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Your submission for this review:

I would like to voice my opinion on Council's request for a water rates increase. I tried to put in a submission on the IPART web site but I couldn't quite navigate to the correct site. I oppose any increase in Water Services rates to Ratepayers. I originally had tank water. When I was connected to the town service, I had good water supply pressure. Apparently, our street is on the same feeder line as Hardy's Bay, down the hill. They had too much pressure, which apparently caused problems to some hot water services in that area. Instead of fitting pressure reduction valves on the Hardy's Bay service, Council reduced the pressure on the whole line. Hardy's Bay now has good pressure but Killcare Heights, Stewart Street, south side, and Wards Hill Road to The Scenic Road have very low pressure. Residents on the northern side of Stewart Street have such good pressure that they hose across the street. I complained to Council recently and a field officer tested my service and agreed it was poor. He asked Council for permission to increase the size diameter of the supply pipe from the main but was denied by Council. I can't water the centre of my lawn from the tap. I am opposed to any rate increases until the service is vastly improved. Yours sincerely, Ian Munro