

**Question for written answer E-000682/2020  
to the Commission**

Rule 138

**Susana Solís Pérez (Renew)**

Subject: Water billing

In order to deter people from using large amounts of water, some Member States establish different price segments in water billing so that consumption exceeding average use per person is considered 'luxury consumption' and therefore charged at a higher price per unit.

This segment system, while serving a positive goal, can sometimes leave European consumers exposed, such as when water companies only review the number of people living in each household once a year, as is the case of Vivaqua in Belgium. The company justifies this practice on the grounds that it is the most representative method of reflecting changes in an approximate and average way at national level when taking the whole population into consideration. However, this system can lead to inaccurate and unfair water billing for each individual household and a lack of protection for consumer rights.

Given the absence of a consumer protection regulation in the area of water billing, is the Commission considering drafting legislation or taking any other measures to enable smart and accurate billing to protect consumers from these types of bill shocks? Does the Commission deem it fair and proportionate for consumers if water companies only review household composition once a year?