



Loss of Trade Claims

When carrying out works in streets the Company will endeavour to limit as far as possible the actual disturbance and interference to the working life of the area. There may be situations and circumstances where business owners and property owners may wish to seek compensation.

SWW company policy.

1) No LEGAL liability for loss of trade when carrying out works in the public highway for laying / maintenance / repair / rehab or replacement of its apparatus.

2) However the company operates an ex-gratia (no liability) policy FOR SMALL businesses (not supermarkets or chain stores) if their premises are WITHIN a section of Road Closure or BETWEEN Temporary Traffic Light Control.

3) If "2" above applies then the claimant may submit a claim for CONSIDERATION but strictly limited to the PERIOD of Closure or Traffic Light Control only.

4) The claimant MUST support his/her claim with the following minimum requirements:-

a) A schedule of Takings for the appropriate week/month and for the same period in the previous 3 years - Net of VAT

b) A certified copy of their latest Trading Profit Accounts in order to identify the percentage of net profit to turnover, if not known or appears excessive for that trade/industry.

5) Upon receipt of "4a & b" the claimant MAY be asked to supply additional information for clarification.

NB. The policy is for the approx. Loss of PROFIT **not** TURNOVER

Any claimant is advised they have a legal duty to take prudent measures to reduce the financial losses they may be suffering.

The above details to be sent to: **South West Water Ltd
Estates Department
Peninsula House,
Rydon Lane,
Exeter,
Devon,
EX2 7HR**