

Cllr Phil Bialyk & Bindu Arjoon  
Exeter City Council  
Civic Centre  
Paris Street  
Exeter  
EX1 1JN

Thursday 9th October

*Sent by email*

Dear Cllr Bialyk and Ms Arjoon,

Thank you for your letter to our Chair dated 19 September 2025 regarding Exeter City Council motion to request South West Water to adopt the Friends of the River Exe (FORE) transparency template. I am responding on his behalf, as Head of Local Government Affairs.

My team were informed of the motion and discussed this issue with Cllr Tess Read ahead of your Council meeting. In this conversation, I outlined a similar conversation that had taken place at the South Hams District Council Scrutiny and Overview Committee on 27 March 2025. Following consultation with colleagues within South West Water, we replied indicating this transparency template would not be adopted.

We are committed to transparency and engagement, regularly providing information to a variety of external organisations using databases we hold internally. We also point organisations to other regulatory bodies where we are not the primary holder of the information requested. Aside from personal information (e.g. the names of individual employees), the information you are requesting is already publicly available through these routes.

Organisations may choose to take our data and include it any format they so wish. However, it is not for South West Water to do this on behalf of others. We have robustly reviewed your request internally and won't be adopting the process as set out in your motion as it would complicate our existing regulatory processes. We will communicate our plans, provide updates on our investments and maintain regular engagement through our new dedicated Local Government Affairs team.

We are committed to further engagement with you and your members. We have agreed to meet with Cllr Tess Read and representatives of the Friends of the River Exe to provide relevant information including investment plans for the River Exe Catchment. This meeting date is to be confirmed by Cllr Read, and we extend the invitation to you should you wish to attend. We will also accept your invitation to appear before the Strategic Scrutiny Committee, once a date has been confirmed.

Yours sincerely,



Alan Burrows  
Head of Local Government Affairs