

## SHORTHAND EXAMINATION

Speed: 90wpm

Title: Frustrated resident to sue water company

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I feel I have to explain why I am taking this action against the water company which is supposed to supply water (1/4) to my home. First of all, I must say that I am not in any way a professional complainer. I am not one (1/2) of those types who climb trees or make camps to block a bypass or who take part in demonstrations. I am just (3/4) a normal person with a job, a home and a family. It all began five months ago when the water company dug up (1) the road outside my house and six others in Oak Road. The work was due to last about three months and we (1/4) were assured that the disruption would be minimal. The water was cut off for the first time five days later. We then lost (1/2) our supply for some time almost every day for the duration of the work. I called the company each time this happened, (3/4) but was fobbed off with one excuse after another. What was most annoying of all was the fact that no one ever apologised. (2)

### INTERVAL OF THIRTY SECONDS

When I received my latest bill for water rates it was the last straw. The company was demanding almost three hundred pounds (1/4) for a six-month supply of water when, for a great percentage of that time, I could not turn on a tap in (1/2) my house and be sure that water would come out of it. It appeared to me that the company could not care (3/4) less. We would just have to put up with this appalling service and pay for it. Of course, I immediately phoned the company. (1)

### INTERVAL OF FIFTEEN SECONDS

I told them I thought I deserved a discount because they had not supplied water all the time. I was told that, (1/4) in spite of this interrupted service, I was obliged by law to pay in full or I could face legal action. Now I (1/2) will tell you what I have decided. ***I am refusing to pay this bill and I am going to make a counter (3/4) claim asking for five hundred pounds in compensation which, in my opinion, is a very fair amount.*** Thank you for listening to me. (1)

TRANSCRIPTION TIME ALLOWED FORTY MINUTES

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