

[REDACTED]

From:
Sent:
Subject:

[REDACTED]
28 August 2014 20:57
Water Charges

To whom it concerns

My Name is [REDACTED], I live at [REDACTED] which is a hard water area, as a result I have had to have a water softener fitted to my home to help reduce the lime scale and improve the water quality. This now uses allot more water every night to flush out the system and was fitted at personal financial cost and in addition the salt softener tablets have to be purchased on a monthly basis.

The kettles, saucepans have to constantly be replaced. We have to buy lime scale tablets for the washing machine to help the machine last longer. My shower has been replaced twice in 7 years.

I understand that the water charges are imminent, but I do not think that I should have to pay the same rate as someone who receives a better quality water which means they do not need to install and maintain a water softener. Along with the water constantly being switched off in my area and then when it comes back on it is brown and you have to run out the taps until it runs clear again increasing the amount of unusable water that enters my property. All these unfair factors which are outside of my control will lead to a totally unjust domestic water bill when the common denominator is the sub-standard water which you are supplying me.

Will I be able to recuperate the cost of the water softener and the cost of running the water softener for the company which is supplying me the sub-standard water ?

[REDACTED]