

[REDACTED]

From:

Sent:

[REDACTED]
28 August 2014 23:44

Subject:

Water Charge - Hard Water Problems

To whom it concerns,

My house in [REDACTED] which I have had for many years has been suffering from hard water problems . This hard water issue has caused untold hardship on many domestic and cleansing chores and extreme expense on replacing appliances. This is what has led to me being extremely annoyed and disappointed that proposals around free allowances do not make provision for those households on a very hard water supply The replacement of appliances such as kettles, dishwashers, showerheads and other electrical appliances is a regular occurrence for many households in certain parts of [REDACTED] and surrounding district. It is a fact that hard water causes scale to collect on heating elements thereby shortening their life and making appliances less efficient. The problems with such hard water don't end there. Over an extended period of time problems can arise in water boiler systems and pipework, solar heating systems, even every day issues around laundering, bathing and so on.

This hardship resulted in purchasing an expensive water softener recently . The water softener which I use to the reduce effects of hard water uses lots of water on a regular basis to flush out the system. Under the new water charge regulations this will lead to more expense.

Regards,