

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 28 August 2014 16:28  
**Subject:** Water Rates South Tipperary - Clonmel

To whom it may concern,

I am writing this submission on behalf of my parents, [REDACTED]  
Clonmel, both of whom are old age pensioners.

Hard water is a pressing issue for many households in South Tipperary, particularly in the Clonmel area. Of the total water supplied in South Tipperary (i.e. the administrative area of the former South Tipperary County Council) the breakdown according to 'hardness' is as follows.:

Very Hard : 10%

Hard : 18%

Moderately Hard : 7%

Soft : 65%

Moderately hard water is measured at 75 -100 mg/l hardness.

Hard water is measured at 150 – 300 mg/l hardness.

Very hard water is measured at >300 mg/l hardness.

A local councillor, Michael Murphy, has as an exercise, tested some of the water supply to the northern part of Clonmel and surrounding areas including [REDACTED] at an independent accredited laboratory. The results vary from 342 mg/l hardness up to 390 mg/l hardness. This is the area of Clonmel in which my parents are residents. Due to this issue, they have had to install a reverse osmosis water system at a cost of €1650, and need salt to maintain said system that costs €7.50 per bag, with one bag lasting 25 days. This results in an annual cost of €109.5 Euros

The Water Services (No. 2) Act 2013 confers upon the Commission for Energy Regulation (CER) responsibility for the economic regulation of Irish Water. The CER must do so in a manner that best serves the interests of the customers of Irish Water. It is difficult to accept that a domestic customer, in receipt of a supply of soft water, will be charged on a par with another domestic customer, in receipt of a supply of hard water, with all the attendant extra costs associated with softener installation and maintenance, together with the increased water usage in the operation of same (for which such customer will now have to pay). You will accept, I am sure, that, in the interests of fairness and equity, domestic customers in receipt of a supply of hard water should receive an allowance, or else a reduction in their water charge, commensurate with the level of hardness in the water supplied to them. The provision of such an allowance will acknowledge the particular circumstances experienced by such customers and will, to some extent, alleviate the financial burden imposed by the cost associated with water softening.

To conclude and in summary, I ask you to revise your proposals around free allowance. I submit that account must be taken of those households proportionally on moderately hard, hard and most importantly very hard water. The imposition of water charges must be fair to all concerned. Failure to allow for those households on a hard water supply would be most unjust.

Yours Sincerely

