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**From:** [REDACTED]  
**Sent:** 18 April 2014 09:47  
**To:** watercustomers  
**Subject:** TRIM: CER Irish Water Customer Handbook

[REDACTED]

Dear Mo Cloonan,

In response to the CER document I have the following questions/comments

#### Section 3.1.10 Water Quality

I do not believe that when paying for water supply that it is acceptable for customer to be receiving any water not fit for consumption, therefore in times when water fails to meet quality standards the process should be put in place to allow customers to expense their costs of purchasing bottled water against the cost of their water bill, but not exceeding the amount of the water bill.

The same should be in place for Periods of Disruption where for any period greater than 48 hours, customers should be able to expense any costs related to the purchase of bottled water after the 48 hour period against their water bill, but not exceeding the amount of the water bill.

#### Section 3.3.2 Metre Testing

It should be the full responsibility of Irish Water to ensure that customer Metres are working effectively, therefore the proposal to introduce a charge to customer to have their metres tested is unacceptable. This may cause customers to not report concerns about metres and they be unfairly charged. You do not charge customers for customer service.

#### Consumer Protection on pricing:

As Irish Water will be operating as a monopoly in the Irish market, what steps will be put in place to ensure that post 2016 Irish customers will not be over charged or face high percentage increases in pricing?

#### Transparency in business operations:

What steps will be put in place to ensure that the tax payers money is being spent effectively and is being used to paid for water services and infrastructure improvements and not be used for pay for inflated executive salaries, pensions and bonuses?

Best Regards

[REDACTED]