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**From:**  
**Sent:**  
**Subject:**

[REDACTED]  
27 August 2014 21:47  
CER/14/363

To Whom it may concern,

I wish to put my concerns regarding the water charges to you for consideration in the future.

As a pensioner, the amount of money received from the government, does not allow for any spare cash. As yet many areas are still waiting for the water meters to be installed. On the first of October the charges begin. We are told, that not having a meter will mean the payment will be estimated. This is very unfair for the elderly or those on low incomes. If the amount used comes to €100 and it is estimated at €125, then that money has to be returned. This may be at least a year later before the meter is installed and another three months has to pass, in order to give an idea as to the amount of water used. In the mean time you are holding money that the pensioner can ill afford to give.

In the other situation, if the amount to be paid is €125 and yet estimated at €100, then when the meter does go in there is a hefty bill for the pensioner to have to pay out all at one time. This needs to be looked at very carefully.

If one is fortunate enough to have their own well, as a family member in the country has. Then do they have to have a meter installed also and do they have to pay if they do not have a septic tank for the waste water?

There has been far too much uncertainty about the water charges up to now. Nobody should be charged without a meter being installed first. At least a month should be given to each household to work out where, and how much of the water is being used for what. Many people will get a real shock to know just how much they are using.

Why is it that having been without water charges up to now, we have to go to the top of the pricing scale for all of Europe. Why can the charges not be gradual. You have had no money for this up to now so anything should be a great boost to maintaining the system. People are so hard strapped to pay everything they will not be able for the added bill of water at the highest rate in Europe!!

Yours sincerely

[REDACTED]