

From: Tim Steele [tjfs@tjfs.com]
Sent: 01 April 2008 14:29
To: Mandy Jones
Cc: Steve Morley
Subject: consultation

As a water customer in Cambridge, I would like to give you some feedback as you are currently engaging in a consultation process.

We are a family of four living in a small terraced house with a rateable value of £77. Accordingly, we are much better off paying unmetered charges (£250) than we would be on a meter (est. £475). The majority of the bill is due to Anglian Water who have implemented a series of increases very substantially above inflation. Even at £250 per annum our water bill is now higher than our electricity bill and our gas bill, only council tax is more expensive.

As I have mentioned to Steve Morley at Cambridge Water, although we are careful with our water use we obtain no financial benefit from doing so and no doubt many unmetered households use more water than they might if they had a meter, yet they have no incentive to ask for one to be fitted.

I would like to see water companies offering a flexible tariff to customers who are at present better off unmetered so that everyone has an incentive to fit a water meter and save water. This would of course have to be carefully designed so that the net cost is not prohibitive, and as you state in your consultation paper it would be unfair to increase unmetered water charges so this would have to be done by being more flexible on metered charges.

Best wishes

Tim Steele
Cambridge

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