

[REDACTED]

From: [REDACTED]
Sent: 27 August 2014 14:15
Subject: Water Quality Templemore Area

Hi

Further to the proposed water charges I would like to raise awareness with you of issues regarding the quality of the water we will be charged for and the consequent expenses incurred in maintaining plumbing systems and major appliances due to the problems caused as a result of this.

My address is at [REDACTED] Templemore and we are supplied by the main water system. Shortly after moving into my home I realised that a water softening system was essential. I couldn't even make a decent cup of tea. This cost circa £650IR ... the system has to be maintained annually and due to severe weather conditions I've had intermittent problems with the system so maintenance is a minimum of €80 annually.

A further expense is the bags of salt which last 3/4 weeks at a cost circa €8.50 per bag. I am advised the softener uses several gallons of water per 24hr period in order to flush through the system to make the water acceptable ... this will become a major issue when we are being charged for this water.

I haven't even mentioned yet that despite the water softener the water in our area is so filled with limescale the life expectancy of our shower is only 2/3 years and the copper tank 8/10 years with the associated plumbing expenses. On a smaller scale to boost the effectiveness of the softener there is the cost of salt and salt tablets for washing machines and dishwashers and limescale remover for kettles and washbasins. As you can see this amounts to a considerable cost for water you are now going to charge us for.

You have not installed the meter at our premises yet and I am told it may be because the valve is on our premises rather than outside the perimeter. Maybe you could clarify that for me. I may therefore in the meantime end up with an estimated bill and the consequent worries that would involve.

I would very much appreciate your feedback on the issues raised above and any resolution to these concerns which you may be able to suggest.

I look forward to hearing from you at your soonest convenience.

Regards

[REDACTED]