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

[REDACTED]  
28 August 2014 15:53  
CER/14/363

WATER SOFTENING COSTS SHOULD BE OFFSET AGAINST CHARGE

A Chara,

The principle of charging for water is acceptable to me. However, I wish to take issue with the charging structure and in particular, the charges for water which is sub-standard.

I believe that there should be a minimum quality standard which must be met before full charges are levied.

In my case, for example, the water supplied to me is very hard. To use it untreated would present huge problems for my domestic equipment (kettle, immersion heater, shower etc.).

Accordingly, I have incurred the cost (approx. €1,500) to install a water softener. In addition to the initial cost, I must also buy salt, costing approx. €20 per month.

As matters stand, I spend approx. €240 per annum on salt.

I believe that there should be a system whereby the costs of treating sub-standard water may be offset against the charges for the sub-standard water being supplied.

Le meas,

[REDACTED]