

I understand that you want views on this proposal.

I have a problem with standing charges, not sure if you are going to deal with this here or not. I'm happy to pay for water I use but not happy to pay standing charges and think these should be abolished.

I'm in Wales so my provider is Welsh Water.

Communication should be improved. As an example we had no water last Saturday for over 12 hours. The water had already gone off before we were notified. The automated message in the morning said there was a burst pipe and that it would be repaired by the afternoon. I tried to phone them but couldn't get through. Later in the afternoon I had another automated call stating it would be back on that evening. I did manage to get through to them and asked for more details. I asked about bottled water and was told you had to be on the Priority Services List, which I am, the operator said they would put a request through but if the supply was due to come back then the water wouldn't be delivered.

Someone did bring me bottled water, but said it wasn't a burst pipe, they had spent 5 hours looking for it, but the pumps had stopped. He had no idea when they would be fixed, though said that water tankers would be brought in within an hour. This didn't happen.

Later that night I had a 'courtesy call' to ask if the water was back as apparently it was. It wasn't. She said she would have to tell them. Strange I thought. I then asked about bottled water for those on the priority list, I was told they would have to ring in. I thought the point of being on this list was to ensure that everyone on that list were considered and this automatically happened. Over 12 hours without a drink is far too long for anyone let alone vulnerable people. This should be standard and added as a condition of their licence in future.

On Tuesday my husband came home and said the water was going to be off again the next day as he bumped into a waterman outside and was told that the external pump had a fault so they needed to do more work. There was no further communication from the company.

Repair work needs to be overseen so this should be a licence condition. We have shared sewers and when we had a problem Welsh Water sent someone to look at the problem then said someone else would come to do the work. That someone was a private contractor who left a mess. Then Welsh water had to come back to check the drains and pipe work and clear the blockage, then the contractor came back to complete the work.

When the water meter was installed Welsh water insisted that they had to have access to the house before they could arrange an appointment for installation of a water meter. This delayed its installation because I was working away and couldn't do this. When they did come and I showed them where the stop cock was that was all. They did nothing. When the meter was installed they did not need access to the house, but left a mess on the pavement. I reported this but no one from Welsh Water came to check. I still don't know why I couldn't have a meter installed without the requirement for a visit to the house. I felt it was a delaying tactic and enabled them to continue to charge exorbitant rates for the water supply.

They should be made to explain reasons for their delaying tactics.

Compensation should be clearly stated in their licence conditions.

Regards

[REDACTED]

[REDACTED]