alexandra Park you know and the filtration can't take it out so where's
0181 [890.48 - 902.64] this gonna end up all in the sea in it which is not [EXPLETIVE REMOVED] good have a look what
0182 [902.64 - 906.68] I've given you there's a whole whole row
0183 [903.00 - 911.40] you there's a whole raft of information there information which I think is useful when these
0184 [911.40 - 917.30] people tell you that they know what's going on I've had your see 36 calls I've had with
0185 [917.30 - 925.84] them summarized and what they didn't do nothing so for WNL to say that they've done this and
0186 [925.84 - 930.34] that I don't think they've done anything they certainly haven't informed me on multiple
0187 [930.34 - 937.06] occasions what their plan was because I would have thought that they would have
0188 [937.06 - 945.58] had some plan but they don't you know when when WNL tell me that you know oh
0189 [945.58 - 949.82] well it's no good then there's nothing we can use that will
0190 [946.00 - 950.72] good then there's nothing we can use that will solve the problem
0191 [953.52 - 958.96] well what are you doing do you know what I mean
0192 [959.84 - 964.00] I'm not aware of any of this though this is the trouble so this is why I need to

look into it

0193 [964.00 - 969.52] I'm not aware of any you know if they you know there's literally you know if there was any issue

0194 [969.52 - 974.00] with that um with the water itself we're talking about it's like the ground around it we're not

0195 [974.00 - 982.16] I would not be able to step onto that but I've been given permission to, I've been given results.

0196 [982.16 - 985.36] Yeah I know, I know. Which is, don't you think that's appalling?

0197 [985.36 - 990.88] I will dig it out, I will dig out the results and send it over to you so you can have a look.

0198 [989.00 - 992.36] and send the overdue so you can have a look at all the issues you've got.

0199 [992.36 - 992.86] Sure.

0200 [992.86 - 995.86] Understanding of what we've tested for.

0201 [995.86 - 999.56] Erm, but yeah, I'll have to get back to the sale.

0202 [999.56 - 1003.16] I mean it [EXPLETIVE REMOVED] terrifies me, to be quite sure mate, it terrifies me.

0203 [1003.16 - 1006.46] Because this is going to cause hospital problems.

0204 [1006.46 - 1009.76] And really, if you're going to connect it, you need to put the hospital on notice.

0205 [1009.76 - 1012.66] And send sample kits out to every [EXPLETIVE REMOVED] house,

0206 [1012.66 - 1014.66] to check that they're not getting these contaminants.

0207 [1014.66 - 1019.66] Yeah, it won't come to that, if you remember.

0208 [1019.66 - 1025.66] Well, I hope it won't come to that, it is well, but you know, the evidence is that it's there.

0209 [1025.66 - 1030.66] So, you can't deny the evidence is not in the reports, because it is.

0210 [1030.66 - 1033.66] Yeah.

0211 [1032.00 - 1039.00] I'll catch up with you this afternoon.

0212 [1042.52 - 1046.64] Okay, alright. Let me know what they've got because

0213 [1046.64 - 1050.20] it would be interesting to see what they're saying because to be honest I

0214 [1050.20 - 1051.88] know that they've told me

0215 [1051.88 - 1055.88] that the issues with the

0216 [1055.88 - 1060.12] with what they were being told

0217 [1060.12 - 1066.24] was that there was no way out of it and it wouldn't, if you can't filter it out there's

0218 [1066.24 - 1073.24] no answer. So why they're giving permission for it on the basis of the ground reports

0219 [1073.24 - 1077.00] and not the Iberia reports which they don't seem to have.

0220 [1075.00 - 1078.36] which they don't seem to have, I don't know.

0221 [1080.92 - 1084.44] You know, as I said, AI got this straight off

0222 [1084.44 - 1087.70] of this QTS report, no problem at all.

0223 [1087.70 - 1089.12] So why didn't they?

0224 [1091.36 - 1094.26] You know, there's got to be a reason why they're assuming

0225 [1094.26 - 1097.80] this is correct, and my feeling is that they're looking

0226 [1097.80 - 1102.80] at the ground report, which is stating that it's low,

0227 [1102.80 - 1105.80] which is not the same thing as what's in under the ground

0228 [1105.80 - 1108.80] yeah

0229 [1108.80 - 1111.80] okay, well I'll catch you later

0230 [1111.80 - 1114.80] I hope it helps, that's my feeling about it

0231 [1114.80 - 1117.80] there's got to be a reason for it

0232 [1117.80 - 1120.80] my gut feeling is that the ground

0233 [1118.00 - 1125.12] My gut feeling is that the ground is, in the reports, is issued as low risk, yeah.

0234 [1126.12 - 1130.40] But the ribirian level is very high.

0235 [1131.40 - 1131.90] Yeah.

0236 [1132.76 - 1139.72] And that is what the problem is, because it's not the soil, it's what's underneath the soil.

0237 [1140.48 - 1141.76] Where you're putting your pipes.

0238 [1143.24 - 1143.74] Yeah, yeah.

0239 [1143.74 - 1152.28] And my concern is how I think we need to go back to the water directive, the inspector

0240 [1152.28 - 1160.56] and ask him whether these pipes are suitable for this level concentrations of chemicals.

0241 [1160.56 - 1162.98] And if he gives it the go ahead then I agree.

0242 [1161.00 - 1169.34] it the go ahead then I agree all right but it's a big risk and I don't think

0243 [1169.34 - 1174.92] you should be underwriting it with insurance either you should be [EXPLETIVE

REMOVED] sure

0244 [1174.92 - 1179.48] that it's gonna work before you put an insurance risk on it and say you're
0245 [1179.48 - 1184.80] gonna start an insurance risk in case someone sued you because that's not good
0246 [1184.80 - 1192.88] business. No of course not. It's better to find a better solution and the
inspectorate for the water
0247 [1193.52 - 1199.60] is aware of it and I have been communicating with them so hopefully they will
have the same
0248 [1199.60 - 1205.92] thing you have but my feeling is you need to go to the drinking water
inspectorate tell him
0249 [1204.00 - 1208.64] water inspectorate tell him what you're going to propose and see what they say
see if that
0250 [1208.64 - 1217.46] was is sufficient to stop the leaching of water because if you can get that then
then
0251 [1217.46 - 1230.34] you've got you're okay even though it's [EXPLETIVE REMOVED] toxic gram hope that
helps yeah have a read
0252 [1230.34 - 1234.90] of what I've sent you there's quite a lot of information there the 71 pages
0253 [1234.90 - 1240.70] I've tried to summarize it for you to help you to understand what the labs
0254 [1240.70 - 1250.18] returned that is so devastating all right thank you bye
0255 [1247.00 - 1249.00] Thank you. Thank you. Bye.

Call 38 - R20230705-061556

Organisation / route	Southern Water
Date label	2026-06-24 (date stated in source filename)
Selected source file	2026-06-24-Southern-Water-Why-not-condemned-R20230705-061556.timestamped.txt
Source SHA-256	9dba217bb72b8032298421904c41a59f26d15f55a79300e2c40f542f08f57014
Source size / lines	12,522 bytes / 154 source lines
Expletive redactions	0

0001 [0.00 - 2.00] I'm on the radio.

0002 [2.00 - 4.00] I have kept my word.

0003 [22.00 - 25.00] Right. I will tickle board when you say it.

0004 [25.00 - 28.00] I will email the team back and tell them what you said.

0005 [28.00 - 32.00] Have you checked your junk email to check that it hasn't gone in there?

0006 [32.00 - 34.00] I will just do that now.

0007 [34.00 - 37.00] I'll just do that now.

0008 [37.00 - 43.00] It usually doesn't, because if I've written to you it would usually come into my main email.

0009 [43.00 - 45.00] Yeah.

0010 [43.00 - 45.00] Yeah.

0011 [48.00 - 50.00] Erm, no.

0012 [54.00 - 60.00] Nothing at all. All I've got is stuff from the BBC and they're saying that they've got a size warning on their emails apparently.

0013 [61.00 - 66.00] Because they can't receive anything bigger than 20 megabytes. It's ridiculous.

0014 [67.00 - 69.00] Ah, right.

0015 [73.00 - 80.36] And it's not in my spam either.

0016 [80.36 - 87.36] So even if you have this communication this doesn't explain why you are absolving which

0017 [87.36 - 89.36] You cannot

0018 [86.00 - 91.78] are absolving, which you cannot do legally, your responsibility by allowing

0019 [91.78 - 96.50] this to carry on when this is going to contaminate your main. Surely the

0020 [96.50 - 101.08] right thing you should be doing is contaminate, is condemning this site

0021 [101.08 - 105.90] until notice has been given to you that this is safe for a connection because it

0022 [105.90 - 109.86] isn't been done, that has not been done.

0023 [116.00 - 131.00] I will email you.

0024 [129.00 - 139.20] I mean I sent I sent you information to I sent information to where's he gone I

0025 [139.20 - 142.36] sent information to

0026 [148.00 - 155.92] Daniel Conclay for Power On he's on 012 778 11 735 which is new information

0027 [155.92 - 163.12] which basically ups the figures significantly because we've now found the

0028 [163.12 - 168.88] 17 report that we lost which is part of planning matter which was wholly

0029 [168.88 - 172.32] ignored by the council.

0030 [172.00 - 179.00] So why are you liaising with the council to cause harm to the public?

0031 [179.00 - 187.20] Well you appear to be because you don't appear to be addressing this problem properly and

0032 [187.20 - 192.88] there seems to be a dereliction of duty because if you are allowing contaminants into your

0033 [192.88 - 201.28] main and you are going to allow that then that makes you liable in law and I will prosecute

0034 [201.28 - 208.66] you do you understand what I'm saying if I get contaminants in my mains I will

0035 [208.66 - 214.56] prosecute you and it will be for a lot of money because I've got all the

0036 [214.56 - 217.68] documentation of this

0037 [215.00 - 222.76] of this and it will go to High Court and I will win because out of the 36

0038 [222.76 - 227.76] communications I have with your team you've not answered any of them all

0039 [227.76 - 233.32] you've done is try to avoid any situation where you will admit any

0040 [233.32 - 241.68] liability just like the rest of the water authorities are trying to do

0041 [241.68 - 248.24] when they have responsibility for the water that's in the underground water table.

0042 [252.00 - 256.00] And that's where the poisons are and they're not even admitting

0043 [256.00 - 260.24] that they have liability because they own the water that's underground.

0044 [258.00 - 264.96] they own the water that's underground that the pipes are being doused in which according to the

0045 [264.96 - 275.92] drinking inspectorate will leach hydrocarbons into them when that happens that will contaminate their

0046 [275.92 - 284.56] water supply which will connect to your water supply these are mobile contaminants

0047 [288.00 - 302.88] As I said there are petroleum hydrocarbons EPHC840 up to 1961
0048 [301.00 - 306.00] There are EPHC2140 up to 1345 mg per kilogram.
0049 [313.80 - 318.80] There are EPHC1621 up to 549 mg.
0050 [321.76 - 326.76] There are other toxic lead, arsenic, nickel, zinc, sulfates,
0051 [331.00 - 338.92] phenafrenes, pyrenes, all in this water that's basically are all potentially
0052 [338.92 - 343.28] able according to the drinking information which I've already provided
0053 [343.28 - 345.96] you
0054 [344.00 - 349.00] to leech into the pipe works.
0055 [349.00 - 356.00] I will go back with your information.
0056 [356.00 - 359.00] Who are you emailing?
0057 [359.00 - 368.00] I'm emailing the team that were talking to me in the lane.
0058 [368.00 - 378.40] You know it says here www.dwi.gov private water supply, local authorities, local
authorities,
0059 [378.40 - 381.12] case studies, general illegal connections.
0060 [381.12 - 387.92] This is an illegal connection.
0061 [387.92 - 389.16] Oh, that's on the DD.
0062 [387.00 - 392.00] Well, that's on the DWI, it's what your advice is, isn't it?
0063 [394.00 - 397.00] It's the Warrant Policy Team that's been using our site.
0064 [397.00 - 404.00] Yes, but this is on the DWI.gov.uk site. This tells you it's an illegal
connection.
0065 [406.00 - 413.00] So, how am I, or why am I having a conversation with you, which seems to be of a
shift that you're trying to...
0066 [417.00 - 420.96] that's the right word for it you're just trying to get yourself out of it and I'm
0067 [420.96 - 428.34] sorry you can't this is not my fault all right this is not my fault you seem to
0068 [428.34 - 433.88] be blaming me and saying that you can't do anything about it this is not
0069 [430.00 - 435.54] can't do anything about it. This is not my fault, I didn't do this, my council is
0070 [435.54 - 440.62] doing this because of its neglect. It has not remediated the site properly,
0071 [440.62 - 445.42] this is in the groundwater and even if it's dried up because we're in a drought
0072 [445.42 - 450.90] at the moment, it will reenact itself as soon as it becomes water-bound again and
0073 [450.90 - 456.94] then be mobile again and even if you allow them to connect it and it then
0074 [456.94 - 462.66] comes back into the pipe work you will have a delayed effect.
0075 [473.00 - 477.00] and moving forward, see where I can go for it.
0076 [495.00 - 501.00] Right, I can answer that question and see what I can do to go find out who would
be doing that.
0077 [503.00 - 507.68] into your water supply isn't it? This might be a private water company but they're
not
0078 [507.68 - 510.52] only allowed to connect under certain regulations aren't they?
0079 [516.00 - 518.00] I'm going to get the information from the Conclaves.
0080 [518.00 - 520.00] I have said I'm going to get the calls.
0081 [546.00 - 550.00] I am not trying to poison them with the information.
0082 [555.00 - 557.00] Right, I will.
0083 [559.00 - 566.00] This is a public document on the DWI. Why are you ignoring it?
0084 [566.00 - 575.00] Madness. I can't answer that question because it's not the human look at that.
0085 [575.00 - 582.00] I mean half the problem with all these things is there's another person behind the
scene pulling your strings who isn't talking to me.
0086 [582.00 - 587.00] Give me his email and let me email the sod.
0087 [587.00 - 589.00] I can't do that Mr. Ford.
0088 [591.00 - 593.00] I can't give you that information.
0089 [596.00 - 598.00] I cannot give you the information.
0090 [602.00 - 609.00] it is? Mr Newbold I cannot give you that information. Why not? Because I can't
give you personal
0091 [611.46 - 618.46] Right well let me talk to him then. I'm sorry I can't do that. Why not? He's a
decision
0092 [619.48 - 625.72] maker is he? Mr Newbold I'm going to end this. I'm asking you a question is he a
decision
0093 [625.72 - 629.72] I cannot give you the answer.
0094 [629.72 - 632.72] I didn't ask you that, I said is he a decision maker?
0095 [632.72 - 636.72] I don't know the answer to that question.
0096 [636.72 - 646.72] Well why don't you? Because you're sitting in front of me like a secretary,
forwarding information backwards and forwards and he's not getting the right information.
0097 [645.00 - 648.00] and he's not getting the right information is he?
0098 [660.00 - 665.00] Well you're not getting the information are you because you're not even providing
me with an email address
0099 [665.00 - 669.00] This is the problem, you provided me with a document which said that
0100 [669.00 - 676.00] that or an upload which was an upload to your server no that wasn't you was it

that was

0101 [676.00 - 681.88] the IWNL and it did nothing with it and you haven't even done that.
0102 [681.88 - 688.88] Right I ask that you will come clear please and we will react now.
0103 [688.00 - 690.00] Right, okay, let's have a look.
0104 [712.64 - 713.64] And who is that from?
0105 [713.64 - 720.64] well I'm not getting that
0106 [732.52 - 739.52] it's not in my
0107 [731.00 - 738.00] It's not in my inbox.
0108 [740.48 - 747.48] It's not in my...
0109 [750.92 - 752.56] spam.
0110 [752.56 - 758.36] No, it's not in my...
0111 [758.36 - 765.36] No, haven't got it.
0112 [768.60 - 775.60] Well, give me your email and I'll send you one.
0113 [774.00 - 789.00] I don't know what to suggest because I haven't emailed you anything back as of yet.
0114 [789.00 - 791.00] Well, I haven't got it.
0115 [793.00 - 794.00] Right.
0116 [795.00 - 798.00] And as I said to you, I'm not getting your emails.
0117 [799.00 - 801.00] Right.
0118 [801.00 - 807.00] You know, I don't have a... What annoys me is I don't have a problem sharing the information with you
0119 [807.00 - 811.00] but when you don't want it because you don't write back to me, it makes things even more difficult
0120 [811.00 - 814.00] and it just shows me that you're not giving it due diligence.
0121 [814.00 - 817.00] I don't understand why I'm not getting email from you.
0122 [817.00 - 819.00] Everybody else sends me email.
0123 [817.00 - 819.00] Everybody else sends me email.
0124 [819.00 - 821.00] I don't understand why you not.
0125 [821.00 - 824.00] I don't understand why you're not coming to have me on here.
0126 [826.00 - 829.00] I mean the last thing I had was...
0127 [829.00 - 831.00] Have I got some water?
0128 [836.00 - 839.00] Yeah, I got SMW Sussex.
0129 [839.00 - 842.00] Southern Water. Is that you?
0130 [842.00 - 856.92] Well that was just a general email saying that effectively an automatic reply, that's
0131 [856.92 - 857.44] all I get.
0132 [860.00 - 867.00] And that came from SMW Sussex.
0133 [867.00 - 879.00] That will appear in a different app within our company, why do I have access to their email?
0134 [879.00 - 887.00] Yeah, but that's the whole problem, isn't it? You're not dealing with this in a matter of any reasonable behaviour.
0135 [887.00 - 894.00] If one person is not getting the information, then you're out of the loop and nobody's getting the information.
0136 [894.00 - 896.00] That's crazy, isn't it?
0137 [898.00 - 901.00] I'm just asking you a question. Isn't that crazy?
0138 [901.00 - 905.00] I cannot. No, I'm not going to say that.
0139 [903.00 - 906.40] No, I'm not going to say that because I don't know what...
0140 [906.40 - 914.40] Well it feels like it is to me because you're saying to me that the communications are coming to me, there is nothing coming into me.
0141 [914.40 - 918.80] I'm just going to send you something and I will send you this again.
0142 [921.20 - 926.80] I need to get this from him so I can get this from him where that email went.
0143 [928.40 - 928.90] Well...
0144 [928.90 - 930.90] I know, I said it.
0145 [930.90 - 933.66] Well, I'm telling you I have not received anything
0146 [935.82 - 940.94] And I'm telling you I am sending you an email which is going to your other
0147 [942.42 - 947.94] Item and I will attach these files again to this which I suspect you will just ignore like you
0148 [946.00 - 953.00] I suspect you will just ignore like you already have done.
0149 [953.00 - 957.00] And I don't think that's good enough. I'm sorry, I just do not think that's good enough.
0150 [957.00 - 961.00] I think you shouldn't be ignoring it. You should be discussing this with me.
0151 [961.00 - 966.00] And you're the only one that is discussing this with me, not your technical team.
0152 [966.00 - 969.00] And you don't, presumably, you have to liaise with them with everything
0153 [969.00 - 974.00] everything because you don't understand the reports that I'm giving you.
0154 [977.56 - 983.64] Okay thank you for your call and I hope you will get the information.

Call 39 - R20230706-050432

Organisation / route	Environment Agency
Date label	2026-06-13 (date stated in source filename)
Selected source file	2026-06-13-Envrionment-agency-02084747404-R20230706-050432.txt
Source SHA-256	b97c2f0cc3934e22b2942412fa7e383c97dce6e77657a59226ba6290d8f73701
Source size / lines	16,146 bytes / 251 source lines
Expletive redactions	1

0001 training purpose. Please choose from the following five options. For all those queries, including
0002 moving, using, adoring, treating or dispersing in waves, press 1. If you know the name of
0003 the boat you want to use it, press 2. For fishing rod life of the query, press 3. If
0004 you want to use your boat on our waterway, press 4. For all other queries, press 5.
0005 Please choose from the following five options.
0006 For all waste queries, including moving, using, storing, treating or disposing of waste, press 1.
0007 That's one. If you know the name of the place you want to speak to, that's two.
0008 The fishing rod license query.
0009 We're currently experiencing high call volumes and will have to see your call as soon as possible.
0010 Sorry to keep you waiting. Please continue to hold. An advisor will be with you shortly.
0011 Sorry to keep you waiting. Please continue to hold. An advisor will be with you shortly.
0012 Sorry to keep you waiting. Please continue to hold. An advisor will be with you shortly.
0013 Sorry to keep you waiting. Please continue to hold. Your advisor will be with you shortly.
0014 Sorry to keep you waiting. Please continue to hold. An advisor will be with you shortly.
0015 Thanks for watching!
0016 Sorry to keep you waiting. Please continue to hold. An advisor will be with you shortly.
0017 Hello, who am I speaking to please?
0018 My name is David at the Environment Agency's contact centre.
0019 Hello David, you're speaking to Martin Newbold. I've just received a response from you by email.
0020 Thank you very much for that email dated 4th of April.
0021 4th of April?
0022 Yeah.
0023 Oh right, is that the latest email you've had from us for a month?
0024 Yes, it seems to be an email you said you've sent me with the wrong date on it
0025 This morning
0026 Well, no actually we're actually in August
0027 actually we were actually in August 2026 but this was sent to me this morning
0028 yeah unfortunately this idiot who sorry I shouldn't call him an idiot I expect
0029 he's supposed to be quite an educated man a guy called Robert Cornell has
0030 signed this in respect to this contaminated land suggesting that
0031 basically he has reviewed the information and not quite done it
0032 properly because the factual report of the investigation he's looked at is 2006
0033 and we're all talking about a report of 2017 and we're talking about water in
0034 the Riberio level which is of high risk not low risk.
0035 risk not low risk. Well the point is we already know about the 2006 report I've
0036 sent it to him yeah this is not where the situation lies at present. In
0037 addition you state that this is not your agency's responsibility that is not true
0038 because your agency according to off what is the regulatory authority for
0039 pollution in water yeah I'm not talking about reports I'm talking about
0040 responsibility
0041 Well I have written to him and I've written to Ofwok because it seems from what he's provided
0042 me that he's not intending to take this matter further and obviously I should be reporting
0043 this to the police if that's the case because clearly providing me a letter which is dated
0044 4th April 2023 which clearly is an old letter in regard to old reports in 2006 which I sent him
0045 and we are dealing with a 2017 report is quite ludicrous.
0046 So what's the question to me today?
0047 Well the report from the 2017
0048 from the 2017 page 57
0049 Discusses that the the report that this is not low risk
0050 and
0051 In fact even the report he had
0052 Well, it's your responsibility sir to ensure that this is not a problem because this is now on land
0053 which is going to have a hundred houses on it which have already been built and

0054 connected to the water supply.
0055 So me as a customer service advisor based in the city of Sheckield, I personally don't have any involvement in that type of subject so what we do...
0056 Right okay so why is your telephone number appearing on this letter?
0057 telephone number appearing on this letter then sir.
0058 So we're the national customer contact centre and we do answer a lot of queries at the first
0059 point of contact but equally there's a lot of enquiries that rely on specialist like
0060 and local teams. Your enquiry which I still don't know what, you've still not actually
0061 asked me a question yet but I strongly suspect that you will need to speak to the team that
0062 that Robert is based on because that's the only team that's going to be able to assist you.
0063 Yeah but the problem is Robert seems to be stuck in in 2023 and not in 2026.
0064 I provided, let me explain, I provided this 2006 report
0065 this 2006 report to an AI and this 2017 71 page report which I've sent you yeah
0066 AI pulled all the information out and had a complete nutter meltdown because
0067 of the contaminants in it were higher than 0.00001 which is what the
0068 Russian national level is for let alone when these are over a thousand one
0069 hunt these are over 1900 milligrams per kilogram and in fact if you take the
0070 whole lot as a whole it's 6.5 grams in a volume of a liter of water
0071 I'm just waiting to hear what your question is to me as a customer service advisor.
0072 Well, you're not dealing with this matter properly.
0073 I'm being communicating with you with 36 telephone calls and other auto authorities.
0074 All of you are dismissing this rather than dealing with it.
0075 This is a new report and quite frankly, I do not think that you are acting in a manner
0076 which is considerate of the information and the level of public safety that I am supplying to you.
0077 Just providing me with a letter from 2020.
0078 with a letter from 2023 when I have all these letters anyway is not relative
0079 I think most things in life is a case of speaking to the right team unless you're speaking to the
right individual the right team
0080 you're not really going to get very far and I'm not the right person to speak to
0081 well I don't think I'm going to get very far with the environment agency at all sir
0082 After 36 emails, I mean let me finish with due respect with 36 emails I
0083 expected to get a lot further than I'm actually physically getting.
0084 Yeah, I'm not on that team, I can't read the comments, it's not a subject that I'm involved with.
0085 Look, it says on the off-watch...
0086 It says on the off-watt page, right?
0087 Firstly, you are the right people to contact in regard to contaminated water.
0088 Are you not?
0089 We definitely take reports of pollution.
0090 Right, so why am I being told that this is not something your agency deals with?
0091 Because it's on the land when this guy has misread the report,
0092 doesn't understand the report itself, which is 71 pages long,
0093 and is written in terms of a lab that actually did work using ground systems
0094 to actually report the liquid problems of contamination.
0095 You know, this is to do with the 2017 Ashdown R17-1-2257 report.
0096 Yeah well that's good sir, isn't it?
0097 Because that's what everybody tells me.
0098 Someone has to take responsibility here!
0099 Are you- Are you keep- Are you even shouting at me? I'm talking to you.
0100 I'm not shouting at you sir.
0101 You- You are.
0102 No I'm not. That's just an excuse to get rid of the call sir.
0103 It's not- I won't get rid of the call unless you give me you know-
0104 rid of the call unless you give me you know justifiable reason to but I need you to listen to what
I'm saying because
0105 I need to put you in contact with the team that can help you you could talk to me all day long and I
could listen to
0106 you happily but I am not going to be able to do anything with that information
0107 yeah but what I don't know on the right team yeah but I don't understand that because your telephone
number is on the on the
0108 letter that's just been sent to me yeah so we were so yeah and they're obliged to provide our contact
number because we are the
0109 point of contact and like I said earlier many calls, thousands of calls that we get we're
0110 able to answer as advisors but equally there's a lot of calls that rely on not only a local
0111 team but a specialist team.

0112 With due respect sir, with due respect.
0113 Sir, would you respect?
0114 to get so far with me, which isn't very far. So what I have to do to make your conversation
0115 and time meaningful is put you in contact with the right team, which I think is fair,
0116 to be honest. Once you speak to the right team, if you challenge them on the information
0117 that you've been given...
0118 challenge them on the information that you've been given, they'll be able to provide...
0119 I mean, let me just put it like this, sir. The information I've received from this person is
negligent.
0120 Well, that's what we need to challenge them, so we need to make that challenge with the appropriate
team.
0121 They will happily take on that challenge and answer any kind of queries, but...
0122 Yeah, but we're going on more than 10 days, sir, and this is not allowed to be, or is not allowable
in law,
0123 to be allowed to drift.
0124 Imagine you sent me an email and I didn't agree with what you put in the email.
0125 I wouldn't ring someone four hours down from you to discuss it.
0126 I'd be speaking to you because you'd be the one that would be able to explain.
0127 would be able to explain...
0128 Yeah, that's fair sir, I agree.
0129 ...in your email. So, you know, imagine me as being that person four hours a day and I can't do much
other than
0130 give you the contact details for the team. I can even give you Robert Cornell's manager's details if
you wanted to take a look and tie you up a little bit further.
0131 Yeah, please.
0132 So, what I will do, obviously I can only give you what I've got. Let me just see what contact details
I've got.
0133 Have you at any point been given Robert's direct dial telephone number?
0134 No, I've been given his email on this letter.
0135 Right, let me start off by giving you his telephone number
0136 and then I'll get you his manager's contact details as well.
0137 Alright, and then at least...
0138 as well all right and then at least yeah it's an inconvenience having to kind of challenge it and
0139 you know look for i mean i wouldn't mind but he's looking at the wrong report
0140 oh i know that's yeah i i find that very bizarre myself there's no hiding from the fact i find it
0141 strange i find it a little bit what's the word negligent is that yeah i mean to be writing a
0142 letter which is dated the wrong date and with the wrong information on it the wrong report
0143 I don't agree. I don't disagree with what you're saying about the 2006 report the only Cove you I
would say in that
0144 2006 report it actually says that it's a risk to children
0145 So I don't quite fit see how it's a
0146 So I don't quite see how it's a low risk if it's a risk to children
0147 because that report sets that out.
0148 Yeah, to be honest with you, I mean, we obviously the environment agency,
0149 we're not any kind of like child protection kind of thing.
0150 This is not a child protection risk.
0151 This is a risk of pollution to children.
0152 Yeah. Okay.
0153 So the children side of things, like I say, once again, I have to reiterate,
0154 I don't really know much on that subject, so I'm not even going to attempt to guess my way through
that.
0155 So let me get you the contact details. Let me give you Robert's telephone number first of all,
0156 because obviously you've not got that. So I'll give you that first of all, just because I'm now
staring at it.
0157 I'll be good, the means of just jotting this down.
0158 Yep.
0159 You got the means of just jotting this down?
0160 Yep.
0161 Yeah, it's 0208
0162 and then it's 47
0163 Yep.
0164 and then 47 again, so 4747
0165 Yep.
0166 and then 404

0167 Okay.
0168 Yep, now, his manager is somebody called Daniel
0169 And Daniel's surname is Barham, I'll spell it for you, it is Bravo Alpha Romeo Echo Hotel Alpha Mike.
0170 So B-A-R-E-H-A-M, Barham.
0171 Sorry, can you do the last bit again? Bravo?
0172 Yeah, it is Bravo Alpha Romeo Echo.
0173 Yeah.
0174 Romeo Echo, Hotel Alpha Mike.
0175 Blimey.
0176 OK.
0177 Bearer.
0178 So Daniel Bearer.
0179 I'm just looking now.
0180 So the only number that I've got is one that we used internally.
0181 It wouldn't work if I remember the public but I have managed to get a contact email address.
0182 Now what you can do is drop him an email with your concerns and ask him to give you a call
0183 so you can still have a telephone conversation but it's the den ringing you rather than you
0184 ringing me.
0185 So I'm just looking now.
0186 So the only number that I've got is one that we used internally.
0187 It wouldn't work if I remember the public but I have managed to get a contact email address.
0188 Now what you can do is drop him an email with your concerns and ask him to give you a call
0189 so you can still have a telephone conversation but it's the den ringing you rather than you
0190 What you can do is drop him an email with your concerns and ask him to give you a call so you can
still have a telephone conversation
0191 but he's been bringing you rather than you bringing them.
0192 But I'll give you the email address which is firstname.surname so daniel.baram
0193 if I'm pronouncing that right
0194 so firstname.surname then it's D at
0195 then it's the at symbol, so at environment
0196 and then a hyphen and then the word agency
0197 .gov.uk everything after the at symbol should be the same as
0198 you know the e-mail like you put it in
0199 but you see my point, if this guy is referring to the wrong report this makes a mockery of the whole
thing doesn't it?
0200 And really, don't these have to tell you with confidence, does it?
0201 No, well the whole thing doesn't fulfil me with confidence.
0202 You know, if I'm being told, I mean let me just explain, yeah?
0203 If IWNL is telling me on the 6th they're going to look into it,
0204 and then I speak to their contractor who's...
0205 and then I speak to their contractor who's put the road defences up, yeah,
0206 and he tells me he's been given permission to go ahead,
0207 that doesn't add up either.
0208 I genuinely do see where you're coming from, I don't want you to think that, I don't want you to
think that,
0209 I don't have any kind of response to cut it out.
0210 And this is kind of like all of it, this is what the general
0211 whole handling of this matter has been.
0212 And I don't understand why I'm providing you professional reports
0213 and I'm getting rubbish back.
0214 I don't really know what the media is talking about, or what they are saying.
0215 I don't think they should be talking about it.
0216 I'm not going to comment on the other side of the bar.
0217 are typically handled by the Environment Agency. So why aren't you and why is he
0218 telling me it's not your agency's responsibility?
0219 Yes sir, like I say, I can't speak on his behalf. You have to be trying to him or his manager for
that explanation.
0220 What I do know...
0221 that explanation. What I do know is that when we take some...
0222 And that's on off what? off what? dot gov dot uk
0223 contact us and I've also sent him a report
0224 which is a breakdown report of a similar matter
0225 and he's just ignored that as well and that was
0226 an illegal connection. So how can he be talking about

0227 ground and earth when I'm talking about water
0228 And I'm talking about connection, illegal connections.
0229 We seem to be talking about completely two different things.
0230 I mean it's just it's just ridiculous because you know this as I said this Ashdown 2017
0231 report R1712257 which I've already sent him yeah in itself on pages 57 to 59, 57 explains
0232 that critical concentration methods come from CIEHClair guidance update DEFRA CLR7 so why
0233 Why the [EXPLETIVE REMOVED] does he not know this?
0234 And the fact that you're specifically discussing soil guideline values when this is in the
0235 ribereio level is ridiculous
0236 Yeah I'm not sure if it'd be a complex information or a simple one but um...
0237 I mean to give you some idea right this is this is really from the 2007 report right
0238 this is 500 this is going down from the highest eph c8 c40 is 1961 milligram per kilogram
0239 EPA 16 PAH is 318 milligram per kilogram. Pyrene is 20.60.
0240 Benzo A pyrene is 2.60. Pyrene is 6.30. These are all above the national standards.
0241 You know, PA, page 58 gives lead.
0242 Page 58 gives lead 200 mg per kg.
0243 C4SL residential, the calculated upper confidence limit is 267.35.
0244 The result is shown as a result of micro less than greater than cc rather than a safety
0245 below critical concentration.
0246 I'd rather you ask the right person the question rather than having to keep yourself all over
0247 again because you're off the baby's actually.
0248 Look I'll give the guy a ring I mean I just despair I absolutely despair thank you for
0249 your time.
0250 No no no good luck with your brotherhood and all of it.
0251 you

Call 40 - R20230706-064824

Organisation / route	Southern Water - Claire Joblin
Date label	2026-08-13 (date stated in source filename)
Selected source file	2026-08-13-Southern-Water-Claire-Joblin-R20230706-064824.timestamped.txt
Source SHA-256	edecf6c652b94a8ec8206c5b6a61bbb35e555f49eb65aa69c39735f9ce54277f
Source size / lines	4,025 bytes / 39 source lines
Expletive redactions	0

0001 [0.00 - 12.88] Hello Claire, it's Martin Ubold, thank you for your email.

0002 [12.88 - 20.32] I just sent a reply to it because I'm not getting any help at all from the environment

0003 [20.32 - 28.88] agency who seem to want to reply on old reports rather than something that they're doing considering

0004 [28.88 - 35.34] the latest reports in 2017 and are not indicating to me that they've even read it. I actually

0005 [35.34 - 43.66] asked the chap today, Robert, if he'd actually consider re-reading the report in respect

0006 [43.66 - 44.74] to the Riberio.

0007 [43.00 - 50.44] in respect to the Ribeiro parts of it because or did he want to actually make the public suffer

0008 [50.44 - 56.04] for some reason and asked him that three times and he still did not state he would sit and read

0009 [56.04 - 64.44] the report which is appalling. So this is actually out of our jurisdiction because it's owned by

0010 [64.44 - 68.52] independent water networks. Yeah but it's not entirely true is it because they're connecting

0011 [68.52 - 76.68] it to your services? Well, it's down to them to manage the site. It's nothing to do with us.

0012 [76.68 - 80.04] Yeah, but they're not dealing with the site properly. That's the whole problem. That's why

0013 [80.04 - 87.08] I'm contacting your department because all I'm getting is just the complete run around from all

0014 [87.08 - 89.48] of these.

0015 [86.00 - 93.28] run around from all of these people. We can't comment because of GDPR so your course of action

0016 [93.28 - 101.28] now is to go to Consumer Council for Water and they will speak to WNL. Well there's nobody at

0017 [101.28 - 107.12] their office we tried that two or three days ago I tried ringing East, tried ringing Hastings Borough

0018 [107.12 - 115.44] Council and my team rang Hastings Borough Council from different numbers and to different things

0019 [115.44 - 120.00] and nobody was actually in. I then picked up, can I just finish, can I just finish?

0020 [120.72 - 126.08] I picked up the phone to East Sussex and I tried to ring East Sussex and the only person I could

0021 [126.08 - 132.48] get was the adult care person, manager and she was extremely concerned.

0022 [129.00 - 134.24] manager and she was extremely concerned so why is Southern Water not concerned

0023 [134.24 - 143.96] when the manager for adult care is?

0024 [143.96 - 149.48] Because we can't comment because this is not our site. GDPR you need to speak to

0025 [149.48 - 154.96] Yeah but this is nothing to do with GDPR. You need to speak to independent water networks.

0026 [154.96 - 161.96] Well this is nothing to do with the GDPR, I'm sending you my information under GDPR and you have all the information I'm providing you.

0027 [161.96 - 165.96] It's nothing to do with Southern Water, so you need to speak to...

0028 [165.96 - 168.96] Well it is, because they're connecting to your service.

0029 [168.96 - 169.96] No they are not.

0030 [169.96 - 173.96] So they're not connecting to the water supply that is run by Southern Water...

0031 [172.00 - 183.80] is run by Southern Water at all. So if there are double check valves why did the

0032 [183.80 - 192.24] report that I send you say that they fail? Right so you would rather the

0033 [192.24 - 197.96] public get harmed as well? Well you would because I'm going to be asking you

0034 [197.96 - 202.62] in court to actually explain why you won't look at this because I'm getting to the point

0035 [202.62 - 207.92] where I have got enough evidence can I finish please because I'm having to raise

my voice

0036 [207.92 - 214.42] to get over yours and that is not correct is it look I don't want to go to court I will

0037 [214.42 - 216.92] if I have to and I'm forced to I'm being quite

0038 [215.00 - 220.76] I'm forced to. I'm being quite reasonable here. Yeah? I'm within my rights to ask you to look at

0039 [220.76 - 226.84] this because there is a connection. I have informed you. Can I finish please? It is...

Call 41 - R20230706-065236

Organisation / route	Southern Water - manager voicemail
Date label	2026-08-13 (date stated in source filename)
Selected source file	2026-08-13-Southern-Water-Claire-Joblin-R20230706-065236.timestamped.txt
Source SHA-256	799ff53a177183fb45b1324f0fae0ce0a325aca398ab237a9923e5e41c7f2cc0
Source size / lines	689 bytes / 9 source lines
Expletive redactions	0

0001 [0.00 - 27.80] Right, we'll go to the manager then.
0002 [27.80 - 31.80] The person you are trying to reach is currently unavailable.
0003 [31.80 - 34.80] Please leave a message after the tone.
0004 [34.80 - 39.80] When you have finished, please hang up or press the hash key for more options.
0005 [41.80 - 43.80] Hello, it's Martin Newbold again.
0006 [43.80 - 45.80] My call was disconnected.
0007 [43.00 - 47.40] you will again my call was disconnected in a very childish manner can you
0008 [47.40 - 52.16] can you please provide me with the details of your manager please and
0009 [52.16 - 57.72] ask them to call me as soon as possible thank you for your time

Call 42 - R20230706-065506

Organisation / route	Southern Water
Date label	2026-08-13 (date stated in source filename)
Selected source file	2026-08-13-Southern-Water-R20230706-065506.timestamped.txt
Source SHA-256	b90ef69ecb874ddf81d7c56f713e49497da34f94721c965660686cec39b2d8b2
Source size / lines	13,437 bytes / 152 source lines
Expletive redactions	1

0001 [0.00 - 7.00] I will give it to the manager.
0002 [8.88 - 15.88] I will tell the manager.
0003 [15.88 - 17.88] available in Pfizer.
0004 [22.68 - 26.52] Welcome to Golden Water. I'm under speaking. How can I help you today?
0005 [26.52 - 32.92] Yes, you're speaking to Martin Newbo. Can you tell me why your whole operation doesn't seem
0006 [32.92 - 41.00] concerned about contamination in the water supply and why I'm trying to contact a manager now
0007 [41.00 - 45.00] because I've had a phone call with one of your service managers.
0008 [43.00 - 50.28] one of your service managers or service people which is a Claire, she didn't give her surname
0009 [50.28 - 55.72] and effectively she's just hung the phone up on me in a very immature manner stating that your
0010 [55.72 - 61.40] services are all protected by check valves which I've already provided her case law is not the case
0011 [63.32 - 68.92] and she told me she wouldn't read it because it was under GDPR. Well I'm sorry this is information
0012 [68.92 - 73.96] publicly on the internet and GDPR has nothing to do with it and she's just
0013 [73.96 - 78.76] using a regulation that she's heard somewhere else to think that she
0014 [78.76 - 83.56] doesn't have to deal with it and I don't think that's extremely fair do you?
0015 [86.00 - 93.00] I'm so sorry for the poor customer service that care has shown during your call.
0016 [93.00 - 97.00] It isn't really supposed to be like that. I am so sorry about it.
0017 [97.00 - 103.00] Would you like me to access your account and then check what was care supposed to do?
0018 [103.00 - 105.00] If it is, that is something that I would...
0019 [105.00 - 109.00] Well, I can give you a reference number which would help you even easier, I think.
0020 [109.00 - 112.00] Let me just give you the reference number.
0021 [112.00 - 122.00] It is WC05348056
0022 [129.12 - 131.12] Now if you can't deal with this [EXPLETIVE REMOVED]
0023 [129.00 - 133.00] Now if you can't deal with this situation can I speak to a manager please?
0024 [133.00 - 144.00] Okay, I am going to transfer you through to the relevant department please hold the line.
0025 [144.00 - 146.00] Which department is that?
0026 [172.00 - 183.28] If you're contacting us about hosepipe restrictions that apply from Friday, 10th July in Hampshire
0027 [183.28 - 189.64] and the Isle of Wight, visit southernwater.co.uk slash hosepipe and for full details, including
0028 [189.64 - 190.64] who is exempt.
0029 [190.64 - 193.04] Thank you for using water wisely.
0030 [193.04 - 194.44] Your actions make a real difference.
0031 [215.00 - 228.32] We are experiencing higher than normal call volumes.
0032 [228.32 - 231.32] We know you are waiting and will answer your call as soon as we can.
0033 [231.32 - 235.60] Please continue to hold and we will transfer you to the next available agent as soon as
0034 [235.60 - 236.60] possible.
0035 [258.00 - 268.44] Thank you for your patience.
0036 [268.44 - 271.36] We are receiving higher call volumes than normal.
0037 [271.36 - 277.12] You may be able to find answers to your queries on our website at southernwater.co.uk.
0038 [277.12 - 281.68] However, if you would rather speak to someone, please continue to hold and we will transfer
0039 [281.68 - 286.68] you to the next available agent as soon as one becomes available.
0040 [301.00 - 321.64] Hello Adam, can you tell me your full name please?
0041 [321.64 - 325.24] I won't be giving you my surname now.

0042 [325.24 - 328.36] Right, can you give me a number or something that recognises you?
0043 [328.36 - 331.36] We don't have identification numbers.
0044 [331.36 - 333.36] Are you a manager?
0045 [333.36 - 334.36] No.
0046 [334.36 - 337.36] Right, I asked to be put to a manager.
0047 [337.36 - 344.36] I don't know who you've spoken to. I've not had any contact with anybody before yourself. You've just come through on my line.
0048 [344.36 - 346.36] Well, I've asked to be put to a manager.
0049 [344.00 - 347.96] Well I've asked to be put through to a manager so put me through to a manager
0050 [347.96 - 354.96] please. In regards to what? Because you've come through to the technical department and I don't necessarily know what you've been speaking about.
0051 [354.96 - 359.12] Well I've asked and I've been given the run-around by your technical team and
0052 [359.12 - 363.50] quite frankly told incorrect information so I don't think that's extremely
0053 [363.50 - 367.44] helpful to solving this problem I'm trying to deal with. I've been told that
0054 [367.44 - 377.76] the GDPR replies and so your person who is Claire, who's written to me, Claire Joblin,
0055 [377.76 - 381.92] cannot look at the information because general data protection rules apply, which is not
0056 [381.92 - 387.52] correct. These are in the public domain and therefore that rule is not consistent. So
0057 [387.52 - 389.12] So why am I being given?
0058 [387.00 - 394.64] So why am I being given incorrect information by your developer services lead team and not
0059 [394.64 - 400.92] dealing with the contamination on land and in the riparian level that nobody else wants
0060 [400.92 - 401.92] to deal with either?
0061 [401.92 - 406.92] I'm not part of developer services, that would be a question you'd need to speak to them
0062 [406.92 - 408.48] in regards to Acompop culture as you like.
0063 [408.48 - 411.48] No I don't need to talk to them, I need to talk to a manager.
0064 [411.48 - 417.08] You've just stated that your communications with the developer services agent and manager
0065 [417.08 - 421.08] so I can't help you. I'm standard technical, that's a different department.
0066 [421.08 - 425.88] How can it be a different department? Surely you have a technical manager in your team?
0067 [426.84 - 430.76] We do but they won't be able to handle any queries in regards to developer services.
0068 [430.76 - 433.08] Why not?
0069 [430.00 - 440.00] Why not? Well, he might do better than what the Developer Services Lead Strategic Projects and Compliance Team is doing.
0070 [440.00 - 446.00] I mean, he's completely separate processes, we're all trained on different things.
0071 [446.00 - 455.00] Well, this person is not trained on GDPR. I am, and I know what is effectively General Data Protection Rules, and she doesn't.
0072 [455.00 - 463.16] she doesn't so why am I getting the run around sir no I'm not asking for
0073 [463.16 - 473.40] information at all no I'm not asking for information at all no I'm not no I'm
0074 [473.40 - 475.64] not
0075 [473.00 - 478.16] No I'm not. Not at all.
0076 [478.16 - 485.60] I'm supplying information to you and your person in Developer Services Lead Strategic
0077 [485.60 - 491.64] Project Compliance Claire Joblin is not prepared to read it because she feels that it would
0078 [491.64 - 500.60] breach GDPR when it's in the public domain.
0079 [500.60 - 503.60] So your manager doesn't understand GDPR then?
0080 [503.60 - 506.36] Our manager wouldn't understand GDPR.
0081 [506.36 - 511.48] Well then please put me through to your department that deals with GDPR then sir.
0082 [511.48 - 515.36] So I can advise them of the proper policy that they should be abiding by otherwise I
0083 [515.36 - 518.00] shall have to report you to the GDPR to the information.
0084 [516.00 - 523.12] you to the GDPR to the information control office no that's not the
0085 [523.12 - 528.88] customer services team this is your compliance team with data processing
0086 [532.88 - 537.88] really that doesn't surprise me at all
0087 [540.80 - 545.68] well you're not being compliant are you you're using compliant regulations about
0088 [545.68 - 549.60] something I'm providing you data and now you've just tried to turn that around
0089 [549.60 - 558.56] say I'm asking for information under it no you're just trying to be evasive sir
0090 [559.00 - 564.00] I can only operate on systems I have access to and that's not one I have access to

I'm afraid.

0091 [564.00 - 570.00] So you're reading, so you're referring my questions to an expert system are you?
0092 [570.00 - 576.00] I'm doing it to one of the two teams that can assist you, either the team you've been liaising with or the team that deals with DBMS.
0093 [576.00 - 580.00] Well they're not dealing with it, is there someone else in that team?
0094 [580.00 - 582.00] There will be managers in that team that you're assisting.
0095 [582.00 - 585.00] Right, can you put me through to a manager in that team then?
0096 [585.00 - 589.80] I can put you through to the team but not a manager because I don't have direct manager lines to that department.
0097 [589.80 - 591.80] I only have the line itself.
0098 [591.80 - 599.20] Right so the number I've got 0784071863 is Claire Doblin's number.
0099 [599.20 - 601.60] Are you just going to put me through to that number again are you?
0100 [601.60 - 603.60] I don't know.
0101 [602.00 - 603.00] I don't know.
0102 [603.00 - 606.00] So what number are you going to put me through to then?
0103 [606.00 - 609.00] Through to the customer service team because you've requested me to speak to somebody in
0104 [609.00 - 610.00] regards to GDPR.
0105 [611.00 - 612.00] They won't know!
0106 [613.00 - 618.00] So that's the only facility I've got for you sir based on what your actual needs are.
0107 [618.00 - 620.00] That's pathetic sir, people are going to die.
0108 [621.00 - 623.00] Yes unfortunately there's nothing more I can do on the...
0109 [623.00 - 627.00] Really that's unfortunate sir, is it unfortunate for the 100 people that are going to die because
0110 [627.00 - 628.00] of your neglect?
0111 [628.00 - 633.56] If you need the services that you're asking for sir, you need to go through to the correct
0112 [633.56 - 634.56] department.
0113 [634.56 - 639.88] Well I've tried to go through the correct department, the problem is the correct department
0114 [639.88 - 641.84] doesn't want to deal with it.
0115 [641.84 - 644.64] You may be frustrated sir, but you are aiming it at the wrong person.
0116 [644.64 - 647.04] I may be aiming it at the wrong person.
0117 [645.00 - 649.36] be aiming at the wrong person but you pick the phone up and I'm asking you for
0118 [649.36 - 655.20] help because basically I'm being told incorrect information and I want to
0119 [655.20 - 658.92] speak to a manager and you told me that that won't work because they won't
0120 [658.92 - 660.80] understand what I'm talking about.
0121 [660.80 - 664.80] A technical manager will not be able to help you with this problem is what I've stated.
0122 [664.80 - 668.80] Right give me your board email address then please.
0123 [668.80 - 672.80] That's not something I've got to hand on the technical department.
0124 [672.80 - 675.20] this is stuff that's covered by customer service there.
0125 [675.20 - 679.92] Well clearly your board needs to be aware that you can't provide proper information
0126 [679.92 - 683.76] and are using GDPR clauses not to deal with things, don't they?
0127 [683.76 - 688.76] So maybe I need to contact and make a complaint to your board of members.
0128 [688.00 - 696.00] We can provide it through the right team to the right channel, sir, but you haven't come through to the right team at the moment. I've offered to send you to the right place.
0129 [696.00 - 700.00] You've offered to send me to customer services though, which I've just come from.
0130 [700.00 - 706.00] That's, well, I don't know how you've ended up at me then, because I'm technical. I have nothing to do with what you're asking for.
0131 [706.00 - 709.00] So what do you technical, do you deal with them?
0132 [709.00 - 715.00] I deal with technical three hours, just for like wastewater spillages, the fresh water, that's all I do.
0133 [715.00 - 731.76] right so this is water and this has got contamination in it I don't want any
0134 [731.76 - 734.84] information I've been provided
0135 [731.00 - 734.20] I don't want any information, I've been providing you with information.
0136 [739.10 - 741.50] What are you actually wanting to provide?
0137 [744.70 - 751.40] I have provided you with information that the EA is trying to avoid its responsibilities.
0138 [751.70 - 758.90] I have asked you to condemn a site on the basis that it is so contaminated that this will kill people.
0139 [758.90 - 761.46] Where have you sent that information to?
0140 [761.46 - 766.02] I've sent that information to customer services at southernwater.co.uk

0141 [766.02 - 773.42] Right, send it to customer accounts because customer services is not an email that we'd

0142 [773.42 - 775.98] use for our line of work for things to do

0143 [774.00 - 777.64] our line of work for things to do with that and that's probably why you're not hoping

0144 [777.64 - 783.24] we're a plant farmer that can't exist any further. Customer accounts at Submerwater.co.uk

0145 [783.24 - 786.24] we'll need full address of the signing question.

0146 [786.24 - 789.24] You've had all that? You've had all that sir?

0147 [789.24 - 790.96] You've sent it to a...

0148 [790.96 - 798.20] Yes I've had 38 phone calls with your team and other teams, INL and all these other people

0149 [798.20 - 801.64] that don't want to deal with this.

0150 [801.64 - 803.08] I've given you the avenues I've...

0151 [803.08 - 806.44] Okay fine, I'll put all my calls online then sir shall I?

0152 [806.44 - 807.24] Good day!

Call 43 - R20230707-010021

Organisation / route	Consumer Council for Water (CCW) - Claire
Date label	2026-08-14 (date stated in source filename)
Selected source file	2026-08-14-Communication-with-CCW-03000343333-R20230707-010021.timestamped.txt
Source SHA-256	a3a5b25acc4c4dff0a96afee8fc8beed974d0a93c658ef3c2c2f31fc8441d125
Source size / lines	23,317 bytes / 284 source lines
Expletive redactions	6

0001 [0.00 - 8.50] The voice you are using is a voice that is trying to help you with any situation that you have in your life.

0002 [12.50 - 24.00] Hello, have you reached CCW? The voice you are using is a voice that is trying to help you with any situation that you have in your life.

0003 [43.00 - 46.00] English complaint, your telephone number doesn't work.

0004 [73.00 - 88.00] Thanks for watching!

0005 [116.00 - 123.00] Thank you for calling CCW, you're speaking to Claire, can I take your name please?

0006 [128.20 - 131.20] Yes Claire, my name is Martin Newbold.

0007 [129.00 - 132.52] My name is Martin Newbold. I think

0008 [134.04 - 141.08] Yes, hello there nice to talk to you. I've been complaining about Southern Water IWL and

0009 [141.80 - 147.04] All of the associated water companies for over 10 days because they're trying to contact

0010 [148.92 - 150.92] extremely high contaminated

0011 [152.96 - 154.96] Land which has it in the

0012 [154.96 - 156.96] their

0013 [156.96 - 158.96] level

0014 [158.96 - 160.96] and they won't deal with

0015 [160.96 - 162.96] 32 different communications

0016 [162.96 - 164.96] which I've sent them

0017 [164.96 - 166.96] and clearly they

0018 [166.96 - 168.96] do not consider

0019 [168.96 - 170.96] that they're at risk when

0020 [170.96 - 172.96] I have a

0021 [172.96 - 174.96] communication from the drill

0022 [172.00 - 177.16] communication from the drinking water inspectorate saying they must comply with

0023 [177.16 - 182.80] answering what they're supposed to be doing with it and all they provide me

0024 [182.80 - 190.52] for this information is that Southern Water doesn't own this site and I've

0025 [190.52 - 195.44] asked them to condemn the site on the basis that the contamination would be a

0026 [195.44 - 201.88] risk to children and to the public. As such they've done nothing other than to

0027 [201.88 - 206.92] tell me something that their stopcocks will stop this contamination which it is already proven

0028 [207.80 - 214.76] in a url that the drinking water inspectorate has on its site which i provided them that

0029 [214.76 - 218.76] these stopcocks don't stop hydrocarbons

0030 [215.00 - 221.96] stopcocks don't stop hydrocarbons. Now clearly this is not good enough because

0031 [221.96 - 227.44] it's been raised now with a safeguarding team in East Sussex because this could

0032 [227.44 - 232.46] affect children's health and there are a hundred houses here which should not be

0033 [232.46 - 237.44] connected to the main because of the extremely high contaminants which I've

0034 [237.44 - 245.24] shown evidence of that are in the water table which are not being remediated by

0035 [245.24 - 253.52] the council and this comes under the realm of the Environment Agency who

0036 [253.52 - 259.08] won't investigate either now I don't know what I'm supposed to do with you

0037 [259.08 - 261.76] because this is

0038 [258.00 - 262.50] supposed to do with you because this seems to be passing the bark and they

0039 [262.50 - 266.78] shouldn't be passing the bark and they should be dealing with the contamination

0040 [266.78 - 271.54] on the site or not connecting it if it's fatal which it is going to be.

0041 [271.54 - 286.04] Right. Okay so we oversee how a formal complaint has been dealt with. So we're not the regulator, we've got no authority over the water board.

0042 [286.04 - 291.04] So I do too believe that this is outside of our remit.

0043 [291.04 - 294.54] If it's to do with drinking water,

0044 [294.54 - 297.48] then consider it the drinking water associate

0045 [297.48 - 299.32] or the environmental health.

0046 [299.32 - 302.80] Yeah, well, they've already been contacted.

0047 [301.00 - 307.36] They've already been contacted and they've been contacted by the drinking water

who has said

0048 [308.08 - 311.64] Hang on. Let me just pull this up who has said that

0049 [314.12 - 319.60] Okay, dear Martin, thank you for inquiry reference 202 6 1 1 7 8 e

0050 [319.60 - 325.08] I refer you to the inspectors previous course response to the inquiry date 7th of August

0051 [325.08 - 330.80] August 2026. As noted, in that response the inspector does not approve the commissioning

0052 [330.80 - 336.74] of new water supplies, nor does it have a role of requiring water companies to disclose

0053 [336.74 - 340.20] technical documents. Well I haven't asked them to, I've got the technical documents.

0054 [340.20 - 345.28] But it goes on to say that basically they shouldn't be connecting it without discussing

0055 [345.28 - 345.52] it.

0056 [344.00 - 352.00] without discussing it and they should be physically acting in a manner to

0057 [352.00 - 355.88] physically work with this and they keep referring me to the local authority when

0058 [355.88 - 362.64] this is not their responsibility. You know these bullcock valves are known to

0059 [362.64 - 371.08] take contaminants across the medium. There is a case ruling with it on the

0060 [371.08 - 377.20] drinking water site if this contaminates all of the rest of Hastings then there's

0061 [377.20 - 379.96] going to be [EXPLETIVE REMOVED] to pay

0062 [386.72 - 390.76] okay can you put that in an email

0063 [387.00 - 390.76] Okay, can you put that in an email to me then so I can send it back to

0064 [392.04 - 396.52] Southeast water and tell them that you are steering me to the wrong portal

0065 [401.64 - 408.02] I've tried to raise two separate complaints with them and they wrote to me and said

0066 [413.28 - 415.28] About half a million things open right

0067 [417.00 - 426.66] Right, they said, Dear Mr Dubell, thank you for speaking to me on the 12th of August regarding

0068 [426.66 - 429.00] the contamination of the water supply at Frederick Road.

0069 [429.00 - 432.00] You asked me to confirm in writing what we discussed.

0070 [430.00 - 434.72] writing what we discussed. The water quality team sent you an email advising the site is

0071 [434.72 - 440.48] owned and operated by Water Networks IWNL and as such Southern Water has no responsibility

0072 [440.48 - 446.46] for the water supply, wastewater infrastructure, water quality or land contamination matters

0073 [446.46 - 451.40] associated with the development. I should note however any potential contamination issue

0074 [451.40 - 457.28] would ordinarily have been considered as part of the planning process, it has not because

0075 [457.28 - 466.08] they didn't know about it being in the water table because the environment agency and its

0076 [466.08 - 472.20] report to the council did not specify it. This typically involves site investigation

0077 [472.20 - 476.36] and source sampling and any necessary remedial metacorps.

0078 [473.00 - 477.12] and any necessary remedial mitigation measures well they've had all that

0079 [477.12 - 481.44] they've had all the report the environment agency gave me the wrong

0080 [481.44 - 487.56] information telling me that it was looking at a 2017 report and wasn't

0081 [487.56 - 491.76] looking at the 17 one page report which has the Riberial level in it and

0082 [491.76 - 497.40] purposely doing this to contaminate the site and to kill people this is not

0083 [497.40 - 506.28] acceptable. Now it goes on to say IWNL would be the appropriate

0084 [506.28 - 510.76] organisation to avoid of any site specific matters relating to the

0085 [510.76 - 516.24] development. I've already told them that IWNL is based in Manchester and they

0086 [516.24 - 519.48] will not send an expect

0087 [516.00 - 519.72] and they will not send an inspector because it's too far.

0088 [521.20 - 523.18] As Southern Water does not own the land

0089 [523.18 - 525.10] and it's not responsible for any planning application,

0090 [525.10 - 527.24] approval, consent, grants, development,

0091 [527.24 - 530.00] or to stop work that has been approved and carried,

0092 [530.00 - 531.74] it must be carried out by another water company,

0093 [531.74 - 532.98] that's not true.

0094 [532.98 - 537.98] They have a connection to their services in Hastings

0095 [539.22 - 540.56] and they have the decision

0096 [540.56 - 542.80] whether that connection goes ahead or not.

0097 [546.00 - 561.00] Right, okay, so can I take some more details from you and I'll get this email sent

over to you explaining what the process that we have to follow and then as I say, at the moment, queue for one of our...

0098 [559.00 - 563.24] At the moment, the queue for one of our case workers is currently 12 weeks.

0099 [563.24 - 565.08] Well, that's not my problem, is it?

0100 [565.08 - 570.72] If someone dies, then you're all going to be liable and you'll all be investigated by children in social care.

0101 [570.72 - 574.64] If you've got children, watch out because they're going to come for you.

0102 [574.64 - 577.68] OK, well, as I've explained, it's...

0103 [577.68 - 582.84] Yeah, I'm trying to explain how serious this is to you as well, because I don't think people realise...

0104 [582.84 - 588.44] If you don't, can I just finish? If you don't deal with this, yeah, there will be repercussions.

0105 [590.24 - 596.24] And I appreciate that, but I am telling you that this isn't within our remit, so...

0106 [596.24 - 604.04] Right, so why is, why is the, um, why is Michael Day of Customer Relations, um, stating that...

0107 [602.00 - 609.68] Stating that if you remain happy with the outcome you may wish to seek independent advice from the Consumer Council CW

0108 [610.76 - 614.96] CW which provides impartial support to customers and can offer further guidance

0109 [614.96 - 621.64] They could be contacted on telephone blah using their form blah at Consumer Council of Water

0110 [621.88 - 623.88] 23 Stevenson Street, Birmingham

0111 [632.00 - 639.04] they have to follow and at the end of that process they will tell you that your next step

0112 [639.04 - 646.96] if you're still not happy is to contact CCW. That is to extend the let me explain

0113 [645.00 - 650.00] Extend the... let me explain so that we're clear on what we do here.

0114 [650.80 - 655.80] That is to extend and us to review the formal complaint process.

0115 [655.80 - 661.80] Not to necessarily change the outcome, just to make sure that they've followed the correct...

0116 [661.80 - 664.80] Well they obviously haven't because they're still going ahead.

0117 [664.80 - 672.80] Right. But at the end of the day, there's certain things that don't fall in within CCW's remit.

0118 [672.80 - 678.80] We have got no authority at all over the water companies.

0119 [678.80 - 685.80] Okay, so the water dies, so the water goes contaminated, the children die and nobody gives a [EXPLETIVE REMOVED].

0120 [686.80 - 688.80] Right, so it's not that we don't give a [EXPLETIVE REMOVED].

0121 [688.80 - 689.80] Well that's how it comes.

0122 [688.00 - 689.44] It's not that we don't give a [EXPLETIVE REMOVED].

0123 [689.44 - 690.60] Well that's how it comes across.

0124 [690.60 - 692.60] I mean, I've got 20 odd, I've got...

0125 [692.60 - 693.52] Oh, I'm sorry.

0126 [693.52 - 694.92] Can I just explain?

0127 [694.92 - 699.92] I've got 30, 40 telephone calls with these organizations.

0128 [700.68 - 703.46] Not one of them is acting with due diligence.

0129 [704.96 - 706.28] Right.

0130 [706.28 - 710.12] And I appreciate that and I do understand

0131 [710.12 - 711.96] where you're coming from.

0132 [711.96 - 714.00] But at the end of the day,

0133 [714.00 - 717.36] if we can't resolve the issue for you,

0134 [717.36 - 721.20] then it's just a waste of time for saying that we've...

0135 [721.20 - 723.60] Well, it isn't a waste of time because it's protecting

0136 [723.60 - 726.12] the innocence of children and adults

0137 [726.12 - 728.76] that will actually be affected by the contaminations

0138 [728.76 - 729.60] on this site.

0139 [729.60 - 731.44] So nothing is a waste of time, madam.

0140 [732.80 - 733.64] Right.

0141 [731.00 - 739.00] them. Right so what I will do is I'll take your details I will get the confirmation from

0142 [739.00 - 745.00] Southern Water that the complaint is exhausted it will go in a queue for a caseworker and

0143 [745.00 - 750.00] they will be in touch within the next 12 days. Okay and I will send you some information

0144 [750.00 - 757.00] which is in regards to this. Okay can I take your phone number please. Yeah TN35 5 alpha

0145 [757.00 - 762.82] Alpha Delta that's not the property where this is occurring that's my

0146 [762.82 - 772.26] address yep the property where this is affecting is TN 35 5 AB
0147 [774.00 - 778.48] TN355ALPHA DELTA
0148 [778.48 - 781.68] is my address the address where this is
0149 [781.68 - 787.20] is TN355AB
0150 [787.20 - 790.32] ALPHA BRAVO
0151 [790.32 - 795.32] yep
0152 [795.32 - 798.32] I can enter your email address please
0153 [798.32 - 801.28] Martin M A R T I N
0154 [801.28 - 809.64] n e w b o l d dot m n at gmail.com
0155 [809.64 - 812.04] Sorry you broke up then, sorry Martin
0156 [812.04 - 818.08] Okay I'll repeat Martin m a r t i n
0157 [818.08 - 819.08] Newbold
0158 [817.00 - 824.00] newbold.mn at gmail.com
0159 [825.24 - 831.36] and what I might just do because by the time you take to investigate this in 12
0160 [831.36 - 833.32] weeks I would have written a book about it
0161 [833.32 - 839.28] and I'll put it in the public record that these companies are crooked
0162 [839.28 - 842.72] and you won't do anything for 12 weeks
0163 [842.72 - 844.72] How about that?
0164 [844.72 - 846.72] No, that's fine, I can say. I've just had...
0165 [846.72 - 850.72] Well, I'm happy to do that because to be honest, this is not helping anybody,
really, is it?
0166 [850.72 - 852.72] You tell me that it's 12 weeks...
0167 [852.72 - 858.72] Have you got the telephone number for Ofwa? Who are the regulator?
0168 [858.72 - 861.72] Yes, I have been in contact with Ofwa.
0169 [860.00 - 862.00] are having been in contact with of what?
0170 [862.00 - 866.00] Okay, have you left a voicemail?
0171 [866.00 - 868.00] No, I've been in contact with them by email.
0172 [868.00 - 872.00] Right, and have they got back to you?
0173 [872.00 - 881.00] No, because the drinking water inspectorate emphatically told the water
authorities that they've got to deal with it.
0174 [881.00 - 883.00] Right.
0175 [883.00 - 885.00] And they haven't.
0176 [885.00 - 888.00] So have you gone back to the drinking water and said that they haven't?
0177 [888.00 - 896.00] Yep. Absolutely. And then this has come this morning, which is even more ignorance
that these companies are taking.
0178 [896.00 - 902.00] Now why are these companies running water in such a manner that it looks criminal?
0179 [903.00 - 909.00] Right. I don't, as I say, I only take the initial call from here and...
0180 [909.00 - 913.00] Yeah, but these are these are extremely serious contaminants I'm talking about.
0181 [913.00 - 923.00] This is in the region of 1.9, um, 1 900 milligrams per kilogram, which is
basically,
0182 [923.00 - 929.88] if you say the whole lot is six kilograms in a litre of water six yeah
0183 [929.88 - 935.96] six six grams in a water a litre of water that's a lot considering the limit
0184 [935.96 - 941.32] is supposed to be naught point naught naught naught naught naught one
0185 [946.00 - 948.64] I'm really sorry about this but...
0186 [948.64 - 953.04] Well I'm telling you it will kill people and nobody's doing anything to resolve
this
0187 [953.04 - 957.52] and I think this is fairly ridiculous that I'm having a conversation with you
0188 [957.52 - 961.68] that the drinking water has already condemned it
0189 [961.68 - 964.40] and you're not wanting to investigate it.
0190 [964.40 - 966.88] I'm sorry but that's how it gets coming across to me.
0191 [966.88 - 970.08] If I've got that wrong please explain it to me.
0192 [970.08 - 977.08] So as I've explained what our policy is here and what we are here to do,
0193 [977.08 - 985.08] we are here to oversee that the process of a formal complaint has been dealt with
correctly,
0194 [985.08 - 988.08] not necessarily to change the outcome.
0195 [988.08 - 991.08] So you can go on to me as much as you like.
0196 [989.00 - 991.50] You can go on to me as much as you like.
0197 [991.50 - 993.14] I'm not trying to go after you.
0198 [993.14 - 996.54] I'm trying to get you to do something which is helpful
0199 [996.54 - 998.34] because nobody is.
0200 [998.34 - 1001.32] If I've got 40 communications with these companies
0201 [1001.32 - 1003.62] and they're just being deceitful,
0202 [1003.62 - 1008.62] basically acting in a manner which is not reasonable,
0203 [1008.62 - 1009.94] what am I supposed to do?

0204 [1012.10 - 1014.54] I don't, the only thing I can give you
0205 [1014.54 - 1017.30] is that you go back to the drinking water inspector
0206 [1017.30 - 1021.06] and say to them, what are your next steps now?
0207 [1021.06 - 1023.62] Because as I say, I don't want to sit here
0208 [1023.62 - 1025.74] and say that we can help you
0209 [1025.74 - 1028.14] when it's not something within our remit.
0210 [1029.38 - 1033.76] Yes, but then, okay, so why is the Southern Water?
0211 [1032.00 - 1038.84] Southern Water using this as a method to try and shut it down if it's not, if you
0212 [1038.84 - 1041.84] don't have that facility.
0213 [1041.84 - 1048.34] As I've already explained to you, there's a formal complaint process to follow
0214 [1048.34 - 1056.84] and at the end of the stages 1 and 2 with the water board, the next step is to send you to our cells
0215 [1056.84 - 1061.84] Yeah but the problem is they haven't dealt with stage 1 or stage 2
0216 [1062.84 - 1068.84] I know but I'm really sorry but that still isn't something that we can help with
0217 [1068.84 - 1076.84] So the drink, if you're still not satisfied and you need more assistance, you need to go firstly back to the drink.
0218 [1075.00 - 1080.00] You need to go firstly back to the drinking water inspector and then...
0219 [1080.00 - 1083.00] Well the drinking inspector's already made a rule.
0220 [1084.00 - 1086.00] They're not abiding by it.
0221 [1087.00 - 1094.00] Because they think a hundred houses on this site at £400,000 is worth the risk.
0222 [1095.00 - 1101.00] And [EXPLETIVE REMOVED] anybody else that buys the house and finds that it's contaminated land and it kills them.
0223 [1102.00 - 1104.00] Because it's greed and avarice.
0224 [1105.00 - 1113.88] I know and I do appreciate everything that you're saying and if it was something that I personally thought that we were going to be able to help you with going forward
0225 [1114.76 - 1119.96] Then I would certainly do that. But as I say it isn't so that's
0226 [1118.00 - 1129.00] So basically you need to write to me and tell me that basically they have not initiated
0227 [1129.00 - 1133.20] stage 1 and stage 2 of the complaint therefore you cannot investigate.
0228 [1133.20 - 1134.20] Yeah.
0229 [1134.20 - 1135.20] Okay?
0230 [1135.20 - 1136.20] I'll send you our phone number.
0231 [1136.20 - 1137.20] You do that.
0232 [1137.20 - 1138.20] I'll get that.
0233 [1138.20 - 1142.50] I'll send that to them and then they can basically decide what the [EXPLETIVE REMOVED] they're going to do
0234 [1142.50 - 1145.00] because they haven't done that.
0235 [1145.00 - 1146.00] Okay.
0236 [1146.00 - 1148.34] Okay, is that agreeable?
0237 [1161.00 - 1165.00] I believe you have done because they told you to come to us now haven't they?
0238 [1167.00 - 1173.00] Yeah but they've made a referral on the basis of the wrong information. That's not due policy either is it really?
0239 [1174.00 - 1175.00] Okay.
0240 [1175.00 - 1177.00] I mean is it? I mean is it?
0241 [1177.00 - 1188.00] So to make a referral when there's been no evidence of a case number for level 1 complaint or no case number for level 2 complaint
0242 [1188.00 - 1192.00] and to refer me to you that's rather irregular isn't it?
0243 [1192.00 - 1196.00] Well no because they don't have to give you a case number
0244 [1196.00 - 1202.00] I'm sorry they do have to give me a case number if it's going to go to court they have to give me a case number
0245 [1202.00 - 1206.00] Right, well you just have to say that
0246 [1204.00 - 1207.00] Well, you'd have to take that up and down then.
0247 [1207.00 - 1212.00] So can I just get a few more details from you Martin and then I will get the female
0248 [1212.00 - 1215.00] I'm sorry, it's really frustrating, if you can imagine.
0249 [1215.00 - 1222.00] I know, and I appreciate and as I say, if it was something that I truly believe that we could help you with
0250 [1222.00 - 1228.00] then I would send this over for you but as I've explained, we are not the regulator
0251 [1228.00 - 1232.00] we don't have any enforcement over the water company.
0252 [1232.00 - 1242.00] Well you should have because when they're connecting contaminated mains to the national grid, this is criminal.
0253 [1242.00 - 1249.00] You cannot contaminate water sources from one water source to another. This is in law.

0254 [1247.00 - 1249.00] This is in law.
0255 [1249.00 - 1254.00] Okay, so if you believe it's criminal then you need to get legal advice.
0256 [1254.00 - 1256.00] Wow.
0257 [1256.00 - 1259.00] So this postcode you've given me, TN-
0258 [1259.00 - 1264.00] So it needs to cost me 15 grand because you lot don't want to do your jobs.
0259 [1264.00 - 1268.00] Right, which not- right, so with only mountain circles-
0260 [1268.00 - 1272.00] So will you pay the 15 grand that it's going to cost for the legal costs then?
0261 [1272.00 - 1275.00] Right, well I'm not going to comment on that.
0262 [1275.00 - 1277.00] No I bet you won't.
0263 [1277.00 - 1284.00] So this TN35 5AB, what's the full address to it?
0264 [1284.00 - 1287.00] Frederick Road, Hastings, East Sussex.
0265 [1290.00 - 1292.00] Right, ok.
0266 [1290.00 - 1298.88] and it's a site below with a hundred houses on it and they've shut the road to
connect the water
0267 [1298.88 - 1305.44] to it when it's in the ribereal level and these pipes are all sitting in that
ribereal level
0268 [1306.00 - 1311.12] leaching contaminants into the water supply that it's going to supply to the
houses and the main
0269 [1312.72 - 1317.92] and these are all extremely serious chemicals which nobody is dealing with
0270 [1320.00 - 1325.54] And I've asked Southern Water to condemn the site and they wouldn't even condemn
the site
0271 [1327.98 - 1330.26] Which tells me they're involved in crime
0272 [1333.00 - 1338.52] Okay, well I'm going to get this email sent over to you with the correct
complaint process.
0273 [1338.52 - 1343.28] Well I hope you do because I will be adding this to my list of calls which are
basically
0274 [1343.28 - 1347.56] is a list of all the calls I've made where things have not been done.
0275 [1347.56 - 1348.56] Okay?
0276 [1348.56 - 1359.44] Because clearly and I should be summarizing this call as the same thing more
effective
0277 [1359.44 - 1366.00] of reasonable behavior to investigate something which is of a serious nature.
0278 [1366.00 - 1374.72] Okay. I mean it is isn't it? Is that fair? I will get this email sent over to
you now.
0279 [1374.72 - 1377.12] Because you told me that it's not your responsibility.
0280 [1376.00 - 1378.00] not your responsibility.
0281 [1378.00 - 1386.00] Okay, I can't comment any further. I've explained our role here at CCW and I'm
going to send
0282 [1386.00 - 1387.00] this over to you now.
0283 [1387.00 - 1391.00] Okay, well I'll add this to my list of calls then. Thank you for your time.
0284 [1391.00 - 1393.00] Alright, thank you. Bye.

5. Source Manifest and SHA-256 Hashes

The hashes below apply to the selected transcript files as supplied, before expletive removal in this PDF.

Call	Recorder ID	Selected source file	SHA-256
01	R20230622-224257	Professional Standards - R20230622-224257.timestamped.txt	f7385abb4a516652ac9ec9284fcc272c32bb94234dda599da190307dc42726bf
02	R20230623-000106	Paliamentory-Standards-R20230623-000106.timestamped.txt	fd6d5b7bb3049b593e10e72c0d4ac07675f5b3e0026bf86b5b3fa018406076ef
03	R20230626-032712	Helena Dolimore MP 3-30pm R20230626-032712.timestamped.txt	c4b96a0629b82ed35d6383da8c74c0cc8acc26286aea2d7365899b3a018aa6bf
04	R20230627-034653	2026-08-04-Environment Agency 03708506506 R20230627-034653.timestamped.txt	286edc9972fd2224c81d036d6a355d2a4e1e25d41da1959501d910ba347b5e3
05	R20230627-041952	2026-08-04-Environment Agency 03708506506 14-37 47 mins R20230627-041952.timestamped.txt	6005e20e3d4e79e1a093dd857467162d2ee19b4fa8c0fa1e139d196fa1823f4
06	R20230627-050635	2026-08-04 - 0330 303 0368 Southern Water 15-49 for 37 mins R20230627-050635.timestamped.txt	b50f830e5b51a87acdd0f89a8d25d87706739047d33ce651475161d57dbedf8e2
07	R20230627-053515	2026-08-04 - 02082258340 IWNL 16-08 for 43 mins R20230627-053515.timestamped.txt	est6006edc785365f019503d48e71cb2e3ad7d8a9b1255c0158d7c9c14675b79f
08	R20230629-225432	R20230629-225432.timestamped.txt	713d5ad2198e73669fa496ccfa7b6f059816bf6913ed07c1bfa44ed458e70e62
09	R20230629-235454	R20230629-235454.timestamped.txt	960e356a4dd10f9e0fa461a136a80a55789dac6d9f8e8526ef8306f7ac864410d
10	R20230630-002659	R20230630-002659.timestamped.txt	6e5a01f737e887393483b9ff7c37ea5b6894e8708053f6c26a31dc819c5f5926
11	R20230630-004123	R20230630-004123.timestamped.txt	417d1462cc3f42accf062c38d3879efaa8a196afd115efa3101d12a21803267e
12	R20230702-223732	R20230702-223732.timestamped.txt	8af5a81b284eed5e4a279243771b1a1e9230cda5f32aafdaef9ec32eb92b24c
13	R20230702-224620	R20230702-224620.timestamped.txt	ba7abb71c11655a085fb0e0fa953cc0d0060af2dab8f078de2ff45883d813077
14	R20230702-224719	R20230702-224719.timestamped.txt	abf9ff9c0c96e2de8cca7de6eb0cab145d7da3d9414fe4a0f45fbfeb438e905
15	R20230702-225453	R20230702-225453.timestamped.txt	71d029e429fd309fb528f8449d950dafbb721a5753ea95f02a72d77cf083dc4f
16	R20230702-225721	R20230702-225721.timestamped.txt	e3b0c44298fc1c149afb4c8996fb92427ae41e4649b934ca495991b7852b855
17	R20230702-225758	R20230702-225758.timestamped.txt	1f757d33b5d59058623079ff336a4ecf4b6d9cdca8e4871078c06d748990ab02
18	R20230702-230615	R20230702-230615.timestamped.txt	4474e2cc3593ab82e0472e4a3a8964e0df02df19826532b94f44a33ed66b20ec
19	R20230702-230918	R20230702-230918.timestamped.txt	ac25982051a06dc6bad2b85fd3839acb3cc1ecc079c5c98cde4fc5af280a900a
20	R20230702-233202	R20230702-233202.timestamped.txt	cd69c3a6acaa5ab81aee00747e7020f30bd39d038fea7a6c9e0ac90f448b7cb6
21	R20230702-234907	R20230702-234907.timestamped.txt	c00e0bcc263655fdede4ab7e8e97b77705ca5d899e83e50fd76235fb705e387
22	R20230702-235156	R20230702-235156.timestamped.txt	ccc0578973a582f207eb1b2323da9f44e900b36bd55819513fc7f7f68c815ebc7
23	R20230702-235458	R20230702-235458.timestamped.txt	2d12876ddbec1be5fec408a018bc41e091b4618f1b704e55f07a5767e619c0d5
24	R20230703-000635	R20230703-000635.timestamped.txt	fe9f1617c4648c1272e03c099cde141ef7de69cca070c1caf6bb86289c5427e4
25	R20230703-001548	R20230703-001548.timestamped.txt	ada0b7eb51642ff99ebbeab21c0bdd6e6b2c98abf906d9458aa7236df1ce1e18
26	R20230703-001854	R20230703-001854.timestamped.txt	47ae4b1ec38dc76101c44cbcb8853793497b68a5591430f9529d6b993030b2e3
27	R20230703-002503	R20230703-002503.timestamped.txt	adba30ad00c3851810844eaa36e3c347b3460082b5e7649b84bc8f4497424c41
28	R20230703-003359	R20230703-003359.timestamped.txt	592d978de50d0016466a67c6c036cbde6f37976cddd26b64cc9d2d05d28bbbd2
29	R20230703-003439	R20230703-003439.timestamped.txt	278c131e9cb2cb6135c982135a30c20827b8acc9fc25c69fd5a4d3c9c8bbb819
30	R20230703-004946	R20230703-004946.timestamped.txt	a9e9a37ee6cdf6e085bb3e03ad5d30e0cdd4bd050061316d8086cbffcca135ec
31	R20230703-005503	R20230703-005503.timestamped.txt	7a7cd3bb2d0d97b076e5f7858c7c868dcadb5f33b58fcdbb4561274bcd37acc
32	R20230703-061403	R20230703-061403.timestamped.txt	64ccb3a37907dd0988a66f33af33f2aa499914d419f4094ef6a7036a81aab63da
33	R20230703-074802	2026-08-10-IWNL-R20230703-074802.timestamped.txt	ed9df623117eb69654cd26c2ed2fd7d3f156b57cf35484c3534ad7cfe0acbb3bc
34	R20230703-200115	R20230703-200115.timestamped.txt	6aa1b2030c1db019b98ecaaa1f47abc538454b74e35dd0644aec150c67068b86
35	R20230703-202427	R20230703-202427.timestamped.txt	e3b0c44298fc1c149afb4c8996fb92427ae41e4649b934ca495991b7852b855
36	R20230703-202445	R20230703-202445.timestamped.txt	b4401ef2e0efc92d783d02b6284c78adba33829e78aa522c018f5bd6586a4f37
37	R20230704-001435	2026-08-11-POWERON-IWNL-R20230704-001435.timestamped.txt	4bac1f9a41b40f0bf204c6d4cf98f438704a893120586d964046b2d513e4411e
38	R20230705-061556	2026-06-24-Southern-Water-Why-not-condemed-R20230705-061556.timestamped.txt	04b2e177b72b8032298421904c41a59f26d15f55a79300e2c40f542f08f57014
39	R20230706-050432	2026-06-13-Envrionment-agency-02084747404-R20230706-050432.txt	b97c2f0cc3934e22b2942412fa7e383c97dce6e77657a59226ba6290d8f73701
40	R20230706-064824	2026-08-13-Southern-Water-Claire-Joblin-R20230706-064824.timestamped.txt	ade6cf6c652b94a8ec8206c5b6a61bbb35e555f49eb65aa69c39735f9ce54277f
41	R20230706-065236	2026-08-13-Southern-Water-Claire-Joblin-R20230706-065236.timestamped.txt	79ff53a177183fb45b1324f0fae0ce0a325aca398ab237a9923e5e41c7f2cc0
42	R20230706-065506	2026-08-13-Southern-Water-R20230706-065506.timestamped.txt	b90ef69ecb874ddf81d7c56f713e49497da34f94721c965660686cec39b2d8b2
43	R20230707-010021	2026-08-14-Communication-with-CCW-03000343333-R20230707-010021.timestamped.txt	0a5b2f9ed4cddff0a96afee8fc8beed974d0a93c658ef3c2cf31fc8441d125

6. Appendix - Supplied Date and Renaming Map

The following text is reproduced from DATE_AND_RENAMING_MAP.txt in the supplied archive. It is included for provenance and does not represent independent verification by the compiler.

```
0001 WATER / PUBLIC-BODY PHONE CALL RECORDINGS – PRE-TRANSCRIPTION MAP
0002 =====
0004 Date correction used
0005 -----
0006 The manually labelled 2026-08-04 recordings contain recorder IDs dated 2023-06-27.
0007 That gives an inferred recorder-date correction of +1134 days.
0008 Where a filename already begins with an explicit 2026 date, that explicit date is retained.
0009 Recorder times are preserved as recorder times; they are NOT treated as verified real call times.

0011 2026-08-04 | IWNL | 43.27 min | R20230627-053515
0012 Original: 2026-08-04 - 02082258340 IWNL 16-08 for 43 mins R20230627-053515.WAV
0013 Suggested: 2026-08-04 - IWNL - R20230627-053515.WAV

0015 2026-08-04 | Southern Water | 27.47 min | R20230627-050635
0016 Original: 2026-08-04 - 0330 303 0368 Southern Water 15-49 for 37 mins R20230627-050635.WAV
0017 Suggested: 2026-08-04 - Southern Water - R20230627-050635.WAV

0019 2026-08-04 | Environment Agency | 2.91 min | R20230627-041952
0020 Original: 2026-08-04-Environment Agency 03708506506 14-37 47 mins R20230627-041952.WAV
0021 Suggested: 2026-08-04 - Environment Agency - R20230627-041952.WAV

0023 2026-08-04 | Environment Agency | 16.75 min | R20230627-034653
0024 Original: 2026-08-04-Environment Agency 03708506506 R20230627-034653.WAV
0025 Suggested: 2026-08-04 - Environment Agency - R20230627-034653.WAV

0027 2026-08-03 | Helena Dolimore MP | 2.87 min | R20230626-032712
0028 Original: Helena Dolimore MP 3-30pm R20230626-032712.WAV
0029 Suggested: 2026-08-03 - Helena Dolimore MP - R20230626-032712.WAV

0031 2026-07-31 | Parliamentary Standards | 6.81 min | R20230623-000106
0032 Original: Paliamentory-Standards-R20230623-000106.WAV
0033 Suggested: 2026-07-31 - Parliamentary Standards - R20230623-000106.WAV

0035 2026-07-30 | Professional Standards | 9.50 min | R20230622-224257
0036 Original: Professional Standards - R20230622-224257.WAV
0037 Suggested: 2026-07-30 - Professional Standards - R20230622-224257.WAV

0039 2026-08-06 | TO IDENTIFY FROM TRANSCRIPT | 60.21 min | R20230629-225432
0040 Original: R20230629-225432.WAV
0041 Suggested: 2026-08-06 - TO IDENTIFY FROM TRANSCRIPT - R20230629-225432.WAV

0043 2026-08-06 | TO IDENTIFY FROM TRANSCRIPT | 23.12 min | R20230629-235454
0044 Original: R20230629-235454.WAV
0045 Suggested: 2026-08-06 - TO IDENTIFY FROM TRANSCRIPT - R20230629-235454.WAV

0047 2026-08-07 | TO IDENTIFY FROM TRANSCRIPT | 14.31 min | R20230630-002659
0048 Original: R20230630-002659.WAV
0049 Suggested: 2026-08-07 - TO IDENTIFY FROM TRANSCRIPT - R20230630-002659.WAV

0051 2026-08-07 | TO IDENTIFY FROM TRANSCRIPT | 30.65 min | R20230630-004123
0052 Original: R20230630-004123.WAV
0053 Suggested: 2026-08-07 - TO IDENTIFY FROM TRANSCRIPT - R20230630-004123.WAV

0055 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 8.36 min | R20230702-223732
0056 Original: R20230702-223732.WAV
0057 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-223732.WAV

0059 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 0.53 min | R20230702-224620
0060 Original: R20230702-224620.WAV
0061 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-224620.WAV

0063 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 7.45 min | R20230702-224719
0064 Original: R20230702-224719.WAV
0065 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-224719.WAV

0067 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 2.07 min | R20230702-225453
0068 Original: R20230702-225453.WAV
0069 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-225453.WAV
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0071 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 0.48 min | R20230702-225721
0072 Original: R20230702-225721.WAV
0073 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-225721.WAV
0075 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 7.74 min | R20230702-225758
0076 Original: R20230702-225758.WAV
0077 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-225758.WAV
0079 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 1.64 min | R20230702-230615
0080 Original: R20230702-230615.WAV
0081 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-230615.WAV
0083 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 19.94 min | R20230702-230918
0084 Original: R20230702-230918.WAV
0085 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-230918.WAV
0087 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 15.84 min | R20230702-233202
0088 Original: R20230702-233202.WAV
0089 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-233202.WAV
0091 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 2.39 min | R20230702-234907
0092 Original: R20230702-234907.WAV
0093 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-234907.WAV
0095 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 2.33 min | R20230702-235156
0096 Original: R20230702-235156.WAV
0097 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-235156.WAV
0099 2026-08-09 | TO IDENTIFY FROM TRANSCRIPT | 10.31 min | R20230702-235458
0100 Original: R20230702-235458.WAV
0101 Suggested: 2026-08-09 - TO IDENTIFY FROM TRANSCRIPT - R20230702-235458.WAV
0103 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 8.46 min | R20230703-000635
0104 Original: R20230703-000635.WAV
0105 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-000635.WAV
0107 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 2.23 min | R20230703-001548
0108 Original: R20230703-001548.WAV
0109 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-001548.WAV
0111 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 5.69 min | R20230703-001854
0112 Original: R20230703-001854.WAV
0113 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-001854.WAV
0115 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 2.14 min | R20230703-002503
0116 Original: R20230703-002503.WAV
0117 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-002503.WAV
0119 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 0.55 min | R20230703-003359
0120 Original: R20230703-003359.WAV
0121 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-003359.WAV
0123 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 13.13 min | R20230703-003439
0124 Original: R20230703-003439.WAV
0125 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-003439.WAV
0127 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 0.78 min | R20230703-004946
0128 Original: R20230703-004946.WAV
0129 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-004946.WAV
0131 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 15.99 min | R20230703-005503
0132 Original: R20230703-005503.WAV
0133 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-005503.WAV
0135 2026-08-10 | TO IDENTIFY FROM TRANSCRIPT | 19.24 min | R20230703-061403
0136 Original: R20230703-061403.WAV
0137 Suggested: 2026-08-10 - TO IDENTIFY FROM TRANSCRIPT - R20230703-061403.WAV