



# Your letters

## Your say

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## Your comments on articles that you've read in *Which?*

### Save a bundle

*October 08, p40*

Utility Warehouse came out on top in your survey of utility providers and I have found the company equally good for other services.

I have a bundled contract with the company for my electric, broadband and telephone, and get free telephone calls to 01, 02 and 03 numbers, and reduced call charges to local and mobile phone numbers.

I am aware that my electricity isn't the cheapest, but the bundle saves quite a considerable amount of money overall.

SCOTT COLLYER, LINCOLNSHIRE

### Good utility provider

*October 08, p40*

I've just read your utilities report and can't believe that the Npower you reported on was the same Npower that I use.

I've received nothing but good service, particularly from its customer services.

I can phone an 0800 number, and rarely have to wait long to speak to someone. Staff are courteous and friendly, and always give me their name and extension number if I need to get back to them.

All other aspects of Npower have proved just fine too, from billing to clear information.

MARY THOMPSON,  
HEMEL HEMPSTEAD



John looks at car visibility

### Car visibility

*September 08, p36*

In your article on driver visibility, you discussed devices and design features. Reductions in the number of accidents can also be achieved by ensuring that cars themselves are more visible.

For example, opening doors in the faces of cyclists or pedestrians is a common cause of accidents and this could be reduced by making door edges more visible, such as attaching fluorescent tape or lighting.

Even a car's colour can make a difference. Research published by the RAC Foundation last year showed that black cars are 12% more likely to be involved in accidents than white ones, and black car accidents are likely to be more serious.

JOHN FAWKNER-CORBETT,  
FARNBOROUGH

### Reversing cars

*September 08, p36*

I read your article on driver visibility with interest.

In 2004, I bought a Nissan Almera Tino fitted with a tiny rear-facing video camera that switches on when reverse gear is engaged and the image is displayed on the control console.

It seemed a bit of a gimmick at the time and wasn't a major reason for choosing the model, but my wife and I have found it an absolute boon.

It provides a clear view of the blind spot area immediately behind the car. The Almera Tino is not a particularly luxurious or expensive car and, with video devices now so cheap, they seem an affordable safety feature and superior to audio sensors that are now becoming common. As the on-screen warning emphasises though, it's still necessary to look over your shoulder and use mirrors when reversing.

GEORGE RAYNER, GUILDFORD

**WHICH? SAYS** Video devices to help with reversing can be a useful aid where visibility is poor, and they're becoming more common. You can buy one as an optional extra on the new VW Golf, for example.

### Car insurance

*October 08, p23*

Your article on car insurance was timely, as I had just started to look into renewing my own. Two things that I have learnt may be of interest.

First, if you drive less than 1,000 miles a year, you may be regarded as an occasional driver, and your premium will be much higher than it would for a regular driver – in my case, £604 instead of £536 with the AA. Secondly, some policies aren't for people aged over 79, such as one from 50plus Insurance Services.

CHRIS BIRCH, LONDON

**WHICH? SAYS** Some of our Best Buys policies, such as Budget Insurance and Cornhill Direct, insure drivers over 79. Visit [www.which.co.uk/carinsurance](http://www.which.co.uk/carinsurance) to find out more.

### French jam

*September 08, p11*

After you gave a First look to Tefal's Electric Jam Maker, your testers said that it couldn't produce a firm set jam.

True perhaps, but that might be because it's a French product, so produces French-style jam, which is much softer than what we're used to in the UK.

I've read jam recipes in French cookery magazines and have been surprised by how different they are to ours. Their fruit, for example, is often softened for much longer and not given the rolling boil treatment that thickens our jam.

GAY BATTERSBY,  
NORTHAMPTONSHIRE



Gay explains the difference between UK and French jams

### CLARIFICATION

To GM or not to GM,  
*October 08, p4*

Julie Hill is the former deputy chair of the Agriculture and Environment Biotechnology Commission – it was wound up in 2005.

She is currently an associate of the Green Alliance.