

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 15 May 2014 17:52  
**To:** watertariff  
**Subject:** WAIVER of WATER CHARGES

FAO Ms. Sarah Foley, Analyst – Water Division.  
Commission for Energy Regulation  
Dublin 24

Dear Madam

I understand that it is to this office that I write to apply for a waiver of water charges. I live in an estate in [REDACTED] Belgooly, Co.Cork in house number [REDACTED] and the water that we receive at the moment is not fit for purpose as follows

- (a) It is extremely 'hard' water and though promises have been made to connect us to an alternative source this has never materialised. The nature of the water has caused untold damage to all of my water heating mechanisms (washing machine, immersion cylinder, numerous kettles, etc) which have to be replaced at a rate far less their normal lifespan- causing enormous expense. It continues to build up on the inner walls of pipes and plumbing - which will need to be replaced in their entirety again at a time far less than that could normally be expected.
- (b) the water causes inefficiency in the rate of use of electricity resulting in higher than normal costs for heating of water.
- (c) The water quality is poor. Often, it is laden with black particles. I have no confidence in using it as drinking water – hence the extra expense of buying in drinking water.
- (d) All, if not the vast majority, of the households in this estate have gone to the initial and on-going expense of installing water softening facilities at the point of entry of the mains supply of water into their houses.

I have no difficulty in paying for a supply of water which is potable and does not pose a hazard to my household appliances and plumbing. Similarly, I have no intention of paying for a product which is not of mechanisable quality. This is the first rule of consumer entitlement. In truth, the water supply that we receive at present will, in the long term, cause more expense than it is actually worth and I reserve the right to have this issue rectified via legal recourse.

Please let me know when you are in a position to guarantee the quality of the water supply to my household and I will gladly accept and pay the appropriate charges.

Until this is achieved please regard this letter as a formal application to have the charges waived.

Yours faithfully

[REDACTED]