

Received 9 September 2014

From: Peter Jackson

Hi

When I receive my Water and Electricity bills, the I understand the base rates are set based on your organization's determinations.

The way the rates are calculated seem to make unfair and unnecessary generalizations about what usage is reasonable and what usage is excessive.

I pay an "excessive use" premium on both bills, which takes no account of the fact I have 10 people living in my house, most of whom do not leave the house for school or work.

It is not surprising I find this to be unfair.

My preference would be for a strict user-pays system with flat rates for usage. However, if there is going to be a variable rate system, the current one appears badly broken for unusual cases, such as mine.