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**From:**

**Sent:**

[REDACTED]  
28 August 2014 19:06

**Subject:**

Public Water Supply at Rathmullan, Co. Donegal

To whom it may concern,

Before I commence, I would like to state that my family and I have no difficulty whatsoever in paying, reasonable charges, for water provided by Irish Water which complies fully with all the water quality parameters (THMs, iron, colour < 20 etc.)

However, being asked to pay for water which you can't drink, looks yellow-brown, is unreasonable. At present the Environmental Protection Agency, EPA, has issued a direction on the Water Services Authority (Irish Water/Donegal County Council) to either upgrade the water treatment facilities at the existing works in Rathmullan or supply the Rathmullan area for an alternative source. While efforts may be ongoing to do this, the water supply to our dwelling is from the existing treatment facilities and does not meet many of the permitted parametric values.

I cannot see the water quality to our dwelling improving prior to the commencement of charges and therefore, I am asking why consumers are being asked to pay in full for public water that has been condemned by the EPA.

How does the CER propose to address such situations in a balanced and fair manner? When our water supply complies fully with all the water quality parameters (bacteriological, chemical and indicator) we will have no difficulty paying what reasonable charges. I trust that you would consider this to be a reasonable expectation from any consumer.

Finally, many of the people in this area do not have access to computers/email/the internet to express their concern on this matter.

Kind regards