

[REDACTED]

From: [REDACTED]
Sent: 09 May 2014 14:30
To: watertariff
Subject: Consultation on water charges

I note that the proposals for water charges/tariffs include, as a fundamental principle, the principle of Equity and non-discrimination: "Tariffs should be equitable, non-discriminatory and acceptable to customers. For customers to accept the tariffs they must consider them fair. In this regard, it is important that those customers Page 10 of 64 who use most water pay charges in proportion to the costs they impose on the system through their water use."

My query relates to how second homes or holiday homes are to be treated when being assessed for water charges.

I have heard that such properties may be treated differently to primary residences, with perhaps standing charges applied, no free allowance, etc. Does that equate with the principle of equity?

In particular, where no meters are installed, there must be some account taken of the actual water consumption of properties that are not occupied all year round, as it would be unjust to apply the same usage assumptions (and charge) to such homes as would apply to a permanent residence, where there would be no comparison between the water consumption of both. Is this being provided for in the thinking on how charges will apply to such properties?

regards,

[REDACTED]