

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 27 August 2014 23:15  
**Subject:** Water Charges Consultation

Dear Sir/Madam,

I am writing to you to express my extreme disappointment with your intention not to take account of additional expense incurred by citizens supplied with hard water as a result of having to treat this water. Treating my water costs me c. €350-€400 per year.

It is a fact that if I did not treat this water, I would quickly incur major costs in respect of boiler and other water heating device failures.

It is also a fact that many other citizens supplied with soft water, the majority of the nation, do not incur this kind of expense, yet I am expected to pay the exact same for supply of a product which is proven to be harmful to normal household equipment.

How can this be? A consumer in Dublin buys water which does not damage their appliances, yet I pay the exact same and receive a product which is not of the same standard.

Now that we will be purchasing this water, like any other consumer product, the least we could expect would be that it would be fit for purpose under normal use. Heating water is normal use and untreated hard water will damage appliances when heated, plain and simple.

I urge you to reconsider this issue and review your position in relation to hard water and a reduction in charges to reflect this additional expense.

Regards  
[REDACTED]