

[REDACTED]

From:
Sent:
Subject:

[REDACTED]
04 August 2014 20:40
Introduction of water charges

[REDACTED]

Dear Sir/Madam,

I am a single parent of a child with autism and also have a chronic illness myself and I am wondering if you can do anything to reduce my water charges?

Let me explain my situation to you. My daughter is 16 and has autism and a learning disability. She needs 24 hr care. She soils herself therefore needs bathed and showered more regularly than other children. She tries to feed herself (and I have to let her try) therefore her clothes need changing a few times a day which means the washing machine is constantly on. She has an obsession with flushing toilets.

I myself have fibromyalgia which is chronic muscle pain and chronic fatigue (stressful to say the least). This condition needs careful management which involves hot baths and showers. I recently installed a power shower for this reason. Now I find myself on carers allowance knowing I won't be able to afford these charges. My condition as well as my daughter's limits my ability to work unfortunately.

Can you look into my case and see if you can reduce my charges please?

Thank you.

Yours Sincerely,