

[REDACTED]

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**From:**

**Sent:**

[REDACTED]  
27 August 2014 12:01

**Subject:**

proposed water charges consultancy

Good Afternoon,

I refer to the consultancy process currently underway regarding proposed water charges.

I live in an area where limescale is a problem and I had been continuously buying new kettles and I am on my 4th electric shower in 8yrs. It is because of this problem I was left with no alternative but to install a water softener system.

I have been informed by the installer that the watersoftener will use approx. 450 litres pw as a backwash - for an average household.

Can an allowance be made for households who have had to install water softeners.

regards,

[REDACTED]