* **Dear CEO, ………………………., of QLD URBAN UTILITIES,  
  From**Name –
* Property address –
* Telephone number –
* Email –
* Date –
* **Please find below a statement from me on the payment of all future invoices from QUU and a list of complaints and questions, 2 – 8.  
  Please answer all complaints and questions 2 – 8.**

**1. Non-payment of your invoices.  
 Due to financial pressure during this time of COVID, I will not be able to pay your invoices while Covid exists.**

**NB from National Cabinet.** [**https://www.abc.net.au/news/2020-04-10/coronavirus-national-cabinet-agrees-on-hardship-provisions/12140772**](https://www.abc.net.au/news/2020-04-10/coronavirus-national-cabinet-agrees-on-hardship-provisions/12140772)

**“**The measures include:

* **No disconnection of services:** households and small businesses under financial stress will not have their service disconnected for failure to pay bills.
* **Late fees and interest waived:** Struggling households and small businesses will not be charged late fees if they can't pay bills on time, and there will be no interest charged on debt. “

**Once COVID is eliminated, then I may consider resuming payments.**

**COMPLAINTS AND QUESTIONS  
NB under Consumer Law, the retailer must answer all questions and complaints, and the customer cannot be directed to a 3rd party.  
  
2. Under Contract Law, QUU and I, and other customers, have a contract, where QUU delivers drinking water and we pay for this water.  
  
Why should I, and other customers, be required to pay for dental mouthwash****, AKA fluoridated water mouthwash, when the contract is for drinking water?  
  
NB your website has zero mentions of fluoride, mouthwash, dental services, etc.  
And QUU’s Customer Charter also has no mention of fluoride or dental mouthwash , AKA fluoridated water mouthwash.** Our residential [Customer Charter (PDF)](https://urbanutilities.com.au/-/media/quu/pdfs/about-us/publications/residential-customer-charter-q011562017.pdf?la=en&hash=E48D8764D66D5C5C39AB02C456BCA3804F6433AC)outlines what you should expect to receive when dealing with us, as well as your rights and responsibilities as our customer. **3. Under Consumer Law, QUU has an obligation to provide a product with Consumer Guarantees and a product that is fit for purpose.**

**Why should I, and other consumers, be required to pay for a product without guarantees of safety and efficacy, and a product that is not fit for my purpose , and other’s purpose?  
This protoplasmic poison has risks of harm, and is a proven endocrine and hormone disruptor, and is a proven vitamin and mineral inhibitor, and is also proven to accumulate in the body.****NB under Consumer Law, the retailer must answer all questions and complaints, and the customer cannot be directed to a 3rd party.  
In fact, on the 2nd February, 2021 the CEO of SEQWATER refused to supply a consumer guarantee of safety.**

**4. Your product, dental mouthwash, AKA fluoridated water mouthwash, is a Medical Mandate, forced on myself, and other consumers, without proper individual informed consent.**

**Why should I, and other consumers, be required to pay for a medically mandated product without individual informed consent?**

**5.Under Queensland Law, by definition, your dental mouthwash product, AKA fluoridated water mouthwash, is a Healthcare Service being given by Healthcare Workers.  
  
Why should I and other customers pay for a Healthcare Service that violates QLD Law?  
  
NB “**The National Code of Conduct for Health Care Workers (Queensland) applies to health care workers delivering a health service in Queensland from 1 October 2015.”[**https://www.health.qld.gov.au/system-governance/policies-standards/national-code-of-conduct#**](https://www.health.qld.gov.au/system-governance/policies-standards/national-code-of-conduct) **see clause 2 on consent is required.**

**6. Under Criminal Law, violating a person’s body is criminal assault and battery.  
  
Why should I, and other consumers, pay for a product and service that adds a protoplasmic poison to the water supply, the food and beverage supply and therefore the bodies of consumers, which is in fact a criminal act?  
  
7. Corporations have a Duty of Care to do their own due diligence on the product they sell.  
  
8. Why should I and other consumers pay for a product where the retailer corporation and the owning corporations (5 Councils) have not completed their own due diligence, and is this a breach of Duty of Care?  
  
About 20 years ago, Rand Water owned by the South African Govt, did their own due diligence and the SA Govt has never fluoridated drinking water.  
In fact only about 5% of the world population has drinking water turned into dental mouthwash by Politicians.  
NB, Fluoridation...Of Rand Water Drinking Water.** [**http://www.thewaterpage.com/randwater\_fluoride.htm**](http://www.thewaterpage.com/randwater_fluoride.htm) **Also the 85% owner of QUU, Brisbane City Council. Also has no mention of fluoride or dental mouthwash on their website.  
In fact, all 5 Council owners of QUU do not advise consumers that the Councillors are the decision makers for adding this protoplasmic poison to the taps of consumers.  
In QLD only 21 Councils of 77 QLD Councils have Councillors forcing this dental mouthwash, AKA fluoridated water mouthwash, onto consumers, which means only 213 QLD Councillors of a total of 578 allow this.  
It should be noted that individual healthcare is not a democratic process.  
  
9. Fluoride levels in the dental mouthwash, AKA fluoridated water mouthwash, supplied via the pipeline infrastructure are constantly monitored, but are not monitored in the people who ingest this protoplasmic poison in their water, food, beverages and from other sources.  
Why should I, and other consumers, pay for this protoplasmic poison when the pathology labs charge $113 (upfront) per blood or urine fluoride tests to monitor fluoride levels?  
  
  
The remedy or solution to the complaints and questions.  
QUU and the other water suppliers in South East QLD, SEQWATER, Unity Water, Redland Council, Logan Council and Gold Coast Council need to all convince the 127 SEQ Councillors (11 Councils in total) to stop the medical mandates of the protoplasmic poison fluoride being added to all taps in South East QLD.  
Or the 5 retailers in SE QLD stop paying SEQWATER for this dental mouthwash, because they have a contract to accept drinking water not dental mouthwash, AKA fluoridated water mouthwash.  
Halting forced fluoridation would save over $6 million per year in costs in SEQ, and eliminate over 340 Tonnes of Chinese toxic industrial waste being added to the people and the environment.  
Halting forced fluoridation would also keep all public officials out of future trouble, as the science on the risk of harm from water fluoridation continues to mount worldwide, as you would know if you are keeping up to date on fluoride research worldwide.  
Not halting forced fluoridation may leave public officials open to breach of Duty of Care liability.  
  
  
I await your speedy answers and resolutions to my complaints and questions.  
https://urbanutilities.com.au/contact-us/complaints  
  
  
Best Regards,**