

[REDACTED]

From: [REDACTED]
Sent: 06 May 2014 16:40
To: watertariff
Subject: Complaint re cost of softening water

Hi Sarah

I got your name from the cer.ie website.

I wrote a letter to Irish Water last week, complaint case number [REDACTED] outlining the cost of softening hard water where we live.

Today I received a reply which did not answer my complaint.

Basically what I want to know is, will the cost of softening water, €160 annually and the fact that approx 30 gallons is used each time for the softening process (3,000 gallons approx annually), will Irish Water allow for these costs with the introduction of water charges in October?

Regards

[REDACTED]