



Your letters

Your say

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



John points out that Cravendale's filtered milk stays fresher for longer

Long-lasting milk

Nov 08, p5

Your test of filtered milk vs supermarket milk misses the point somewhat.

The reason we buy Cravendale milk is that it lasts much longer than ordinary milk and therefore tastes fresher many days after ordinary milk has gone off.

Although it is slightly more expensive there is never any wastage from deterioration.

JOHN HILL, LINCOLN

that can be easily cancelled without penalty.

DAVID JAMES, MALVERN

WHICH? SAYS Many policies include this rule, so be sure to check you're covered before you go away for a weekend. The following are all Best Buy insurers covering two-day trips: 1 Stop Travel, Bradford & Bingley, CIS, Columbus, Egg, Insure For Travel, Insurewithease, InTune LV=, OUL Direct, Primary Direct and TravellnWeb.

Travel insurance

Nov 08, p20

Travel insurance may not always give you the cover you might expect.

While on holiday earlier this year, my wife fell and broke her ankle. Unfortunately, we were not covered as the small print in the insurance policy from LloydsTSB specified that cover would only apply for a holiday that included at least three pre-booked nights' accommodation, and we had pre-booked for only two nights.

Therefore, even for a weekend break, one might wish to book a third night in accommodation

Free Sky

Nov 08, p79

In response to Audrey Marsh's question about two people watching Sky in one household, could I recommend signing up for Sky Player? If you have a computer, this allows you to watch programmes on your PC through the internet. Most programmes are free to Sky subscribers (but this is dependent on your Sky TV package) or non-subscribers can pay per programme.

Personally, I have found this feature is excellent.

IAN WILSON, DONCASTER

Paying utility bills

Oct 08, p40

I received a letter from Eon in late September informing me of price increases to my energy supply.

What concerns me is that the increase applies to energy used since 22 August.

When I telephoned to complain I was told that the increase was announced in the media on 21 August. How many people were on holiday, not reading a paper or not watching TV that day? I think it's bad business practice not to write to customers before increasing prices.

After complaining, I eventually got an ex gratia payment for the period 22 August to the day they accepted my complaint, but I think there should be greater clarity in contracts.

The consumer should receive personal, detailed information on price rises and discount changes before they are implemented.

We shouldn't have to rely on media announcements to discover our bills are increasing.

TONY ANDERSON, TELFORD

WHICH? SAYS Energy companies do have 65 days to notify customers of price increases, but we feel they should send notification letters out as soon as price rises are confirmed.

Meter readings

Oct 08, p40

Given the frequent discrepancies between energy suppliers' estimated meter readings and actual readings, I think it is time suppliers positively incentivised customers to provide regular meter readings, instead of relying on occasional visits from official meter readers.

Only by regularly checking my meter readings was I able to determine that I had been overcharged by my supplier, Atlantic. I was pleased they refunded the overcharged amount, plus a little bit extra, but I will be keeping a close eye on my meter readings in future.

MICHAEL BINGHAM, BRISTOL

WHICH? SAYS Some energy companies do now provide incentives for reading your meter regularly – ask your supplier if they have such a scheme.



Energy companies should notify customers of price rises, says Tony

CORRECTIONS

Laser treatment, November 08, p7
Our guide to laser treatments can be found at www.which.co.uk/laser

Money Monitor, November 08, p19
The balance transfer fee on the Tesco Personal Finance Bonus credit card is 2.9% of balance uncapped, not 2.0% as printed in the 'Credit Cards: 0% balance transfer with fee' table.